

# Custom Solution For Medical Livery Billing



## Background

The client's business consists of high-value Ambulance transportation, medium-value Wheelchair Van transportation and low-value Medical Livery service. The client chose a large vendor for the medical billing needs, but found the \$1.25/trip overhead crippling to the \$3.65/trip revenue for Medicaid Brokered Livery. Since M+H had provided medical billing systems to the client before, they turned to us again.

## Business Challenge

In such a low revenue business, the challenge is to provide a solution with acceptable upfront cost and a low on-going overhead.

## Solution

Using our extensive knowledge of Computer Aided Dispatch (CAD) systems and ambulance billing issues, we were able to piggy-back a custom solution on top of the existing IT infrastructure. Since we don't use a per-transaction pricing model, the system quickly paid for itself. Given our system's low maintenance requirements we were able to provide a solution that, 5 years out, is both efficient in terms of their clerk time and has a cost of under \$0.05/trip.

Our solution is an interface-driven MS-Access application running off of a server-based central database.

## Results

The client is able to generate Medicaid Brokered Medical Livery bills quickly and effectively. A custom report provides the monthly summary needed to keep the enterprise billing system up-to-date so that Corporate's reports are up-to-date.

Project highlights include:

- Automatic capture of billable activity from Operations's systems
- Automatic pricing of records
- An editor to allow interactive inspection and correction of data
- On-demand invoice generation
- Management report to summary billing activity by Line of Business