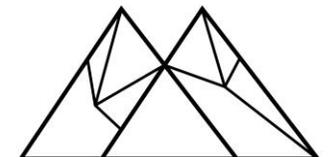




Ground Ambulance Provider Survey Feedback and Updates

Study Advisory Group Meeting
March 31st, 2023

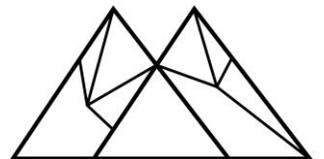
Value & Systems Science Lab
Health Systems Collective
Department of Medicine
University of Washington School of Medicine
1959 NE Pacific Street, Seattle, WA 98195



Outline



- Overview of Ground Ambulance Provider Survey
- Overview of the Survey Project Team
- Provider Survey Timeline and Feedback
- Summary and Next Steps
- Q&A



Ground Ambulance Balance Billing Report V S S L

Provider Survey

RCW 48.49.190 directs the Office of the Insurance Commissioner, in collaboration with the Washington State Department of Health and the Washington State Health Care Authority, to prepare a report on balance billing for ground ambulance services. The statute defines these services as “organizations licensed by the department of health that operate one or more ground vehicle designed and used to transport the ill and injured and to provide personnel, facilities, and equipment to treat patients before and during transportation.”

This survey is designed to gain valuable information to inform the report.

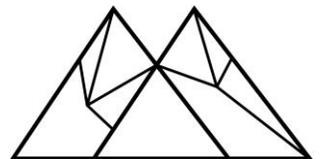
Overview of GA Provider Survey

Overview of the Survey Project Team

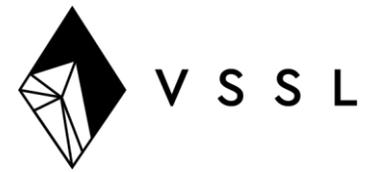
Provider Survey Timeline & Feedback

Summary & Next Steps

Q & A



VSSL Team Collaborators



Ashok Reddy, MD, MS

Anh Le, MPA

Joseph H. Joo, MD

Joy Lee, MPH

Lingmei Zhou, MS

Joshua M. Liao, MD, MSc

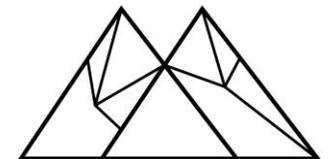
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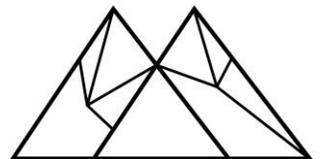
Value & Systems Science Lab (VSSL)



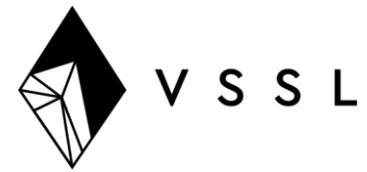
VSSL was created to transform data and ideas into actionable insight about health care systems

A core focus of the Lab is evaluation using:

- Literature Review
- **Surveys**
- Claims data (Medicare, Medicaid, commercial)
- Advanced statistical methods (difference-in-differences; instrumental variables; regression discontinuity)



Survey Timeline



5/1 Survey Launch by OIC

6/1 Responses due to OIC

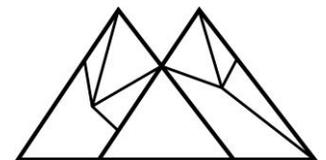
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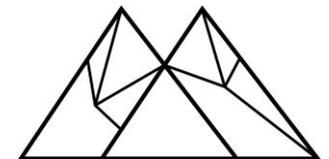


Provider Feedback

Separate questions regarding factors influencing providers' decision to participate versus not participate in commercial health plan network(s)

OIC Update

Survey will separate current question into two separate questions



Provider Feedback

For private ambulance providers, add questions about the corporate ownership of the entity and any affiliations

OIC Update

Changing the provider choices to reflect the following groups:

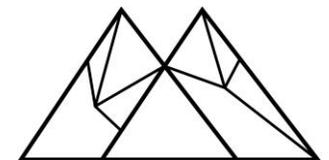
- Public: Fire district, city fire dept, city/fire district combination, hospital district, EMS district, municipality (city/county), military, Federal fire dept.
 - Non-profit: Private volunteer association, private non-profit
 - Private Equity/publically traded
 - Independent: private not publically traded/PE
- 

Provider Feedback

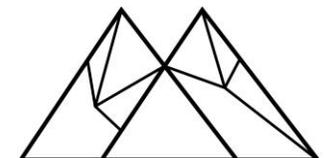
In addition to asking the average amount billed, ask for information about the range of billed charges

OIC Update

Survey will ask for both, averages and range of billed charges



Provider Feedback	OIC Update
Provide a written copy of the financial assistance policy or add option to identify if there is no written policy	Will enable a written copy to be uploaded, in addition to an option to identify if there is no written policy

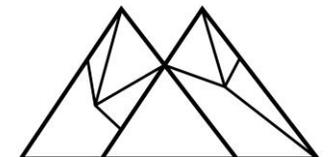


Provider Feedback

Add questions about agencies staffed 24 hours responding to situations that do not end up in a complete transport, however, utilize all resources like a completed transport

OIC Update

Will factor in based on learnings - we understand responses that do not end with a completed transport are not eligible for billing

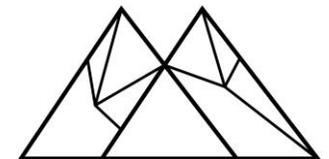


Provider Feedback

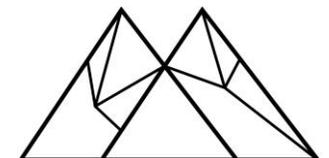
Reword question around resident waivers to focus first on the providers versus the resident

OIC Update

Survey question will be revised



Provider Feedback	OIC Update
Define cost or cost methodology	<p>Cost definition*: Internal cost of labor, vehicle, and equipment resources used per service.</p> <p>*May still adjust this definition based on new information gleaned from 3/31 meeting</p>



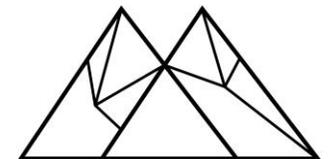
Provider Feedback

Add question that allows providers to raise any ideas they may have to reduce or eliminate surprise billing in ground ambulances.

Add more "open response" fields for any additional comments the providers and may wish to communicate or elaborate on previous responses.

OIC Update

Will provide open response/free text options, respectively.



Survey Next Steps



April VSSL work with OIC to adjust survey based on feedback

May 1 OIC to launch survey

June 1 Responses due to OIC

July 21 OIC to compile survey results

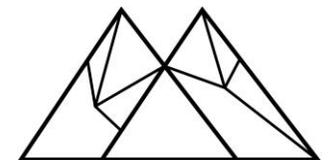
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Questions?

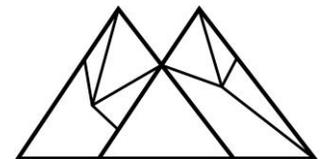
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Thank you

