



CARS Billing Quality Assurance

(ver. 3/10/2019)

Preceptors are expected to QA calls run by their ambulance (even if the preceptor is only the driver). Captains are expected to QA all other calls for the shift.

1. Response -> Response Info -> Incident/Patient Disposition
 - a. If "Cancelled", mark incident status as "Complete" and you're done!
 - b. If "Refused", check to make sure they have a witness signature. If not, send them a message to do better next time then mark as "Complete"
2. Patient Encounter -> Patient Info -> Social Security Number and Medical Record Number
 - a. If SSN wasn't obtained, value should be 000-00-0000 and it should be documented in narrative
 - i. If blank, fill it in and send a message to the provider letting them know
 - b. UVA MRNs are 7 digits long. MJH MRNs don't have a specific length, ~8-11 digits.
 - i. Any obviously incorrect values (ie Nursing home MRNs, Hospital Account numbers), try to get the provider to fix it.
 - ii. If the provider isn't available, send them a message, then pull the face sheet from the box.
3. Signatures
 - a. Provider Signature
 - b. Hospital Representative Signature
 - i. Should have full name of hospital rep, no initials. If not, send a message telling them to do better next time.
 - c. Patient Signature or Patient Representative Signature
 - i. If patient is unable to sign and there is no available patient rep, they should "Add a Patient Signature" then put the "Signature Status" as "Not Signed - []" and leave the signature box blank
4. Red things
 - a. Anything lowering validity below 100% should be documented in Narrative why.

5. Narrative - Procedures
 - a. Any procedures documented in the narrative should also be listed in the Provider Actions - Procedures section. If not, add them.
 - b. CHART format is encouraged, but not required as long as there is a distinct "Treatments" section, separate from the narrative, even if this means repeating things. If there is not, send provider a message and mark as "Needs Review"

6. If no other issues noted, mark as "Ready for Final Review". If you're displeased about something but aren't sure what to do about it, mark as "Needs Review" and shoot Schuyler a message, either on ImageTrend or email or text or whatever.