

## Travel Request for the Ortivus User Group Training

This training has traditionally been either in Chicago, Florida or Texas. We have requested the vendor to host a class in the Midwest on several different occasions. By having a class closer to our location, we can drive vs fly, therefore being more cost effective for our entire billing division to attend the training at one time.

We have 2 people in the division that have been hired within the last 6 months. Attending this training will be beneficial for their learning of our billing software and medical practices that apply to our jobs. Attending with others from the division, provides them the opportunity to hear the info presented and relate that our office practices.

**CITY OF RAPID CITY  
TRAVEL REQUEST**

Person requesting travel Denise Rossum Department EMS 0890

I hereby request permission to travel for the following purpose: (Give specific nature of business and interest of the City to justify cost involved.)

Ortivus User Group

List all other City employees, if any, making the trip for the same purpose: Carol Siemonsma, Sandy Dempsey and Lori Culbertson-Clark

Place of meeting or destination: Denver, CO

Date of meeting November 7-9, 2007

Date trip to begin 11/6/07 Date trip will end 11/10/07

Method of transportation requested City

Estimated transportation cost \$ 170.00

Meals 620.00

Lodging 4 days \$130.32 x 4 2085.12

Other costs - description Registration 3000.00

Total estimated cost of trip \$ 5875.12

Signed \_\_\_\_\_ Date Gary Stephens Date 9-12-07  
(person requesting travel) (Department Head)

When the cost of the trip will exceed \$500, per employee, this section must be signed.

In accordance with the provisions of Rapid City ordinances and travel regulations, consent is hereby given for travel as requested in the foregoing application. Maximum cost of trip authorized is \$ \_\_\_\_\_

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
Mayor

When the cost of the trip will exceed \$1,500, per event, Council approval is required.

Approved by Common Council on \_\_\_\_\_ (Date)

White copy - Mayor

Yellow copy - Finance

Gold copy - Department copy

Denise Kossim  
Sandy Dempsey  
Lori Gilbertson  
Carol Simonson

RCDF&ES General Applications for Course Attendance  
& Request for Travel / Expenses

Name: \_\_\_\_\_ Signature: Denise Kossim Today's Date: 9-6-07

Full Course / Event Name: Artivus User Group

Event Dates: Nov 7-9, 2007 Travel Dates: Date Leaving 11/6/07 Time Leaving 6:30 AM

Date Returning 11/10/07 Time in RC 6 PM

Event Location:  Rapid City  Denver, CO

- Reasons for Requesting Course:
- Required For Promotion
  - Required For Apprenticeship
  - Required For Current Position
  - Other Bring on billing software
- Approved:  B/C or Division Chief  
 Education Chief
- Denied:  B/C or Division Chief  
 Education Chief

Reason For Denial \_\_\_\_\_

B/C or Div. Chief Conditions for Approval Garry Shepherd

B/C or Div. Chief Signature \_\_\_\_\_ Ed. Chief Sig. \_\_\_\_\_

\*\*\*\*\*

Other Department Employees that are going with me are: \_\_\_\_\_

I am Requesting:

- On Duty Time: \_\_\_\_\_  
Dates & Times \_\_\_\_\_
- Overtime Pay for \_\_\_\_\_ Hours  
Dates & Times \_\_\_\_\_

- Registration / Tuition ( Attach Conference/Course Information )
  - There is no Registration / Tuition
  - Registration / Tuition Cost \$ 750/person x 4 = 3000.
    - I will pay and be reimbursed later.
    - I will have them bill the Department
    - It will need to be paid before I go
    - I need to take a check with me
    - Registration / Tuition will be paid by: \_\_\_\_\_

Travel Expenses:

I am Requesting a Department Vehicle. I prefer to take \_\_\_\_\_  
Estimate of Fuel Cost \$ 120<sup>00</sup>

I am Requesting Airline Travel.

I've taken care of my own flight/travel arrangements. Total Cost is \$ \_\_\_\_\_

I will arrange flight/travel with the Administrative Assistant.

I must arrive by: \_\_\_\_\_

I am available to return at: \_\_\_\_\_

Lodging:

I don't need lodging.

I've taken care of my own lodging arrangements. Total cost is \$ 2085<sup>12</sup>

I will arrange lodging with the Administrative Assistant.

Lodging starting the night of \_\_\_\_\_

Through the night of \_\_\_\_\_

The Conference / Course is being held at following Hotel/Motel and is my preference for Lodging. \_\_\_\_\_

Meals

I will need meals

The following number of meals included with the Conference/ Course

Breakfast 4 x 4 x 8<sup>00</sup> = 128<sup>00</sup>

Lunch 5 x 4 x 11<sup>00</sup> = 220<sup>00</sup>

Supper 4 x 4 x 17<sup>00</sup> = 272<sup>00</sup>

} # 620<sup>00</sup>

I will be attending the NFA and will need a check for \$ \_\_\_\_\_

I will not need meals

Other Expenses:

I need to rent a car for \_\_\_\_\_ days at an approximate cost of \$ \_\_\_\_\_ per day.

I have other expenses. They are:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I am aware that I will need to speak with the Administrative Assistant regarding expenses following my return.**

Please list any special needs required for your attendance at this Conference / Course

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

130,22/nite  
114  
17x4  
112

1114-44  
17x4  
112  
8x4  
11x4  
17x4  
144

8x4  
11x4  
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8x4  
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17x4  
144



**Ortivus, Inc.**  
 2324 SWEET PARKWAY RD.  
 PO BOX 276  
 DECORAH, IA 52101  
 (563) 387-3191

Invoice INV023544

|           |
|-----------|
| DATE      |
| 8/29/2007 |

PAGE 1

**BILL TO**  
 RAPID CITY FIRE/EMS  
 ATTN: ACCOUNTS PAYABLE  
 300 6TH STREET  
 RAPID CITY SD 57701

**SHIP TO:**  
 RAPID CITY FIRE/EMS  
 ATTN: ACCOUNTS PAYABLE  
 300 6TH STREET  
 RAPID CITY SD 57701

| PURCHASE ORDER NO.  |             | CUSTOMER I.D. | SALES I.D.  | SHIPPING METHOD | PAYMENT TERMS | REQ'D SHIP DATE | MASTER NUMBER |                |
|---|-------------|---------------|-------------|-----------------|---------------|-----------------|---------------|----------------|
|   |             | SD012         | HOUSE       | PRIORITY MAIL   | Net 30        | 8/29/2007       | 24,752        |                |
| QTY ORDERED   | QTY SHIPPED | QTY B/O       | ITEM NUMBER | DESCRIPTION     |               | DISCOUNT        | UNIT PRICE    | EXTENDED PRICE |
| 4   | 4           | 0             | 0610        | User Group Fees |               | \$0.00          | \$800.00      | \$3,200.00     |
| <b>** CUSTOMER WILL BE RESPONSIBLE FOR ALL LEGAL AND COLLECTION FEES<br/>           INCURRED BY ORTIVUS, INC.<br/>           ASSOCIATED WITH OBTAINING FULL PAYMENT ON THIS ACCOUNT. **</b> |             |               |             |                 |               |                 |               |                |
| DENVER - 11/07-09/07  |             |               |             |                 |               | Subtotal        |               | \$3,200.00     |
| ATTENDEES: SANDRA DEMPSEY/LORI CULBERTSON-CLARK/<br>DENISE ROSSUM/CAROL SIEMONSMA   |             |               |             |                 |               | Misc            |               | \$0.00         |
|   |             |               |             |                 |               | Tax             |               | \$0.00         |
|   |             |               |             |                 |               | Freight         |               | \$0.00         |
|   |             |               |             |                 |               | Trade Discount  |               | \$300.00       |
|   |             |               |             |                 |               | Total           |               | \$2,900.00     |

*Thank You*



## Sweet-Billing™ – Novice Track Hands-on

| Time          | Topic  |
|---------------|--|
| 8:00 - 8:30   | Registration<br>Welcome-Introductions-Objectives<br>(Continental Breakfast provided )<br>*****THEME – JAILHOUSE ROCK*****  |
| 8:30 – 10:00  | Importance of understanding how to do Ambulance Billing<br>(OR Keeping out of Jail)<br><i>by Steve Johnson, manager of Sweet-Billing Services</i>  |
| 10:00 – 10:15 | <i>Break</i>   |
| 10:15 – 11:15 | Continuation of Ambulance Billing<br><i>by Steve Johnson</i>   |
| 11:15 – 12:00 | Ortivus Website – How to find your way<br>The importance of PC Anywhere<br><br>Codes Starting with Staff <ul style="list-style-type: none"> <li>▪ ACTIVITY: Setting up a Sign-on and password</li> <li>▪ Attaching a Profile</li> </ul>  |
| 12:00 - 1:00  | <i>Lunch ( provided )</i>  |
| 1:00 – 2:15   | Codes continued <ul style="list-style-type: none"> <li>▪ Critical: NEW Agency attached to Company, Credit, Charge, Payor, Location, and Reason</li> <li>▪ How and why to use defaults</li> <li>▪ ACTIVITY: Add a Payor from your own Service's database</li> <li>▪ Basic: Alerts, Caller, Company, Employer, Level of Care, Medical Personnel, Medications, Narrative, Procedures, Staff,</li> <li>▪ Statistics, Units, Urgency, and Zone</li> <li>▪ ACTIVITY: Create a Narrative Code for Collections Work</li> </ul> |
| 2:15 - 2:30   | <i>Break</i>   |
| 2:30 – 3:30   | Schedules – Introduction <ul style="list-style-type: none"> <li>▪ Basic Structure</li> <li>▪ Tie-in of Event Codes, Form Codes, and Message Codes</li> </ul><br>Schedules - Examples <ul style="list-style-type: none"> <li>▪ Basic Examples/Primary Schedules / Notice Schedules</li> <li>▪ ACTIVITY: Practice, Practice, Practice! Work in groups to identify a needed schedule, and then create it</li> </ul>   |
| 3:30 – 4:30   | System Setup - Turning on/off the Bells and Whistles <ul style="list-style-type: none"> <li>▪ Database Setup – <i>Data Entry, Time Names, Crew Types, Stat Names</i></li> <li>▪ Directory Setup – <i>Data Entry, Mask/Auto Numbering</i></li> <li>▪ Call and Patient Data Setup – don't forget "<i>Prompt If Missing</i>" Default the Agency Code and shut the field off if you work in a single agency company.</li> <li>▪ ACTIVITY: Clone a Call Type – name it your initials and revise</li> </ul>                  |



## Sweet-Billing™ – Novice Track Hands-on

| Time          | Topic  |
|---------------|--|
| 8:30 – 10:15  | <p>*****<b>THEME – FOR THE LOVE OF MONEY</b>*****</p> <p><b>Data Entry</b></p> <ul style="list-style-type: none"> <li>▪ Patient Entry</li> <li>▪ <b>ACTIVITY:</b> Create yourself as a patient with Medicare, Private Insurance, and Private Payors</li> <li>▪ Call Entry / Save grid settings</li> <li>▪ <b>ACTIVITY:</b> Enter a call with your initials as the call number and yourself as the patient</li> </ul>                       |
| 10:15 – 10:30 | <i>Break</i>   |
| 10:30 – 11:00 | <p><b>Data Entry (continued)</b></p> <ul style="list-style-type: none"> <li>▪ Hot keys, special billing scenarios</li> <li>▪ Enter more calls and patients</li> </ul>  |
| 11:00 – 12:00 | <p><b>Automated Billing/Paper and Electronic</b></p> <ul style="list-style-type: none"> <li>▪ Order of printing forms</li> <li>▪ Reprinting, regenerating, printing single</li> <li>▪ <b>ACTIVITY:</b> Print a Single Bill for the Call you entered yesterday (your initials)</li> </ul>   |
| 12:00 – 1:00  | <i>Lunch ( provided )</i>  |
|               | ***** <b>FAST FORWARD: MONEY ARRIVES!!</b> *****   |
| 1:00 – 1:30   | <p><b>Payment Data Entry (Refer to Data Entry Tab)</b></p> <ul style="list-style-type: none"> <li>▪ Individual Payment Posting – <i>Credits Tab</i></li> <li>▪ Batch Credits – Settings that can be replicated</li> <li>▪ Moving Calls to the next logical "Current Payor"</li> <li>▪ <b>ACTIVITY:</b> Enter a payment on the call you entered yesterday; enter a "batch" of payments from Medicare using Batch Credit Settings</li> </ul> |
| 1:30 – 2:00   | <p><b>Basic Reports</b></p> <ul style="list-style-type: none"> <li>▪ Call Report</li> <li>▪ <b>ACTIVITY:</b> Run a "Calls in Review Events" report</li> <li>▪ Credit Report</li> <li>▪ <b>ACTIVITY:</b> Run a Credit Report for today's credits entered</li> <li>▪ Charge Report</li> </ul>  |
| 2:00 – 2:30   | <p><b>Balancing From Month to Month</b></p> <ul style="list-style-type: none"> <li>▪ Reports Involved               <ul style="list-style-type: none"> <li>○ Aging Report</li> <li>○ Charge Report</li> <li>○ Credit Report</li> </ul> </li> <li><b>ACTIVITY:</b> Use the Worksheet to track your work to balance</li> </ul>   |
| 2:30 – 2:45   | <i>Break</i>   |
| 2:45 – 4:00   | <p><b>Opportunity for more Lab Work</b></p> <p><b>Question and Answer Session</b></p>  |



## Sweet-Billing™ – Advanced Track Hands-on

| Time          | Topic   |
|---------------|---|
| 8:00 - 8:30   | Registration<br>Welcome-Introductions-Objectives<br>****THEME – GOTTA LITTLE CHANGE IN MY POCKET****  |
| 8:30 – 10:00  | <b>Schedules- Brought by Participants</b> <ul style="list-style-type: none"> <li>▪ ACTIVITY: Find your black hole- to create a "little change in your pocket"</li> <li>▪ ACTIVITY: Creating a NEW schedule and what are some specialty schedules that advanced users should be aware of.</li> </ul>   |
| 10:00 – 10:15 | <i>Break</i>  |
| 10:15 – 11:45 | <b>System Setup</b> <ul style="list-style-type: none"> <li>▪ Database System Setup</li> <li>▪ Call and Patient types – discussion- how many should you have</li> <li>▪ Directory System Setup</li> <li>▪ Code Setup</li> <li>▪ ACTIVITY: Create a Statistic to attach to a Code</li> </ul>  |
| 11:45 - 1:00  | <i>Lunch ( provided )</i>   |
| 1:00 – 2:00   | <b>Coding Clinic by Steve Johnson</b><br>This session will take a detailed look at specific billing and coding challenges. Our coding expert will review some of the toughest billing issues faced by ambulance services. Some of the areas to be covered will include deciding what constitutes an emergency, hospital to hospital transports and how to handle denials.             |
| 2:00 - 2:15   | <i>Break</i>  |
| 2:15 – 3:00   | <b>Reports</b> <ul style="list-style-type: none"> <li>▪ Using Categories for Reporting</li> <li>▪ Activity – run a call report by categories</li> <li>▪ Event History Report – what happened while I was out</li> <li>▪ Code Analysis</li> <li>▪ Activity – how many dollars did I collect from trips to XYZ Hospital?</li> <li>▪ Aging Report – what does it really mean?</li> </ul> |
| 3:00 – 3:15   | <i>Break</i>  |
| 3:15 – 4:30   | <b>EZ Review</b> <ul style="list-style-type: none"> <li>▪ What are it's uses</li> <li>▪ Common parameters</li> <li>▪ Round table discussion of customer use</li> </ul>  |





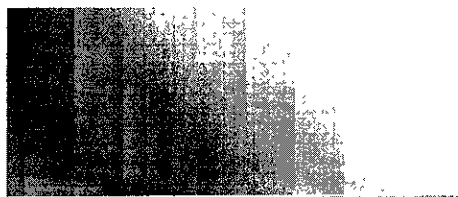
## Sweet-Billing™ – Advanced Track Hands-on

| Time          | Topic  |
|---------------|--|
| 8:30 – 10:15  | <p>*****<b>THEME – THIS THING CALLED LOVE</b>*****</p> <p><b>Report Generator-Learn to Love it</b></p> <ul style="list-style-type: none"> <li>▪ <b>ACTIVITY:</b> Create a custom report together. Learn some of the basic in's and outs for designing your own reports</li> </ul>  |
| 10:15 – 10:30 | <i>Break</i>   |
| 10:30 – 10:45 | <p><b>System Integrity</b></p> <p>How to run this utility and Why</p>  |
| 10:45 – 11:00 | <p><b>Sweet Website Navigation and the importance of PC Anywhere</b></p>   |
| 11:00 - 12:00 | <p><b>Statements vs Invoices</b></p> <ul style="list-style-type: none"> <li>▪ Uses and THE CHART of comparison</li> <li>▪ <b>ACTIVITY:</b> Create Statement Schedule, Print a Single Statement, Printing Multiple Statements</li> </ul> <p><b>The Wonderful World of Forms</b></p> <ul style="list-style-type: none"> <li>▪ Discussion of Process</li> <li>▪ <b>ACTIVITY:</b> Create/Modify Forms in Form Editor, Create a Form Code, Attach Form Code to Schedule, Set up Billing Parameters</li> </ul> |
| 12:00 – 1:00  | <i>Lunch (provided)</i>  |
| 1:00 – 2:00   | <p><b>Forms continued</b></p> <ul style="list-style-type: none"> <li>▪ Printing Forms</li> <li>▪ Reprinting Forms</li> <li>▪ Generating and Regenerating Electronic Claim Files</li> </ul>   |
| 2:00 – 2:15   | <i>Break</i>   |
| 2:15 – 4:00   | <p><b>Sneak Peak at Optional Modules</b></p> <ul style="list-style-type: none"> <li>▪ Update Schedule Event Utility</li> <li>▪ Task Scheduler</li> <li>▪ Archive / Purge</li> </ul>  |



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**November 7-9, 2007**  
**EMS Users Group**  
**Denver, Colorado**

- [Ortivus University >>](#)
- [User Groups](#)
- [On-Site Education >>](#)
- [Group Education >>](#)
- [Remote Education >>](#)

|   |
|---|
| <p><b>Hotel Information:</b><br/> Room Block expires on October 7th, 2007<br/> Hilton Garden Inn Denver South Meridian<br/> 9290 Meridian Blvd<br/> Englewood, CO 80112<br/> 303-824-1550<br/> Ask for the Ortivus Group Rate of \$124.00 per night which includes breakfast at the Great American Grill located within this hotel.</p> |
| <p><b>Training Center Information:</b><br/> (MUX)<br/> 9780 Mount Pyramid Court<br/> Suite 105<br/> Englewood, CO 80112<br/> (303) 919-8157</p>   |
| <p><b>The Hilton Garden Inn is within walking distance of the (MUX) Training Center.</b></p>  |



**Featured Products:**  
**Sweet-Billing**

**Preliminary Schedule:**  
**Novice Track Agenda**  
**Advanced Track Agenda**

- **Early-bird deadline October 7, 2007**

[Register here >>](#)

For more information about the EMS User Group, contact Kathy Ransom

*NOTE: If minimum sign-up numbers are not met within 30 days prior to event, the User Group may be canceled. Please check back 30 days prior to the User Group you plan to attend to ensure the event will take place before booking your plane tickets.*

**[View the 2007 Users Groups Calendar >>](#)**