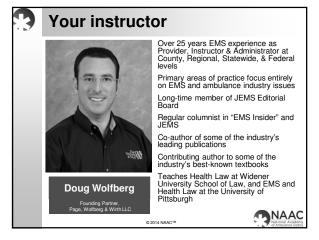


Call Intake and Dispatch

National Academy of Ambulance Coding

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Course Objectives

- Upon completion of this course, the Certified Ambulance Coder (CAC) candidate will understand:
 - The critical role that Call Intake and Dispatch play in effective, compliant Billing
 - Emergency vs. Non-Emergency Dispatch
 - · ALS vs. BLS Dispatch
 - Physician Certification Statements
 - Advance Beneficiary Notices

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Effective Call Intake is the "Front Door" to Ambulance Billing and Compliance

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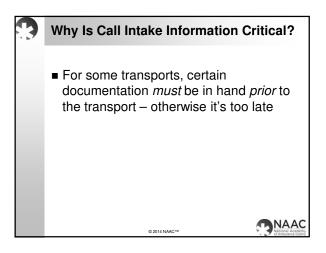
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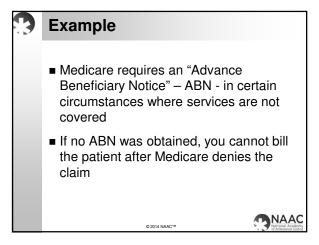
Why Is Call Intake Information Critical?

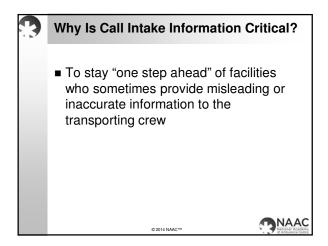
- Call intake represents the *single best* opportunity to capture information vital to ensuring proper, compliant billing
- Why?
 - Human nature people are more likely to give you the necessary information when they need your help, rather than after they've already received it

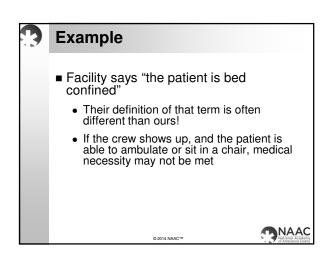
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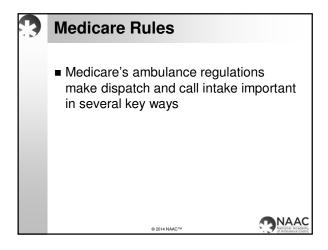


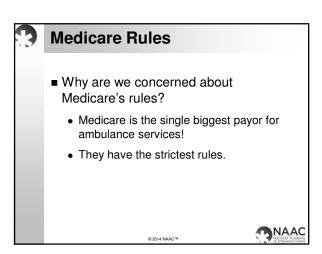


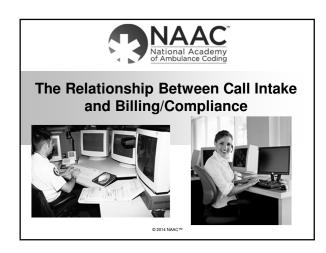


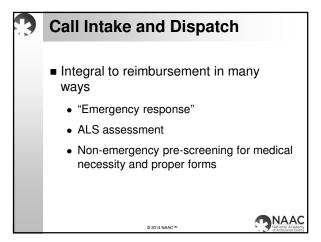


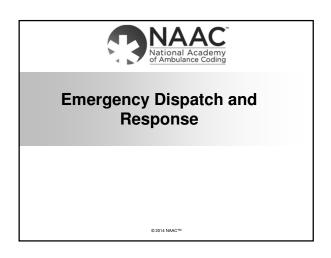


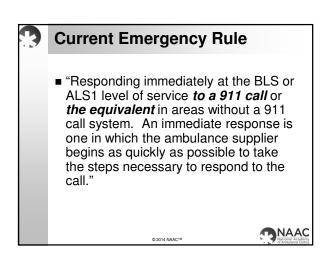


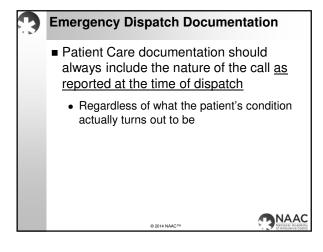


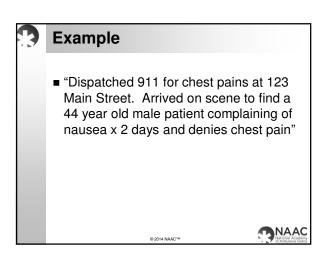


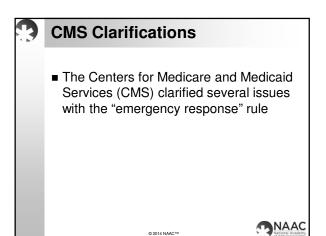


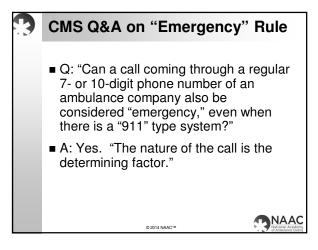


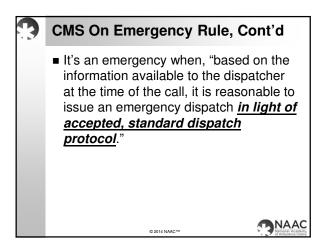


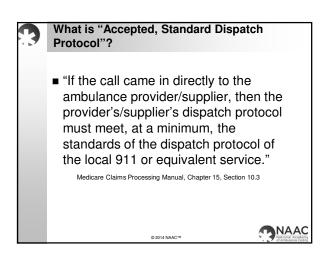


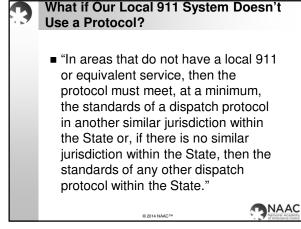


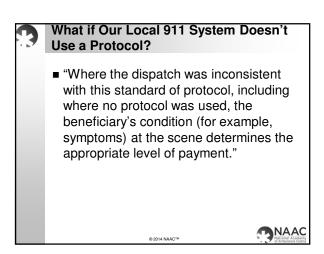


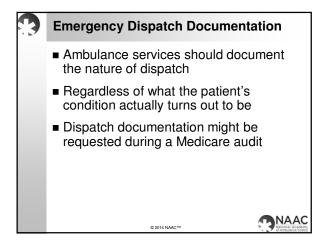


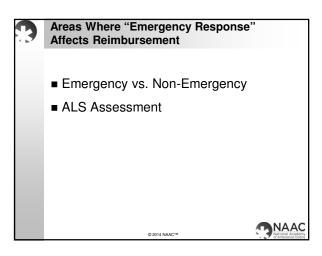


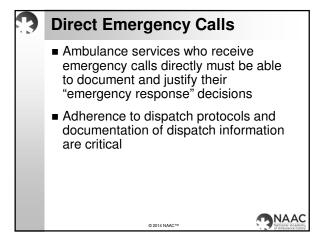


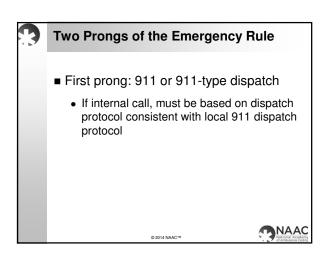


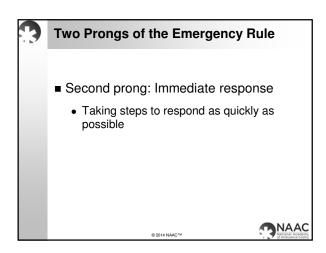


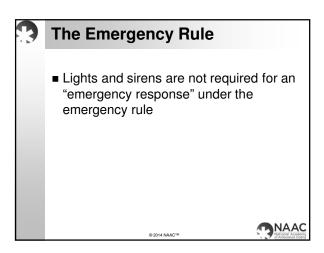


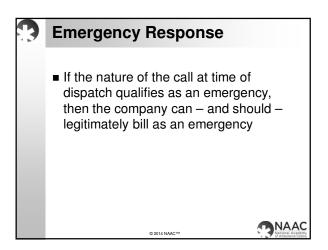


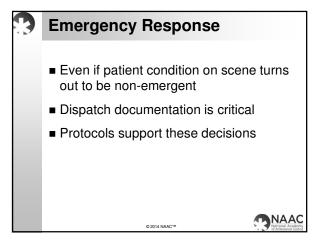


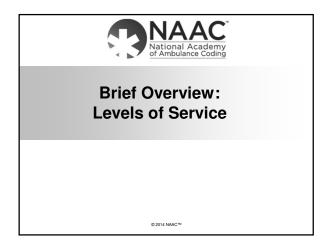


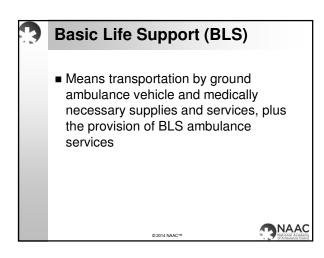


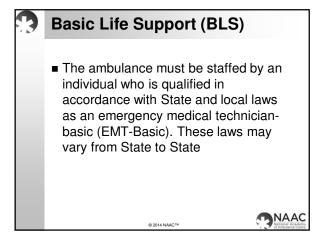


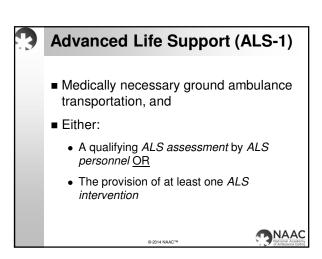


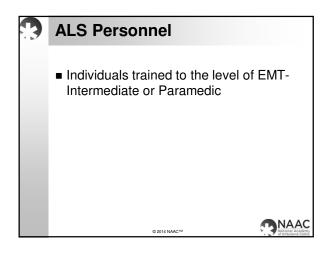


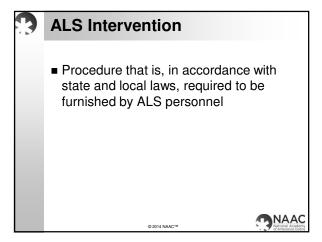


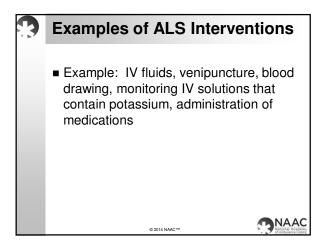


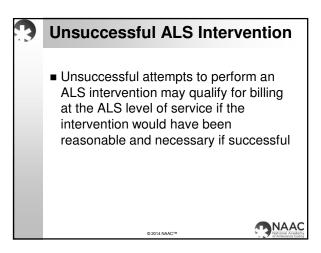


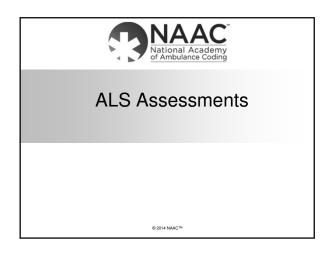


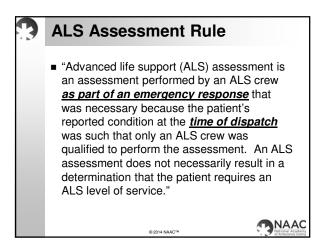














ALS Assessment Rule

- Must be dispatched as "emergency" and there must be an "immediate response" as defined by Medicare
- Dispatch must be at the "ALS level" under applicable dispatch protocols

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ALS Assessment Rule

- ALS provider must assess the patient
- A medically necessary transport to a covered destination must occur





ALS Assessments

- Another reason why it is important to carefully consider the documentation regarding the nature of the dispatch
- Be sure to carefully evaluate documentation of an ALS assessment – even if no ALS interventions were provided

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ALS Assessment: Key Question

Are there dispatch protocols in place that determine when a paramedic response is required based on the reported condition of the patient when 911 is contacted?

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Documentation - ALS Assessments

- To properly bill ALS based on an ALS assessment alone, the documentation should clearly indicate:
 - That a medically necessary ALS assessment was performed
 - Who performed the ALS assessment
 - Description of the ALS assessment (cardiac monitor, breath sounds, pulse ox, etc.)

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Example – ALS Assessment

- Dispatched for "severe respiratory distress"
- ALS crew responds; arrives on scene to find a 73 year old female patient hyperventilating, with no other signs/symptoms
- The ALS crew transports pt to hospital emergency department without performing any ALS interventions
- Call qualifies as ALS1-E (assuming medical necessity and other coverage criteria are met)

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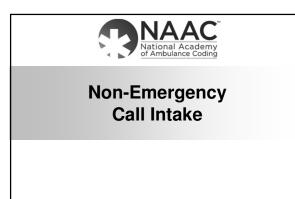


ALS Assessments

- Summary of requirements to utilize the ALS assessment rule:
 - · Emergency dispatch
 - Protocol indicates ALS-level dispatch
 - Immediate response provided
 - · ALS personnel assess patient
- All of these are clearly documented

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Bed Confinement Questions

 Instead of asking merely is the patient "bed confined," ask specific and direct questions about the patient

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Bed Confinement Questions

- Can the patient ambulate?
- Can the patient sit in a chair?
- Can the patient sit in a wheelchair?
- Can the patient get up from bed without assistance?
- Does the patient use a walker or cane?
- Does the patient use the rest room unassisted?
- Does the patient receive physical therapy?

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Other Medical Necessity Questions

- Does the patient require oxygen?
- Does the patient require restraints?
- Does the patient require airway monitoring or protection?
- Does the patient require infectious disease precautions?
- Does the patient require an IV during transport?

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Medicare - PCS Rules

 Physician Certification Statements (PCS) required for virtually all nonemergency ambulance transports of Medicare patients

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