

MCHD ACCELERATES REIMBURSEMENTS AND REDUCES ERRORS THROUGH SMART BILLING AUTOMATION

“We had been on the same platform for 22 years. Half of the process was done in spreadsheets, and the other half in the billing system. It was an incredibly manual process.”

- Michael Wells, EMS Data Reporting Analyst at MCHD



THE CHALLENGE

For more than two decades, Montgomery County Hospital District (MCHD) relied on a self-hosted billing system that demanded extensive manual effort and frequent double-checking by staff. Every action in the billing process required verification by one or more people to avoid errors.

“We had been on the same platform for 22 years,” said Michael Wells, EMS Data Reporting Analyst at MCHD. “Half of the process was done in spreadsheets, and the other half in the billing system. It was an incredibly manual process.”

The outdated system lacked validation rules, automation, and reliable reporting tools. With increasing call volumes, the billing team faced mounting challenges keeping up and was preparing to hire additional staff to meet the workload.

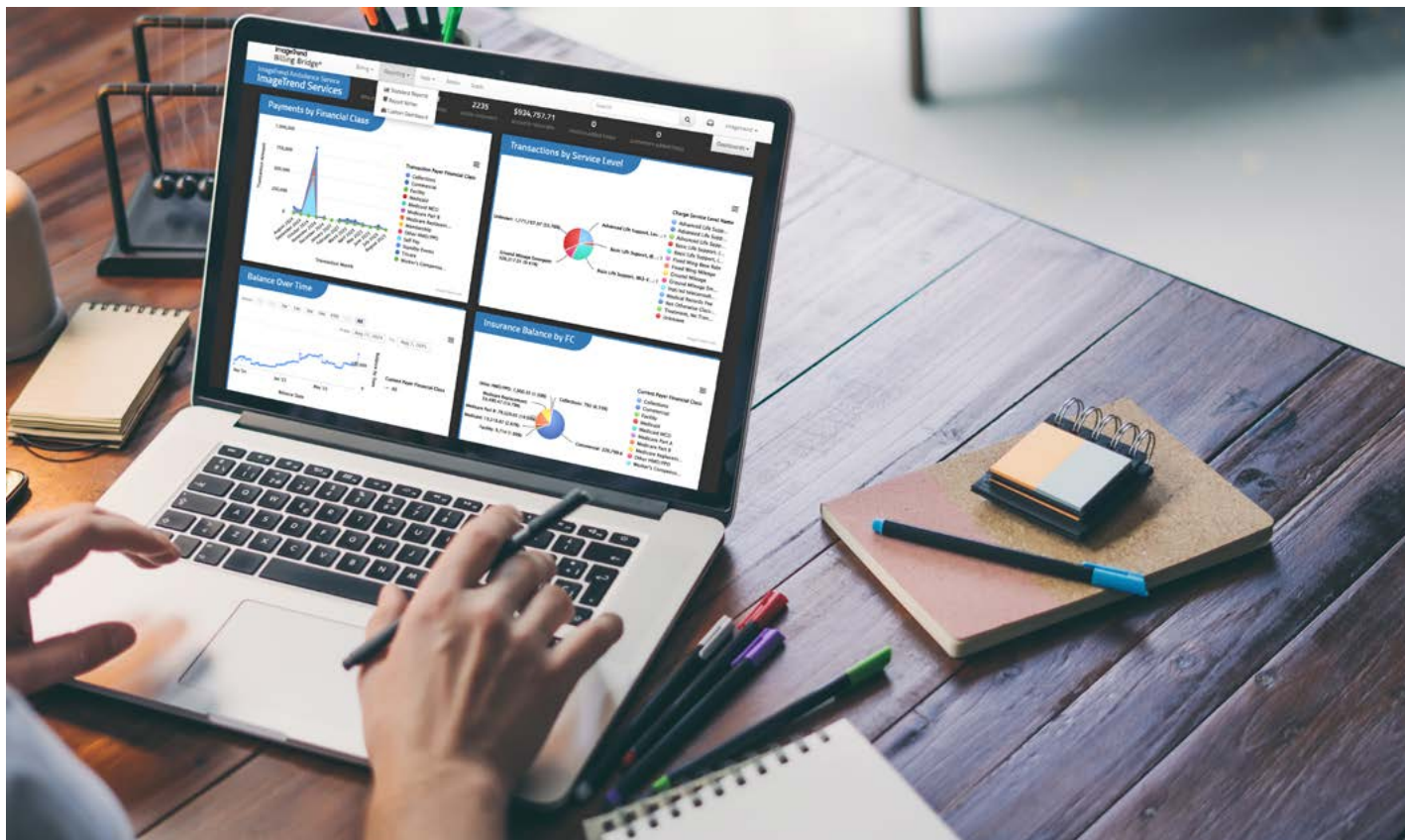
THE SOLUTION

MCHD implemented [ImageTrend's Billing Bridge™](#), a cloud-based solution designed to integrate seamlessly with [Elite™](#), their existing EMS reporting platform with ImageTrend. The team was drawn to the automation tools within Billing Bridge, particularly **validation rules** and **triggers** that automatically identify and flag errors before claims are sent.

"As we started using the system, we built payer-specific validation rules," Wells explained. "When we found a claim rejection, we were able to figure out why it happened and build a new validation rule so that exact error wouldn't happen again."

These configurable rules now automatically handle payer requirements, reducing the burden on staff to memorize or manually check multiple submission standards. Billing Bridge also connects to **Experian Insurance Discovery**, helping verify patient information and ensure the accuracy of claims.

"Before, our billing manager had to review every single claim before it went out the door," said Wells. "Now, we've built rules for that, and our supervisors can spot-check instead of reviewing everything manually."



THE OUTCOME

Since adopting Billing Bridge, MCHD has seen dramatic improvements in efficiency & accuracy.



Reduced Billing Lag From Six Weeks To Five Days

The team now works in near real time, with a five-day hold only to allow hospital outcome data to populate before bills are processed.



Cut Annual Charity Care Reporting Time

Using Report Writer, the billing team built a complete report for the Texas Ambulance Supplement Payment Program in under 20 minutes, task that previously required months of manual work in their former system.



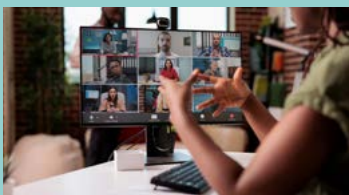
Enhanced Efficiency Without Increasing Headcount

MCHD was preparing to hire up to three new billing staff but found it unnecessary after go-live.



Achieved Significant Drop In Claim Denials

Continuous refinement of validation rules ensures that the same error never happens twice.



Improved Morale And Flexibility

With a cloud-based system, most of the billing team now work from home, while IT demand has decreased substantially.

“Our annual charity care report used to take months of manual work because our old system couldn’t produce anything close to what we needed,” Wells noted. “With Billing Bridge, we built the entire report in under 20 minutes. It truly took our work from months to minutes.”

Wells also shared that guiding the team through new workflows was key to success. “Once they saw how much time automation saved, they quickly embraced it. They’re putting in less manual effort every day and accomplishing more,” he said.

CONNECTING DATA ACROSS SYSTEMS

Through the integration between Elite, Billing Bridge, and ImageTrend’s [Health Information Hub \(HIH\)](#), MCHD can now use hospital outcome data to improve both billing accuracy and continuity of care. This integration has also allowed MCHD to align billing automation with its Healthcare Assistance Program, identifying eligible patients based on income level and automatically mailing applications when they qualify.

“When the patient’s record is updated in Billing Bridge, that information is automatically sent back to Elite. So, the next time we run on that patient, we have the correct data, it stays fixed,” Wells shared. “It’s even leading directly to improved care. We’re able to identify patients and get more people access to insurance coverage.”

THE RESULTS

Metric	Before Billing Bridge	After Billing Bridge
Billing Lag	6 weeks	5 days
Charity Care Report	Months of manual compilation	Report built in under 20 minutes
Staffing	Planned to hire 2-3 new staff	Met demand without adding staff
Claim Denials	Frequent denials and rework	Reduced through automation
Claim Reviews	Every claim manually reviewed	Automated validation rules
System Hosting	Self-hosted, IT-intensive	Cloud-based, minimal IT needs
Team Flexibility	In-office operations	Remote work enabled for staff

For MCHD, implementing Billing Bridge wasn’t just a software upgrade, it was a transformation of mindset. By building trust in automation and designing workflows around technology, the agency has drastically improved accuracy, acceleration reimbursements, and empowered staff to focus on higher-value work.

“We’ve moved from being six weeks behind to operating almost in real time,” said Wells. “It’s a huge improvement, and we’re only continuing to refine the process.”