

## BILL PROCESSING TIME

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Desired Outcome	Send bills to customers as quickly as possible.
Standard	Average of $\leq 10$ days to process bills and send a billing statement.
Acceptable Quality Level	The Bill Processing Time may not fall below standard for more than two consecutive months or any three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

## MEASURE DESCRIPTION

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Indicator Description	This indicator measures the average amount of time required to process an electronic patient care record (ePCR) into an invoice to be billed to an insurance carrier or directly to a patient.
Question Indicator Answers	What is the average time period to process an EMS bill for patients?
Patient / Customer Need	Improving billing and collection activities will have a positive impact on revenue and the reliability and sustainability of the EMS system.
Type of Measure	Process
Objective	Send bills to customers as quickly as possible.
Data Provided By	Business Analysis and Research Team in consultation with Finance Section personnel
Reporting Values	Average number of days required to generate the first patient bill following the ATCEMS date of service.
Limitations	None
Notes	This measure varies from a similar measure used in the City of Austin eCOMBS reporting system. The eCOMBS measure is based on date that <b>account received in Billing Services</b> . This measure is based on <b>date of patient contact</b> .

## Measure Calculation

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Formula Description	Average number of days between the date of service and the invoice date for all accounts billed in a calendar month.
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Indicator Formula	$\text{Bill Processing Time} = \frac{\text{sum}([\text{Processing Intervals}])}{\text{count}([\text{Accounts Billed}])}$	
Data Filters	None	
Interval Calculation	Processing Interval = [Date of Initial Bill] – [Patient Contact Date]	
Numerator	<i>Population</i>	Processing Intervals for all patient accounts billed during the month being reported.
	<i>Inclusion</i>	All patient accounts
	<i>Exclusion</i>	Accounts for standby services, medical records requests, or other activities not related to direct patient care.
	<i>Data Source</i>	RescueNet Billing Database
Denominator	<i>Population</i>	All patient accounts billed during the month being reported.
	<i>Inclusion</i>	All patient accounts.
	<i>Exclusion</i>	Accounts for standby services, medical records requests, or other activities not related to direct patient care.
	<i>Data Source</i>	RescueNet Billing Database
Aggregation	Aggregate incidents by month based on the date that the first patient bill is sent.	
Stratification	No	
Minimum Sample Size	None	
Data Lineage	Data used for this report is generated within the RescueNet system in the course of patient care and account management activities.	

## Reporting

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Travis County ILA Reporting	<p><b>Medium:</b> Web site chart</p> <p><b>Orientation:</b> External</p> <p><b>Format:</b> Run chart containing monthly data values for most recent 13 month period.</p> <p><b>Update Frequency:</b> Monthly</p> <p><b>Data Source:</b> Cognos Report</p>
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## Metadata

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<b>Pillar / Strategic Objective Links</b>	F1: To utilize effective financial management tools and methods that allow for fiscal transparency and accountability.  F2: To be an organization that provides value to the community.  F3: To provide quality cost efficient service to the community.
<b>Development Status</b>	New measure. A similar measure has been reported since 2010
<b>References</b>	<i>Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)</i>  Satiani B, "Benchmarks for Your Medical Practice: A Vital Part of Critical Practice Analysis" Weblog article published on 13 June 2011 at <a href="http://www.kareo.com/gettingpaid/2011/06/benchmarks-for-your-medical-practice-a-vital-part-of-critical-practice-analysis/">http://www.kareo.com/gettingpaid/2011/06/benchmarks-for-your-medical-practice-a-vital-part-of-critical-practice-analysis/</a>
<b>Best Practices</b>	None referenced
<b>Definition Version Info</b>	Version C; 2014-03-03