

Respond Billing

Industry-leading Billing, Reimbursement and Collection software

Respond Billing is a patient account receivables solution designed specifically for the needs of the EMS Industry. Suitable for EMS providers or third-party organizations that provide account receivables management services for EMS providers, Respond Billing is the centerpiece of effective revenue cycle management. Customizable workflow, standard electronic and paper claims functionality, and rock-solid reporting provide the tools to optimize the time from service delivery to claim payment.

- Online and installed options
- Advanced Patient Search functionality provides the ability to customize columns and sort order for each system user, as well as intelligent help aids that recognize like data (i.e. similar to spelling tools that find the closest values matching the entered value)
- User Security Profiles restrict access to features based on job classification
- All common paper claim forms and private pay invoicing are supported
- Supports electronic billing with HIPAA 5010 compliant claim fields
- Task Scheduler automates the printing of bills, statements, or generation of reports on an assigned schedule
- Batch Credits enable posting of payments, edits, and next schedules to be completed on one task window for multiple accounts
- Remittance processing streamlines and automates posting of credits and adjustments for payors providing industry standard 5010 remittance files
- Fee Schedule setup is available for the entire database
- Claim scrubbing gets the claim submitted with the right information the first time
- Extensive reporting capabilities result in hundreds of different reporting possibilities (including custom reporting capability)
- Expanded grouping and sorting options are included for Detail and Summary portions of most reports
- Code Sharing allows user-defined ability to determine which codes are shared across multiple directories versus a single directory
- Code flexibility provides ability to activate or de-activate, avoiding cluttered lists
- Alerts/Warnings can be attached to a patient, call, or code and provide the ability to play a wave file and/or display an ICON to notify user of certain information
- Respond Billing offers tools to manage collections, time-pay agreements, late payment fees, contractual write-offs, and more
- Multiple directories assist in creating a secure and organized system
- EZ Review – a powerful tool that generates interactive lists of calls or patients for review (i.e. call review, collection review)

