

Middlebury Ambulance Association

Bill Edson, COO, of Middlebury Ambulance Association in Vermont, said that it was evident when he started with the organization five years ago that healthcare change was on the horizon. Transitioning from his 23-year-military career where he was a senior medical non-commissioned Officer with a business background, Bill brought a valuable skill set and knowledge base to Middlebury Ambulance.

Middlebury Ambulance Association is a not-for-profit corporation that started out as a citizen-led grass roots organization in 1970 and today is governed by a volunteer community-based Board of Directors and led by a professional administrator. Obligated to being a good neighbor and service partner, Middlebury Ambulance is committed to maintaining a high standard of social and fiscal responsibilities. As a Paramedic-level agency, comprised of 40-45 professional and volunteer staff members, Middlebury Ambulance provides medical, rescue, and patient transfer services throughout Addison County, VT and beyond.

Bill has been working with the leadership team on diversification strategies to provide other revenue sources within their 'sweet spot' of what they do really well – which is taking care of patients. One of the strategies included bringing their billing in-house, as well as offering billing and management services to a few premier partners. The TriTech.com Billing program was selected and has proven to be dependable and quick to get billing operations up and running. "The online version of the TriTech billing program is extremely convenient in the unpredictable world of EMS,"

said Bill. "It is user-friendly, very easy to learn, allows for fast reimbursement turn-around, and is an affordable option for our billing operations. It was a game changer for our organization."

Middlebury Ambulance team wanted a system that didn't require a lot of time and resources to maintain. TriTech.com Billing is maintained by TriTech and made available to the billing staff via a secure internet connection. The billing program is there when they need it, without having to worry about compatible hardware, applying updates to the program, or backing up their data. The online billing program provides the full functionality of the installed application and has already benefited their agency in several ways over the previous model of contracted billing services.

The average accounts receivables (AR) turn-around has dropped from 10-12 weeks to only two weeks. The TriTech.com Billing program also provides the ability to run reports on real-time statistics that show revenue sources and trends, providing the data needed to analyze changes in revenue flow. The timely and accurate information is crucial for responsive and effective decision making. In regard to their experience with the training and customer service, Bill said, "We don't hesitate to call TriTech; they have been very responsive which has given us the confidence to move forward with the billing services side of the business, since we know that we'll get the support we need."

Key Benefits

- Online, convenient access
- Affordable and quick deployment
- Less maintenance (no worries about compatible hardware, applying updates, backing up data, etc.)
- Secure and predictable
- Easy-to-learn and real-time access to information needed to run operations effectively

