

SECOND AMENDMENT

This Amendment made and entered into this _____ day of _____, 2020, by and between PINELLAS COUNTY, a political subdivision of the State of Florida, hereinafter referred to as "County," and EMS Management & Consultants, Inc., NC hereinafter referred to as "Contractor,"

WITNESSETH:

WHEREAS, the County and the Contractor entered into an agreement on June 6, 2017, pursuant to Pinellas County Contract No.167-0085-P(hereinafter "Agreement") pursuant to which the Contractor agreed to provide ambulance billing services for County; and

WHEREAS, Section 21 (Amendment) of the Agreement permits modification by mutual written agreement of the parties; and

WHEREAS, the County and the Contractor now wish to modify the Agreement in order to provide for EMS Management & Consultants, Inc. staff to provide - Call Center Services as expressed in Exhibit A; commencing on January 1, 2021 through June 30, 2022.

NOW THEREFORE, the parties agree that the Agreement is amended as follows:

1. Call Center Services shall be as provided on Exhibit A, attached hereto and incorporated herein by reference; commencing on January 1, 2021 through June 30, 2022.
2. Services Fee to be paid to the Contractor are increased by \$19,500.00 per month, commencing on January 1, 2021 through June 30, 2022, for a revised not to exceed sum of three-million-eight hundred eighty-nine-thousand-four-hundred-forty-seven dollars (\$3,889,447.00) for services completed and accepted during the term of the Agreement.
3. Except as changed or modified herein, all provisions and conditions of the original Agreement and any amendments thereto shall remain in full force and effect.

Each Party to this Agreement represents and warrants that: (i) it has the full right and authority and has obtained all necessary approvals to enter into this Agreement; (ii) each person executing this Agreement on behalf of the Party is authorized to do so; (iii) this Agreement constitutes a valid and legally binding obligation of the Party, enforceable in accordance with its terms.

IN WITNESS WHEREOF the parties herein have executed this Second Amendment as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its
Board of County Commissioners

Chairman

CONTRACTOR:



Authorized Signature

JAY GYURA

Printed Authorized Signature

CHIEF FINANCIAL OFFICER

Title Authorized Signature

ATTEST:
Ken Burke,
Clerk of the Circuit Court

By: _____
Deputy Clerk

Approved as to Form

By: _____
Office of the County Attorney

APPROVED AS TO FORM

By: Amanda Coffey at 9:54 am, Oct 14, 2020
Office of the County Attorney



July 30, 2020

Pinellas County EMS
Ms. Jodie Sechler
12490 Ulmerton Rd.
Largo, FL 33774
Re: EMS|MC Patient Customer Service

Dear Ms. Sechler,

EMS Management & Consultants, Inc. (EMS|MC) is pleased to provide Pinellas County EMS with information on how we can provide your patient community with the best customer service in the industry. As your current partner, we have demonstrated a commitment to providing Pinellas County the best-in-class service as a cultural extension of the Pinellas County team and will continue to do so if given the privilege to become your call center partner.

Based on the data that you have provided, EMS|MC is able to offer the following call center services:

- Five (5) Full Time Employees (FTEs) dedicated to Pinellas County's patients
 - Two (2) will be Bi-lingual reps (Spanish and English)
 - Patients will also have access to LanguageLink providing translation services for over 200 languages
- One (1) branded toll free line
 - FTEs will answer patient calls as determined by Pinellas County EMS during deployment
 - EMS|MC will route Pinellas County's current local number to the branded line
 - Available Monday – Friday from 8am-6pm ET except for major holidays
- Monthly reporting
 - KPIs
 - Number of calls, Average Speed of Answer, Call Disposition, etc.
- Business Continuity Planning
 - Ability to securely work remotely in the case of emergencies
- Quality Scores for EMS|MC's Pinellas team including PCI Compliance
- Auditing
 - Calls are recorded for quality assurance and training purposes, and can be provided to Pinellas County EMS upon request

EMS|MC understands what is important to Pinellas County and can fulfill your call center needs at \$19,500 per month. We welcome the opportunity to serve Pinellas County in this new role and will be happy to provide any further information requested.

Respectfully Submitted,

Kate Pruitt
Chief Operating Officer
Kate.Pruitt@emsbilling.ocm
P: 336.245.6036

As Chief Operating Officer for EMS|MC, I am authorized to make representations on behalf of EMS Management & Consultants, Inc. EMS|MC does not have any ethical conflicts that would interfere with a contractual obligation with Pinellas County.