

## Staff Directory

Client Relations Customer Service: 800.948.7991

Client customer service inquiries related to any questions/concerns regarding the billing process, to obtain status of a patient's account, request financial reports or provide additional information regarding the process.

Patient Customer Service Telephone: 800.814.5339

Patient customer service inquiries related to their invoice, to provide additional insurance information, or obtain status of their ambulance claim.

### **Direct Dial Numbers:**

#### **Administration**

Philip Averett, President/CEO	336.714.9085	<a href="mailto:philip.averett@emsbilling.com">philip.averett@emsbilling.com</a>
Allan Logie, CFO	336.714.9090	<a href="mailto:allan.logie@emsbilling.com">allan.logie@emsbilling.com</a>
Sam Smith, COO	336.245.6036	<a href="mailto:sam.smith@emsbilling.com">sam.smith@emsbilling.com</a>
Vanessa Coney, Accounting	336.714.9082	<a href="mailto:vanessa.coney@emsbilling.com">vanessa.coney@emsbilling.com</a>

#### **Provider Business Services**

Kim Stanley, VP of Provider Business Services	336.714.9091	<a href="mailto:kim.stanley@emsbilling.com">kim.stanley@emsbilling.com</a>
Samantha Travis, Provider Business Services	336.245.6022	<a href="mailto:samantha.travis@emsbilling.com">samantha.travis@emsbilling.com</a>

#### **Business Development**

Barry Britt, Director of Business Development	336.409.1849	<a href="mailto:barry.britt@emsbilling.com">barry.britt@emsbilling.com</a>
Jason Crowell, Business Development Mgr.	336.406.8166	<a href="mailto:jason.crowell@emsbilling.com">jason.crowell@emsbilling.com</a>
Richard Scott, Business Development Mgr.	706.643.4613	<a href="mailto:richard.scott@emsbilling.com">richard.scott@emsbilling.com</a>

#### **Client Relations**

Kristie Little, Client Relations Manager	336.245.6037	<a href="mailto:kristie.little@emsbilling.com">kristie.little@emsbilling.com</a>
Stephanie Surratt, Internal Deployment/Payors	336.245.6029	<a href="mailto:stephanie.surratt@emsbilling.com">stephanie.surratt@emsbilling.com</a>
Melanie Redmond, Client Analyst	336.245.6021	<a href="mailto:melanie.redmond@emsbilling.com">melanie.redmond@emsbilling.com</a>
Rhonda Coots, Client Analyst	336.245.6038	<a href="mailto:rhonda.coots@emsbilling.com">rhonda.coots@emsbilling.com</a>
Krystle Mullins, Exceptions Specialist	800.948.7991	<a href="mailto:krystle.mullins@emsbilling.com">krystle.mullins@emsbilling.com</a>
Shara Zook, Client Account Manager	336.245.6028	<a href="mailto:shara.zook@emsbilling.com">shara.zook@emsbilling.com</a>

#### **Information Systems and Technical Support**

Misty Link, IT Manager	336.714.9080	<a href="mailto:misty.link@emsbilling.com">misty.link@emsbilling.com</a>
Nathaniel Branscome, IT Support	336.714.9081	<a href="mailto:nathaniel.branscome@emsbilling.com">nathaniel.branscome@emsbilling.com</a>

#### **Financial Reports**

Lisa Lara, Financial Analyst	336.245.6020	<a href="mailto:lisa.lara@emsbilling.com">lisa.lara@emsbilling.com</a>
------------------------------	--------------	--

#### **Billing Department**

Leslie Hutchins, Operations Manager	336.714.9084	<a href="mailto:leslie.hutchins@emsbilling.com">leslie.hutchins@emsbilling.com</a>
Robin Albright, Claims Mgt. Supervisor	336.245.6027	<a href="mailto:robin.albright@emsbilling.com">robin.albright@emsbilling.com</a>
Natalie Davis, Training Liaison	800.814.5339	<a href="mailto:natalie.davis@emsbilling.com">natalie.davis@emsbilling.com</a>

#### **Collections/Debt Set-Off Program**

Sandy Smiley, Debt Setoff	336.714.9087	<a href="mailto:sandy.smiley-snyder@emsbilling.com">sandy.smiley-snyder@emsbilling.com</a>
Kimberly Byerly, Collections Specialist	336.714.9095	<a href="mailto:kimberly.byerly@emsbilling.com">kimberly.byerly@emsbilling.com</a>

#### **Legal Accounts Department**

Batya Wyatt, Supervisor	336.714.9094	<a href="mailto:batya.wyatt@emsbilling.com">batya.wyatt@emsbilling.com</a>
Legal Accounts Department	336.714.9093	

#### **Georgia Operations**

Kate Pruitt, Director of GA Operations	800.905.8099	<a href="mailto:kate.pruitt@emsbilling.com">kate.pruitt@emsbilling.com</a>
Richard Scott, Business Development Mgr.	706.643.4613	<a href="mailto:richard.scott@emsbilling.com">richard.scott@emsbilling.com</a>