

AMY PROCK MCMULLEN



Amy Prock McMullen is a lifelong resident of Caddo Parish, Louisiana, with a career spanning nearly four decades in emergency medical services, medical reimbursement management, and aircraft completions. She began her path as a teenage volunteer firefighter and EMS responder and went on to hold executive roles, including President of Aeromedical Collection Services and her current position as Director of Aircraft Configuration at Metro Aviation.

Born in Shreveport, Louisiana, on February 7, 1972, Amy grew up in a family deeply rooted in local public safety. Her grandfather was a member of the Greenwood Volunteer Fire Department, and her uncle retired from Caddo Parish Fire District #3. Her father, John Thomas Prock, was also a long-time member and an elected Fire Board official for District #3. Following this proud family tradition, Amy joined the Greenwood Volunteer Fire Department while still in high school and went on to serve as the Civil Service Secretary for Caddo Parish Fire District #3 early in her career.

Her connection to the fire service extends into her marriage. She has been married for 31 years to Larry Jason McMullen, a retired firefighter who dedicated 32 years to Fire District #3. Together, they raised two children in Caddo Parish. Today, they are continuing the family's legacy of service, with one child working as a nurse and the other as an accountant. Alongside her family and professional commitments, Amy is deeply involved in her faith community. She was a member of First Baptist Church of Greenwood for 43 years and now fellowships at Rose Park Baptist Church, where she teaches Sunday school.

Amy's professional career began after high school in aeromedical dispatch with the Air Rescue program at Willis Knighton Medical Center, routing emergency helicopters and coordinating ground transport between campuses. During this period, she earned her National Registry EMT Basic certification in May 1993 and balanced her dispatch duties by working as an ER Tech in the emergency room. When Willis Knighton and Christus Schumpert Medical Center merged their programs later that year, she transitioned to the unified Life Air Rescue Consortium, where she was promoted to Communication Supervisor.

In 1998, Amy moved into the medical reimbursement sector by joining Aeromedical Collection Services, Inc. in Shreveport, which processed air and ground ambulance reimbursements for EMS agencies across the country. Starting as Operations Manager and eventually being named President, she managed daily operations, oversaw ground and air ambulance receivables, worked with CMS and Medicaid programs on regulatory compliance, and trained clients on

medical necessity documentation. In her first year at Aeromedical Collection Services, Inc., Amy became a Nationally Registered Paramedic and maintained her license for 20 years, only stepping back from the credential due to continuing education requirements conflicting with her workload. Nearly a decade later, Amy joined Allegiance Health Management as Vice President of Revenue, where she ran the corporate billing office, oversaw receivables for the company's hospitals, worked directly with hospital CEOs, and managed receivables for outpatient programs.

In 2012, Amy was given the opportunity to return to the aviation industry and the world of helicopters, where it all started for her. She joined Metro Aviation, Inc., a prominent air medical transport operator and helicopter completion center in Shreveport, where she currently serves as the Director of Aircraft Configuration. In her 14-year tenure, she has overseen hundreds of completion projects, guiding customers through customized configurations for EMS, Law Enforcement, and VIP aircraft completions.

When she is not working, Amy enjoys spending time with her family and friends. Highly dedicated to her profession, loved ones, faith, and community, Amy seeks the opportunity to follow in her father's footsteps by serving on Caddo Parish Fires District #3 Fire Board.