

Important Billing Information for Siren Ticket Completion

The Patient Financial Services team strives to collect all funds appropriately owed to the Agency. This process relies heavily on the quality of documentation collected by field crews to ensure compliance and the ability to achieve revenue targets.

Below are a list of areas where your attention would help improve our overall performance. Please review them and feel free to contact Revenue Cycle Manager Shelly Miller at 704-943-6414 or shellym@medic911.com with any questions you may have.

- Do not put a hyphen in the middle name field. If you do not have the patient's middle name, leave the field blank.
- Do not populate a partial social security number in demographics. Obtain the **entire SSN** and if you are unable to obtain the complete number, leave it blank.
- Obtain a complete address and phone number for each patient. Do not guess at the zip code. If you cannot obtain this information, leave it blank.
- Always **remove the old hospital account number** in Siren from previous transports and obtain the new hospital **CSN number** from the RECEIVING Novant or CHS (Atrium) hospital in Mecklenburg County, or CHS-Northeast Medical or CHS-Union for each transport.
- For transports **outside** Mecklenburg County, record all patient demographics and insurance information in the Siren ticket. There is no hospital matching for facilities outside Mecklenburg County (ex: Caromont-Gaston, Lake Norman Regional, Piedmont Medical Center). If you are able, obtain a facesheet from the receiving facility, write the run number for the transport on top of the form, and turn in at the OAs desk.
- Only put the hospital CSN (account) number in the *Account No* field. Do not put the trauma pack name in the *Account No* field.
- The hospital demographics matching only works with CHS and Novant hospitals. Any other drop off facility involved you will need to fill in the patient demographics and insurance sections of the Siren Ticket.
- Always obtain the patient's legal name, including Sr, Jr, III, etc. If you do not have the patient's legal name, you can use the trauma pack name assigned by the hospital in the patient name field. If no trauma pack is used, then John or Jane Doe would be appropriate.
- On patients pronounced but do not transported: record name, SS# and DOB, and time pronounced in Siren. **If the family offers** any insurance information, please record in the Siren ticket.
- Remember to obtain the patient's signature for each transport when the patient is physically or mentally capable of signing. Document why physically or mentally the patient was unable to sign.
- When the patient is unable to sign on their own behalf and you obtain an authorized representative, you must put the authorized representative's information in the patient representative section. This includes minors.
- Appropriately document when the patient refuses to sign the ticket so the billing department can determine who to bill. A refusal is when the patient is physically and mentally capable of signing, but chooses not to.
- Crews must sign their legal name on their tickets, not initials. A good rule of thumb to go by is how you sign your W4 when you were hired at Medic.
- Obtain the first and last name of the RN/MD or whoever is receiving the patient.
- If the injury is workman's comp related, please note employer name in the narrative of the ticket.
- If the patient is in police custody, please document whose custody they are in (e.g. US Marshal, Homeland Security, ICE, CMPD, Mecklenburg County Sheriff, Mint Hill, Huntersville PD, etc.)
- Document if the patient is an inmate in the Mecklenburg County jail (Jail Central or Jail North) or if they are being picked up at the Arrest Processing Center in the basement of 801 East 4th Street. Ask if they have been processed? Ask if the transport is for involuntary committee? Record this information in the narrative section of the ticket.
- If a patient or their caregiver states they are a hospice patient, please note that in the narrative section.
- Response Outcome: The *Transported Other Medical Crew* option should only be used when Medic provides transportation to another crew that is handling all patient care. (IE: Novant Critical Care)
- Remember to document all pertinent medical history/conditions that support an ambulance transport for NET. Examples: BKA/AKA, quadriplegic, tracheostomy, contractures, stage of decubitus ulcers.