



Ground Ambulance & Patient Billing Advisory Committee



Overview of Non-Governmental Ambulance Services



Maria Bianchi, CAE | CEO, American Ambulance Association

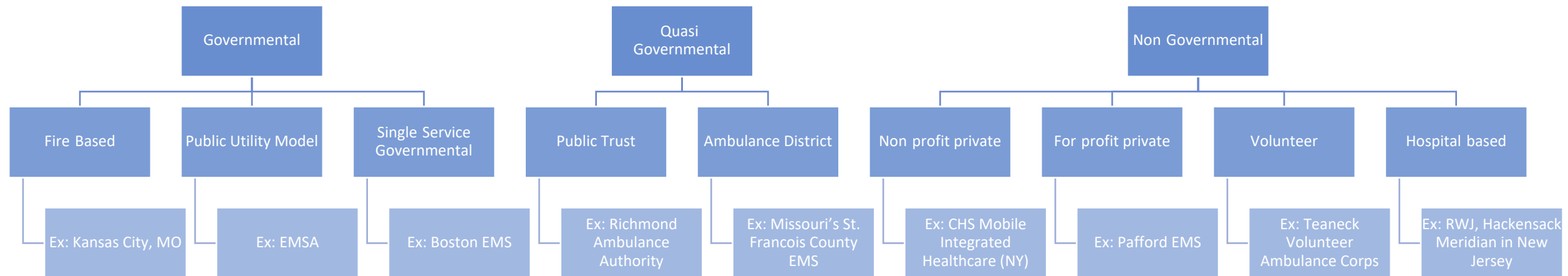
EMS Is Not “Just A Ride”



#MobileHEALTHCARE

By the very nature of emergencies, EMS cannot selectively choose patients. We are here to help *everyone*, 24/7.

Ambulance Provider Types



Destinations & Services (All Provider Types)



■ TYPE OF DESTINATION

[eDisposition.21](#) - The type of destination to which the patient was transported or transferred.

	Type of Destination	Count of Events	Percent of Total
	Hospital-Emergency Department	22,054,717	90.1%
	Hospital-Non-Emergency Department Bed	1,736,151	7.1%
	Other EMS Responder (ground)	175,514	0.7%
	Other	161,668	0.7%
	Freestanding Emergency Department	104,199	0.4%
	Home	78,952	0.3%
	Nursing Home/Assisted Living Facility	60,901	0.2%
	Other EMS Responder (air)	44,356	0.2%
	Medical Office/Clinic	38,829	0.2%
	Morgue/Mortuary	19,618	0.1%
	Urgent Care	4,614	0.02%
	Police/Jail	4,432	0.02%
	TOTAL	24,483,951	100%

Inclusion criteria: 911 initiated and patient contact was made. Values that were marked Not Applicable or Not Recorded are removed.

■ TYPE OF SERVICE REQUESTED

[eResponse.05](#) - The type of service or category of service initiated of the EMS Agency responding for this specific EMS event.

	Type of Service	Count of Events	Percent of Total
	911 Response (Scene)	39,057,108	77.8%
	Medical Transport	5,813,908	11.6%
	Interfacility Transport	4,613,080	9.2%
	Public Assistance/Other Not Listed	266,525	0.5%
	Standby	176,882	0.4%
	Mutual Aid	134,956	0.3%
	Intercept	130,416	0.3%
	TOTAL	50,192,875	100%

Inclusion criteria: 911 initiated and patient contact was made. Values that were marked Not Applicable or Not Recorded are removed.

EMS Delivers the Full Spectrum of Mobile Healthcare



911 Emergency Response

- 24/7/365 primary and secondary emergency response across tens of thousands of American communities.
- Ready to help with illness, trauma, stroke, heart attack, childbirth, and more... at a moment's notice.



Interfacility Mobile Healthcare

- Connecting patients with the right level of care at the right time, across geographic jurisdictions.
- Hospital-to-hospital transfers for some of the very sickest patients.
- Examples: Long distance transports. ECMO, NICU, bariatric patients, patients with vents.



Mobile Integrated Healthcare

- Treatment in Place
- Hospital & nursing home evacuation in disasters (ex: Florida hurricanes)
- COVID-19 testing & vaccination
- Our model is natively mobile, flexible, and scalable.



HEALTHCARE In Motion



12 Lead ECG Transmission and Interpretation

Induced Hypothermia

Impedance Threshold Device (RESQPOD)

Capnography

Interosseous (IO) Infusion

Continuous Positive Airway Pressure (CPAP)

Non-Invasive Positive Pressure Ventilation (NIPPV) (Portable Vent)

Supraglottic Airway Devices

Quick Trach

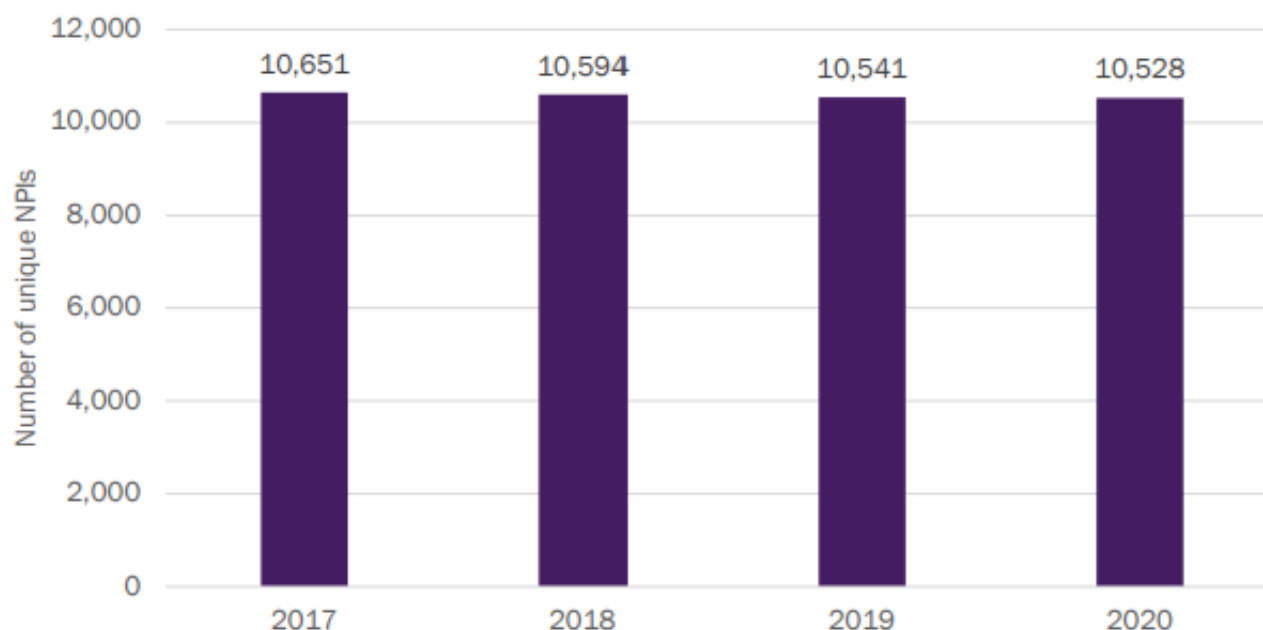
Met Hemoglobin

Meconium Aspirator

Cook's Catheter

Ground Ambulance Organization Counts (All Provider Types)

Figure 3.1. NPIs with Paid Medicare Ground Ambulance Claims, 2017–2020



Source: *Ground Ambulance Industry Trends, 2017– 2020 Analysis of Medicare Fee-for-Service Claims* by Andrew W. Mulcahy, Christine Buttorff, Jonathan Cantor, J. Scott Ashwood, Sara E. Heins, Jennifer Gildner

SOURCE: Authors' analysis of FFS Medicare claims accessed via the IRD (run date July 2, 2021).

Keep Provider Size in Perspective

Median Medicare Transports Per Ground Ambulance NPI

2017-2019: 290-291

2020: 267

**Less than one Medicare patient per
day!**

Source: *Ground Ambulance Industry Trends, 2017– 2020 Analysis of Medicare Fee-for-Service Claims* by Andrew W. Mulcahy, Christine Buttorff, Jonathan Cantor, J. Scott Ashwood, Sara E. Heins, Jennifer Gildner

Who Is Served by Private EMS?

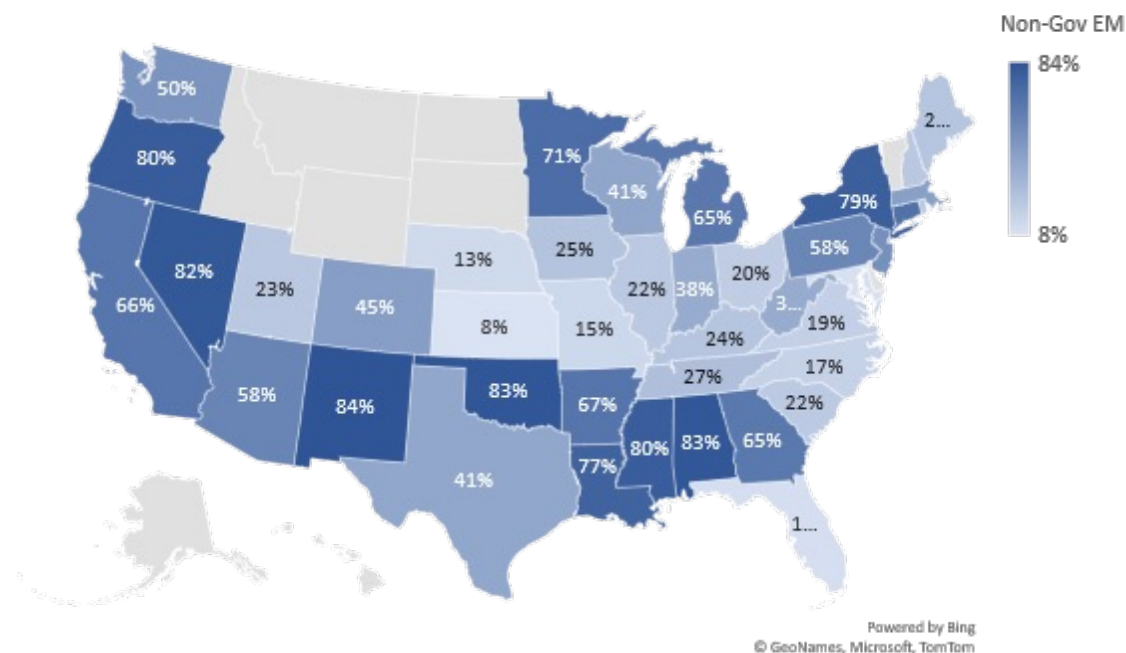
State	Gound Pickups	% of Pickups by Public Sector		% of Pickups by Non-Public EMS	
		Emergency	Non-Emergency	Non-Gov EM	Non-Gov NET
AL	9,795	17.20%	1.60%	82.80%	98.40%
AR	4,838	32.80%	21.30%	67.20%	78.70%
AZ	33,386	41.60%	4.60%	58.40%	95.40%
CA	64,320	33.60%	1.80%	66.40%	98.20%
CO	23,222	54.80%	5.50%	45.20%	94.50%
CT	23,808	31.40%	UNK	68.60%	UNK
FL	117,813	89.70%	24.80%	10.30%	75.20%
GA	64,663	35.00%	1.10%	65.00%	98.90%
IA	8,843	74.60%	42.50%	25.40%	57.50%
IL	61,286	77.80%	4.00%	22.20%	96.00%
IN	13,303	62.10%	15.30%	37.90%	84.70%
KS	10,342	91.60%	54.40%	8.40%	45.60%
KY	20,314	75.90%	20.20%	24.10%	79.80%
LA	22,865	23.50%	UNK	76.50%	UNK
MA	29,497	55.70%	1.00%	44.30%	99.00%
MD	29,213	90.50%	UNK	9.50%	UNK
ME	6,171	76.10%	11.70%	23.90%	88.30%
MI	16,775	35.10%	5.70%	64.90%	94.30%
MN	11,836	28.70%	1.60%	71.30%	98.40%
MO	33,477	85.50%	56.00%	14.50%	44.00%

State	Gound Pickups	% of Pickups by Public Sector		% of Pickups by Non-Public EMS	
		Emergency	Non-Emergency	Non-Gov EM	Non-Gov NET
MS	6,736	20.40%	16.40%	79.60%	83.60%
NC	41,408	82.60%	39.20%	17.40%	60.80%
NE	7,979	86.70%	32.80%	13.30%	67.20%
NH	2,364	77.40%	UNK	22.60%	UNK
NJ	45,652	47.70%	0.80%	52.30%	99.20%
NM	7,282	15.70%	4.50%	84.30%	95.50%
NV	12,318	17.60%	10.50%	82.40%	89.50%
NY	56,365	21.40%	2.20%	78.60%	97.80%
OH	74,061	80.10%	1.10%	19.90%	98.90%
OK	12,357	16.60%	11.70%	83.40%	88.30%
OR	6,864	19.70%	9.70%	80.30%	90.30%
PA	60,534	42.30%	7.60%	57.70%	92.40%
RI	7,707	77.50%	UNK	22.50%	UNK
SC	14,329	78.40%	4.00%	21.60%	96.00%
TN	24,333	72.90%	23.50%	27.10%	76.50%
TX	187,996	59.50%	9.30%	40.50%	90.70%
UT	11,690	77.20%	35.10%	22.80%	64.90%
VA	37,130	81.30%	UNK	18.70%	UNK
WA	13,265	49.70%	3.80%	50.30%	96.20%
WV	26,552	58.80%	15.10%	41.20%	84.90%
WV	5,703	62.30%	26.40%	37.70%	73.60%

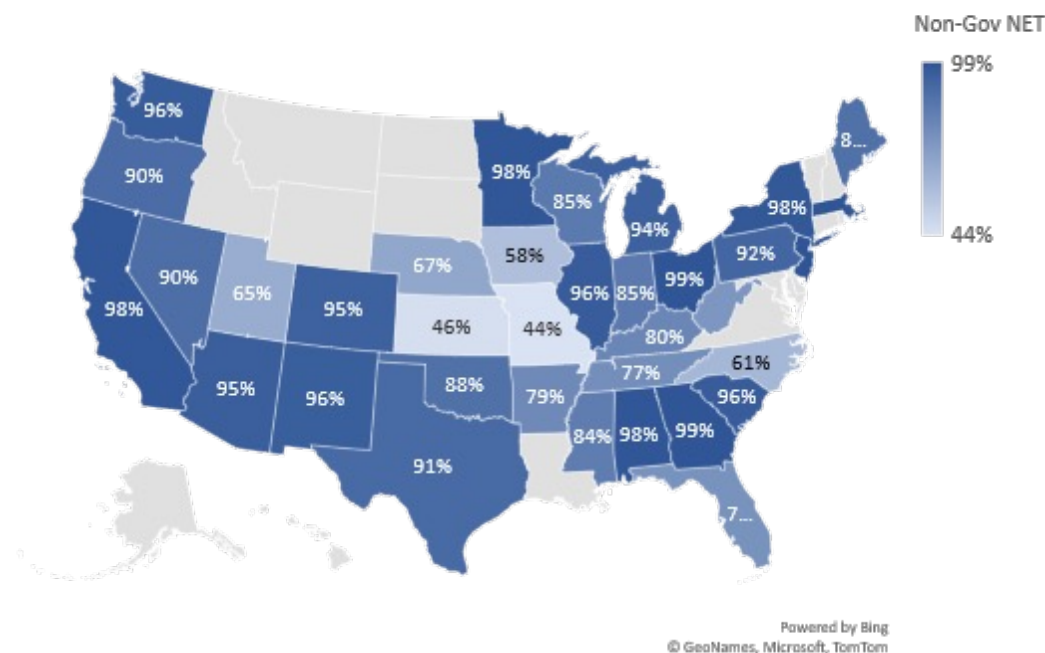
Source: Non-Public Statistics Inferred from Appendix Exhibit F1, State Summary Statistics. Adler L, Ly B, Duffy E, Hannick K, Hall M, Trish E. Ground ambulance billing and prices differ by ownership structure. Health Aff (Millwood). 2023;42(2).

Who Is Served by Private EMS?

% of **Emergency** Pickups by Non-Governmental EMS



% of **Non-Emergency** Pickups by Non-Governmental EMS



Source: Non-Public Statistics Inferred from Appendix Exhibit F1, State Summary Statistics. Adler L, Ly B, Duffy E, Hannick K, Hall M, Trish E. Ground ambulance billing and prices differ by ownership structure. Health Aff (Millwood). 2023;42(2).

Universal Healthcare Access

- Although they comprise only a minority (approximately one sixth) of ED patients, EMS transports, compared to ED patients transported by other means, are disproportionately older, urban, African American, and socioeconomically disadvantaged; and, unlike for other health services, EMS users are more likely to be male.[17-19,27](#) In a recent study of the National Hospital Ambulatory Medical Care Survey (NHAMCS), Meisel and colleagues found that even among non-senior (<65 year old) adults, EMS use was associated with traditional indicators of low socioeconomic status. (Knowlton A, Weir BW, Hughes BS, Southerland RJ, Schultz CW, Sarpatwari R, Wissow L, Links J, Fields J, McWilliams J, Gaasch W. Patient demographic and health factors associated with frequent use of emergency medical services in a midsized city. Acad Emerg Med. 2013 Nov;20(11):1101-11. doi: 10.1111/acem.12253. PMID: 24238312; PMCID: PMC4063348.)
- Older adults comprised one-third of all EMS emergency responses. Older patients were more likely to have serious health outcomes such as stroke, death, and shock. Older adults were more likely to require life-saving interventions and cardiovascular medications. (National Characteristics of Emergency Medical Services Responses for Older Adults in the United States. Prehosp Emerg Care. 2018 Jan-Feb;22(1):7-14. doi: 10.1080/10903127.2017.1347223.)
- EMS plays a major and growing role in the care of persons with mental health and substance use problems.[17,21,27](#)



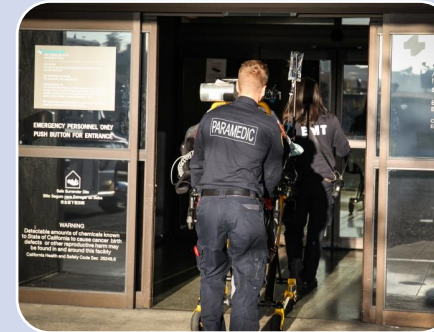
Uncompensated Care in EMS



Treatment
Without
Transport
(Most
Jurisdictions)



Patient
Refusal



Charity Care



Bad Debt

Each Community Determines



Staffing requirements



Supply and equipment mandates



Vehicle specifications and types



Response times



Levels of services provided



Prohibition on refusing services

“Non-Emergency” SUSTAINS Lives

Mental/Behavioral Health
Concerns that Endanger the
Individual or Those Around
Him/Her that Requires
Medical Management

Oxygen Administration
Requiring Third Party
Administration

Special Handling/Positioning
Necessary To Prevent
Negative Health Care
Outcome

Morbidly Obese Requiring
Assistance To Be Safely
Transported

Ventilation/Advanced Airway
Management

Suctioning Necessary To
Keep Patient Stable

Isolation Precautions
Necessary

Intravenous Fluid
Administration Necessary

Specialized Management
During or After Transport

Extreme Distances/Duration
of Trip

Disaster & Pandemic Response

During the past five years under the American Medical Response FEMA disaster response contract, private ambulance first responders from across the nation:

- Conducted nearly 400,000 patient interactions or transports
- Provided EMS and transport services in response to 14 hurricanes
- Responded to wildfires in California
- Responded to events in all 10 of the FEMA regions
- Provided services and responded to events in three Native American tribes
- Deployed to 34 states to provide COVID-related responses
- Administered/prepared approximately one million COVID-19 vaccinations





EMS *IS* Rural Healthcare After 5:00 pm.

Arkansas Rural EMS Overview

- 52,068 square miles¹⁰
- 1,103,920 of 3,011,524 people living in rural Arkansas (USDA-ERS)¹⁰
- 65% of Arkansas EMS providers are non-governmental (Arkansas Ambulance Association)



Vermont Rural EMS Overview

- 9,618 square miles
- 417,515 of 643,077 people living in rural Vermont (USDA-ERS)
- Ambulance Services – 80
- First Response Services – 91
- Licensed EMS personnel – 2,697



Coronavirus Outbreak

WHO ARE THE ESSENTIAL WORKERS?



46°
5:04

What Happened During the Pandemic?



BRIEFING ROOM

FACT SHEET: President Biden Announces New Actions to Protect Americans and Help Communities and Hospitals Battle Omicron

DECEMBER 21, 2021 • STATEMENTS AND RELEASES

Source: Whitehouse.gov (27)



Source: American Medical Response (28)

VERMONT

Here's how President Joe Biden's plans help Vermont, New Hampshire and Maine fight COVID

JOSH BOAK and RICARDO ALONSO-ZALDIVAR Associated Press

Published 12:35 p.m. ET Dec. 21, 2021

WASHINGTON — President Joe Biden delivered a speech on Tuesday afternoon that announced specific support he has deployed to Vermont, New Hampshire and several other states outside New England that are fighting a surge in COVID-19 cases due to the omicron variant.

Biden announced he is immediately sending federal medical personnel to Michigan, Indiana, Wisconsin, Arizona, New Hampshire and Vermont. There are also plans to ready additional ventilators and protective equipment from the national stockpile, expanding hospital resources.

As a backstop, the Federal Emergency Management Agency will deploy **hundreds of ambulances and paramedic teams** so that if one hospital fills up, they can transport patients to open beds in other facilities. Ambulances are already headed to New York and Maine, and paramedic teams are going to New Hampshire, Vermont and Arizona.



EMS Is the Beating Heart of Healthcare



Questions?



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