Open Forum:

A NH Ground Ambulance Cost Study And The Development of an Illustrative, Cost-Based Reimbursement Rate Schedule For Ground Ambulance Services

September 23rd, 2024

PUBLIC CONSULTING GROUP

Solutions that Matter

Discussion Topics:

PURPOSE & GOAL OF THE STUDY

TIMELINE

DATA REQUEST TYPES AND PROCESS

FAQS, RESOURCES, & CONTACT INFORMATION

What is the purpose of the Study:

The Ground Ambulance Cost and Rate Setting Study is designed to gather detailed information on the financial landscape of ground ambulance services in New Hampshire. The study will:

- Assess Costs
- Evaluate Paid Claims
- Develop a Rate Schedule
- Support Legislation

Legislative Mandate for this Study:

In accordance with Senate Bill 407, a law that was passed by the New Hampshire legislature this spring, the primary goal of this study is to accurately assess the financial landscape of Licensed EMS Units in New Hampshire. The data collected will be used to develop a fair and sustainable reimbursement model that reflects the true costs of providing these essential services.

This will done by developing a rate schedule based off the data collected from Licensed EMS Units and Town Managers

Public Consulting Group:

PCG is committed to developing practical solutions to help Fire, EMS, and Public Safety providers improve operational and financial performance, achieve and maintain compliance, and deliver high quality services.

Our experience providing revenue optimization, cost reporting, consulting, and assessment services to more than 550 fire and EMS providers across the country sets us apart from other firms. We understand the unique needs and challenges faced by fire and EMS providers and have built an unparalleled level of program knowledge, financial acumen, operational expertise, and technical capability.

36 Years of Experience
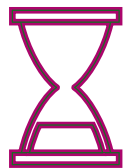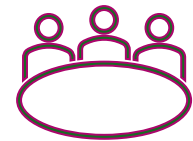
200+ Active GADCS Contracts

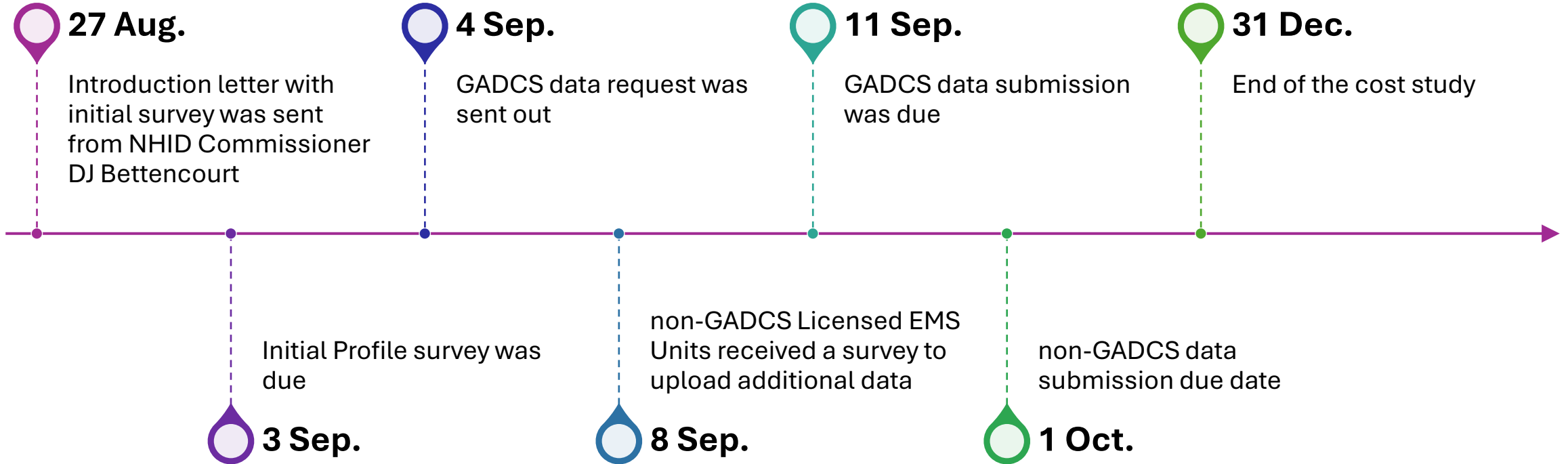**Established 1st EMS Medicaid Supplemental Payment Program**

Serve 550+ Fire & EMS Departments

70+ Team dedicated to Fire & EMS

Timeline:

27 Aug.
Introduction letter with initial survey was sent from NHID Commissioner DJ Bettencourt

3 Sep.
Initial Profile survey was due

4 Sep.
GADCS data request was sent out

8 Sep.
non-GADCS Licensed EMS Units received a survey to upload additional data

11 Sep.
GADCS data submission was due

1 Oct.
non-GADCS data submission due date

31 Dec.
End of the cost study

Questions Asked In The Profile Survey:

👤 Organization Name and NPI Number

✉️ Contact information for the submitter

🚚 Total number of transports completed in your latest full Fiscal Year

📞 Billing Contact Information (in house or billing vendor)

📋 Completion of your GADCS Instrument

📞 Contact information at your department for your GADCS / Data

Data Request Types

Initial Profile Survey asked:

Did your your department complete the Medicare GADCS?

If Yes	If No
• Follow GADCS Protocol	• Follow – Non GADCS Protocol

Data Request: GADCS

If your department completed GADCS:

1. You will receive a request to submit your GADCS instrument on September 4th with a **due date of September 11th**

2. If you have access to your instrument, you will upload it to the survey

3. If you do not have access to your instrument, you will email ambulancedatacollection@cms.hhs.gov to request a copy

   - In your request you will include your NPI number and request to obtain a copy by September 9th

   - Instructions to request GADCS Instrument from CMS

Data collected from Licensed EMS Units will be aggregated and analyzed, to be presented to stakeholders and legislators in a final report format – no individual EMS unit-level data will be shared.

Data Request: Non-GADCS

If your department **did not complete** the GADCS Instrument

1. You may be selected to submit additional data with a **due date of October 1st**
2. Data that will be requested will include Expenditures, Depreciation Schedule, Billing Data, Transport Data
3. Data Resource guide will be posted to the NHHP Website which includes additional information

Data collected from Licensed EMS Units will be aggregated and analyzed, to be presented to stakeholders and legislators in a final report format – no individual EMS unit-level data will be shared.

Personnel and Labor Costs:

Overview: Staffing and labor expenses related to your ground ambulance operations.

Source: Payroll Report, General Ledger, Labor/Staffing plan, etc.

Details: Identify staff members in a single category (do not double report). Report total compensation including salary/wages and, when applicable, benefits (e.g. healthcare, paid time off [PTO], retirement, stipends, life insurance), employer payroll taxes, overtime, training time and callback and standby for paid staff. If one or more components of compensation costs (e.g. benefits) were paid by another entity with which you had a business relationship (e.g. a municipality that you serve), you must obtain and include these costs when you report total compensation. Do not include staff without ground ambulance responsibilities in your responses.

Volunteer hours include the time from which the volunteer received a call or a page to the time they finished with their call as well as time spent in the station house performing duties as if they were being paid. Volunteer expenses include stipends, honoraria allowances, benefits, or other "token" payments in recognition of a contribution to your organization, but not as form of direct compensation for work.

Expenditure Report:

Overview: Collected data relevant to your EMS Unit's overall expenditures in the selected reporting year. The scope of the survey is limited to ground ambulance costs. Many organizations share facilities, staff, or other resources with another service, such as a fire department, hospital, or police department. Even some organizations providing only ground ambulance services, for example, local government-based organizations may have information on some expenses at a broader government level rather than for their ground ambulance organization specifically. For more detailed information and examples on how to allocate costs, please see CMS' webinar on the topic at this link.

Source(s): General Ledger, Profit and Loss Statement, Trial Balance, etc.

Details: EMS operating expenses include but are not limited to cost centers such as facility and EMS vehicle maintenance costs, utilities, general insurance, EMS vehicle fuel, medical and non-medical supplies, minor medical and non-medical equipment, contracted and billing services.

Depreciation Schedule:

Overview: Collected data relevant to your depreciating capital assets as it pertains to your EMS Unit's overall expenditures in the selected reporting year.

Source: Depreciation Schedule, Financial Statement, Income Statement, etc.

Details: Total depreciation amount for all active EMS vehicles, EMS capital equipment, EMS/Shared buildings or capital improvement projects.

Transport Data:

Overview: Collected utilization data relevant to your EMS transports and responses.

Source(s): CAD/Dispatch Report, ePCR

Details: Transport/response data needs to entail line level data for medical and fire/other responses that occurred during your selected reporting year. You should consider "medical assessments and no transport" or "treat, no transport" as ground ambulance responses if your organization dispatched a fully equipped and staffed ground ambulance to the scene. Do not, however, count "treat, no transport" treatment and as ground ambulance transports, even if you use ground ambulance service codes to bill for these services.

Billing Data:

Overview: Collected billing data relevant to your total transport count, service mix and associated paid claims within your selected reporting period.

Source(s): Paid Claims Report, Revenue/Income statement, etc.

Details: All revenue from paid claims during the selected reporting year broken out with payer, HCPCS code, and amount paid (include revenue received throughout the 12-month period no matter the bill/invoice date).

"Ground ambulance transport" refers to the use of a fully staffed and equipped ground ambulance responding to a request for service to provide medically necessary transport (based on the rules relevant to the applicable payer).

FAQ'S

Why should I participate in this study?

Participation is required from providers being asked to participate in this study. The study's findings will inform future legislation and policy decisions to ensure that ambulance services are adequately reimbursed and sustainably funded, ultimately benefiting both providers and patients. The commissioner of the department of safety shall have authority to enforce this reporting requirement upon ground ambulance providers under the general supervision and specific enforcement authority conferred by RSA 153-A.

FAQ'S

What is a NPI Number?

A National Provider Identifier (NPI) is a unique 10-digit identification number issued to healthcare providers in the United States by the Centers for Medicare and Medicaid Services(CMS). You can locate your NPI number by visiting NPI Number Lookup

Resources & Contact Information

- NHHP Website

- MGADC@pcgus.com

- FAQ Document

- Instructions to Request GADCS Instrument

Questions

Data Request: Additional Support

EMAIL: MGADC@PCGUS.COM

WE WOULD BE HAPPY TO DO SET UP 1:1 TIME TO DISCUSS THE DATA REQUEST THAT IS NEEDED