



RCM Services

SOLUTION OVERVIEW



Whether Ground or Air, Get Medical Transport Billing Done Right the First Time

Golden Hour® RCM Services leverage proprietary technology and our compliance-centric approach to reduce administrative burden and promote maximum reimbursement for air and ground medical transport providers.

Complicated reimbursement rules and compliance requirements make it difficult to process medical transport claims efficiently, cleanly, and compliantly to prevent denials and receive reimbursement as quickly as possible. Without compliant documentation, agencies risk fines and take back of monies. Finding reliable support to manage these challenges can be difficult since many healthcare billing and collection services don't understand the EMS industry or the specific challenges they face when billing for medical transport.

Backed by nearly 30 years of business experience and billions of dollars in processed medical transport claims, Golden Hour RCM Services' fine-tuned approach combines deep, human expertise with AI-enhanced processes to optimize financial performance in compliance with government and EMS industry regulations and payer requirements. Our multi-faceted approach to compliance at every step of the revenue cycle helps ensure revenue integrity. From ambulance to helicopter and fixed-wing transports, Golden Hour RCM Services experts know how to get medical transport billing done right the first time.



Capabilities

- Gets medical transport billing done right the first time, compliantly and transparently
 - **Data Integration** — complete data integration from any ePCR for clinical alignment
 - **Cash Posting** — cash posting to maximize timely reimbursement and reporting
 - **Certified Coding** — certified compliance experts to promote maximum revenue capture
 - **Compliance** — multi-faceted approach at every step to help ensure revenue integrity
 - **Claim Submission** — proprietary technology to rapidly optimize receivables and submit claims securely
 - **Analytics** — intelligent analytics that provide actionable financial performance insight



Benefits

- Expert support from over 140 billing professionals with more than 270 years of combined billing experience who understand unique air and ground medical transport challenges
- Promotes maximum reimbursement with embedded, automated payer intelligence tools that reduce delays and denials
- Relieves the RCM administrative burden so that your agency can concentrate on delivering care
- Provides guidance on better clinical alignment to meet Centers for Medicare & Medicaid Services (CMS) and commercial payer guidelines
- Helps ensure revenue integrity and provides peace of mind, should an audit occur



Key Features

- Deep investments in billing software and RCM technology optimized for medical transport billing
- Human expertise combined with proprietary medical transport billing workflows, integrated billing services, and payer intelligence tools
- Compliance-guided data validations that help ensure revenue integrity
- Safeguards to prevent processing claims without first ensuring clinical and dispatch alignment
- Proactive adjustments in response to new payer requirements
- Continuous analysis and process improvements for greater effectiveness and revenue capture
- Annual compliance audits
- Denial tracking and review prioritization
- Monthly KPI reporting, such as average paid per transport, days to bill, payer mix, and more



To learn more,
please call us or visit our website:

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