

## EMS|MC 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 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

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Vanessa Coney, Accounting

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#### Provider Business Services

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Samantha Travis, Provider Business Services

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#### Business Development

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#### Client Relations

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Sabrina Hamm, Client Deployment Analyst

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#### Information Systems and Technical Support

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Nathaniel Branscome, IT Support

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#### Financial Reports

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Lisa Lara, Financial Analyst

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#### Billing Department

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#### Collections/Debt Set-off Program

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Lisa Cotterman, Debt Setoff

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#### Legal Accounts Department

800-814-5339

**Georgia Operations**

Katie Pruitt, Director of GA Operations

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