

# Audit Committee



## Audit of SAFD EMS Billing Contract

Presented by: Abigail Estevez, Audit Manager

June 10, 2025

# Objective and Conclusion

## SAFD EMS Billing Contract

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### **Audit Objective**

Determine if the San Antonio Fire Department (SAFD) is properly managing the Emergency Medical Services (EMS) billing collections contract.

### **Overall Conclusion**

SAFD has effective procedures to verify accuracy of the collections rate and fee paid to the contractor, B&P. Additionally, SAFD has adequate monitoring controls over contractual requirements such as SBEDA goals, monthly reporting, and protection of Protected Health Information.

However, controls could be strengthened/developed over billing accuracy, Image Trend system access, and subcontractor insurance coverage.

# Results

## SAFD EMS Billing Contract

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### **Billing Inaccuracies**

EMS services were not accurately billed. Examples of potential billing inaccuracies identified by the audit team include the following items not being billed:

1. All medications administered
2. The medication epinephrine
3. All dosages administered
4. Non-transport (aid only) service
5. Transport service

# Results

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### **Image Trend User Access**

System access to Image Trend, the electronic patient care reporting system, is not appropriate.

### **Subcontractor Insurance Coverage**

Subcontractor insurance coverage did not meet the contractual requirements.

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SAFD agreed with the recommendations and has developed corrective action plans to address issues identified.

Anticipated completion: October 2025

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