



Pinellas County

Staff Report

File #: 20-1681A, **Version:** 1

Subject:

Second Amendment to the Agreement with EMS Management & Consultants, Inc. for ambulance billing services.

Recommended Action:

Approval of the Second Amendment to the Agreement with EMS Management & Consultants, Inc. for ambulance billing services.

- This contract provides for the initial billing of ambulance transportation claims for the Emergency Medical Services (EMS) Authority.
- The Second Amendment provides call center services to the Agreement as a “pilot program” for a period of eighteen months and increases the contract \$351,000.00; effective January 1, 2021 through June 30, 2022.
- Specifically, this Amendment is expected to increase EMS levels of customer service, expedite secondary billing functions, and maximize ambulance program revenue through realignment of existing team members currently working phones to revenue generating workflows (claims that have been denied or submitted to insurance with no response or claims underpaid by insurance and many other scenarios).
- If this pilot program is successful, future competitive processes will include call center services in the scope of work.
- This contract was competitively solicited and awarded by the Board of County Commissioners (Board) on June 6, 2017. The First Amendment, to express the contract start date was approved by the County Administrator on June 29, 2017.

Contract no. 167-0085-P (JJ); in the amount of \$351,000.00 for an estimated annual average amount of \$941,689.40 and a revised total contract amount of \$3,889,447.00; effective through June 6, 2022. Authorize the Chairman to sign and Clerk of the Circuit Court to attest.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

5.1 Maximize partner relationships and public outreach

5.3 Ensure effective and efficient delivery of county services and support

Summary:

This contract provides for the initial billing of ambulance transportation claims for the Emergency Medical Services (EMS) Authority.

The Second Amendment provides call center services to the Agreement as a “pilot program” for a period of eighteen months and increases the contract \$351,000.00; effective January 1, 2021 through June 30, 2022. This Amendment is expected to increase EMS levels of customer service, expedite

secondary billing functions, and maximize ambulance program revenue through realignment of existing team members currently working phones to revenue generating workflows (claims that have been denied or submitted to insurance with no response or claims underpaid by insurance, and many other scenarios).

Background Information:

On June 6, 2017, the Board approved the Agreement in the amount of \$3,538,447.00 for the initial billing of ambulance transportation claims for Emergency Medical Services (EMS) Authority. On June 29, 2017, the County Administrator approved the First Amendment to express the commencement date of services as July 1, 2017.

Fiscal Impact:

Approved total to date expenditure not to exceed:	\$ 3,538,447.00
Second Amendment increase not to exceed:	<u>\$ 351,000.00</u>
Revised total expenditure not to exceed:	\$ 3,889,447.00

Funding is derived from Ambulance User Fee Revenue.

Staff Member Responsible:

James Fogarty, Bureau Director, Safety & Emergency Services
Jodie Sechler, Division Director, Ambulance Billing & Financial Services
Merry Celeste, Division Director, Purchasing and Risk Management, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Second Amendment