WETZEL COUNTY EMERGENCY AMBULANCE AUTHORITY, Inc.
P.O. Box 515, 1020 3rd Street
New Martinsville, WV 26155
(304) 455-5931

October 30, 2008

To Whom It May Concern:

The intent of this letter is to provide information to those persons or ambulance organizations who are considering using an electronic billing program to bill for patients transported.

In 1998 our organization signed our first contract with an outside billing company to handle the billing for us. I'm happy to state that we have been with MCA (Medical Claims Assistance) located in Huntington, WV since that time. During these past 10 years, we have been extremely satisfied with MCA and their staff. We have found that no problem is too small or too large for them to figure out.

In 2007 we learned that WV was entertaining the idea of going to an electronic billing system. MCA's programmers actually developed software for an electronic billing program and then in the fall of 2007, traveled to New Martinsville to demonstrate it to us.

Our organization was chosen by the state and MCA to be the "pilot program" for testing this electronic billing software. We contacted different computer companies, explained to them what we had in mind, and then asked if they would be interested in loaning us a "notebook" type computer for 30 days for testing. We eventually decided to purchase Toshiba's notebook. We were fortunate enough to obtain two different grants from private companies to purchase six notebooks. We installed one notebook and scanner in each of our ambulances.

MCA came to New Martinsville and loaded their "test" software into our computers on April 26, 2008. Our employees began entering test runs into MCA's "EPIC" software and then transmitting that data to MCA in Huntington. We continued with the "test" phase until July 2008. At that time we were given permission by MCA to load their "live" EPIC software into three of our six computers and to begin sending actual runs for them to use to do our billing. Since we were the "pilot" using this software, we were still required to fill out the paper copy run sheet as well as the electronic run sheet.

As with anything new, there is a learning curve. I must admit the first few runs I entered into EPIC, took me @1 ½ hours. However, I've now got that time down to @15 minutes.

I have found MCA's EPIC software easy to use, but I'm especially impressed with the "required" fields that must be completed before the software will allow me to actually transmit the run to MCA. This certainly does eliminate mistakes and speeds up the billing process. Managers can also log onto the web page for their particular company and make additional fields a requirement.

As a manager of our organization, I can log onto MCA's web page for EPIC and actually see those runs transmitted either in the test or the live mode. I can sort those runs by our different stations and different ambulances. There are several other "reports" that can be generated for use.

I'm so very pleased that our organization and MCA were chosen for this pilot program. I'm also very pleased to say that as of today, October 30, 2008, we were given permission to go "live" on all of our computers.

Several ambulance companies across the state have already contacted us for information about MCA's EPIC software and the electronic billing program. We even assisted MCA demonstrate their software on our computer equipment this summer.

MCA's EPIC software is just outstanding and the MCA staff has always been very easy to work with. I highly recommend this EPIC software for your company. Feel free to contact me with any other questions you might have. My home number is 304-455-2892 and my email address is jcolvin@rcvideo.com.

Sincerely,

Jimmy L. Colvin

Jimmy L. Colvin, President   EPIC Electronic Billing Program by MCA.doc

United (Hundred)   Paden City   New Martinsville   Grandview   Short Line