

# Air Evac / Med-Trans / EagleMed / Reach

The combined air medical groups make up the largest independently owned and operated air medical service provider in the United States, operating more than 200 mutually-supporting air medical bases, serving over 1,700 diverse referral sources, including over 1,000 hospitals and 700 EMS agencies, across 29 states. The company has established itself as the preeminent provider of air ambulance services to rural markets, attracting more than 1,200,000 members in support of its presence in their local communities. The company is composed of about 3,700 employees, who work as a team to help save more than 75,000 lives each year through their services and is comprised of multiple companies, including Air Evac Lifeteam, Med Trans Corporation, Reach Air Medical Services, AirMedCare Network, and Eagle Med LLC. The billing for Air Evac, Med-Trans, and EagleMed are processed in the West Plains office, and REACH billing is processed in Santa Rosa, CA.

The Billing and Patient Accounts staff is trained to be patient advocates who work with each patient on a one-to-one basis. TriTech's Respond Billing software is used to manage

the billing and revenue operations across the organization. "Respond Billing gives us the information we need to file claims accurately, as well the data points we need to analyze and manage our revenue cycle efficiently," said Dawn Jones, Systems and Verification Manager / Patient Accounts. With the annual call volume reaching nearly 70,000, Respond Billing provides the functionality to manage high call volumes and equips the Billing Department with the information needed to keep operations and revenue flowing smoothly. Angela L. Richmond, Sr. Director of Revenue Cycle for Air Medical Group Holdings said, "Maintaining a dedicated systems staff for revenue cycle and investing in technologies that support performance improvement are both strategies that we endorse."

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*Dawn Jones*  
Systems and Verification Manager / Patient Accounts

## Service

Air Evac / Med-Trans / EagleMed  
West Plains, Missouri

- Patients are transported from the scene of an accident to a healthcare facility or between two healthcare facilities
- Patients are transported via a fleet of helicopters and airplanes using a pilot, a flight nurse, and a flight paramedic
- The company started as Air Evac Lifeteam in 1998 with 10 employees located in the West Plains, MO office, and has expanded to 3,700 employees working from five business/administrative offices and over 200 base/operation offices

## Key Benefits

- Meets billing needs of the largest medical air service
- Provides information needed for staff to maintain a patient-first approach to medical billing
- Equips staff with the tools needed for accurate billing and important data for analyzing and managing revenue cycles
- Meets the needs of any size of EMS service

