
CASE STUDY: TRANS STAR EMS

WHO IS TRANS STAR EMS?

Trans Star EMS was established 22 years ago in Wichita Falls, TX. Since their inception, Trans Star has always been committed to providing reliable transport services for 911 emergency calls, the University Health System, and the local prison system. They also provide exclusive emergency transportation services to sporting events for local high school sports teams, the World Wrestling Foundation, and the National Rodeo Association. These transports cover everything from necessary routine dismissals to critical care emergencies. On average, Trans Star EMS provides around 6,000 transport calls a year. Ryan Matthews, Owner of Trans Star EMS, is a true advocate for rural EMS agencies in the state of Texas and is very active in State EMS Associations and the Trauma Commission.

WHAT DID TRANS STAR EMS NEED?

Trans Star EMS was looking for a user-friendly solution that could bring their electronic patient information, billing, CAD system, and reporting services onto a single platform. Trans Star EMS evaluated numerous vendors in their vetting process, and landed on the best solution for their needs: Elevos.

Elevos rose to the top because of their ability to provide a complete revenue cycle management solution that would increase reimbursement for EMS services. But during the sales process, Elevos also proved to be a great listener interested in meeting Trans Star's specific operational needs and objectives while remaining very flexible in regards to their implementation scheduling requirements.



SUCCESS WITH ELEVOS

"SINCE IMPLEMENTING THE ELEVOS PLATFORM, TRANS STAR EMS HAS DRAMATICALLY SHORTENED OUR CLAIMS PROCESS CYCLE AND SEEN SIGNIFICANT INCREASES IN OUR REIMBURSEMENTS."

– RYAN MATTHEWS, OWNER OF TRANS STAR EMS

Elevos dramatically changed the way Trans Star EMS operates. Since implementing the solution,

Trans Star EMS has:

- **Shortened their claims process cycle**
- **Seen significant increases in their reimbursements**
- **Been able to receive patient information from their CAD system**
- **Improved workflows for all emergency medical technicians**

And most importantly, Elevos has enabled Trans Star EMS to improve efficiency so they can keep up with patient care needs.

According to Matthews, *"The people at Elevos make the difference. We get more than a software solution, we get a true partnership."*