



# Pinellas County

## Staff Report

---

File #: 22-0166A, Version: 1

---

### **Subject:**

Ranking of firms and agreement with EMS Management & Consultants, Inc. for ambulance billing services.

### **Recommended Action:**

Approval of the ranking of firms and agreement with EMS Management & Consultants, Inc. for ambulance billing services.

- This contract provides for the initial billing of ambulance transportation claims, highly qualified staff for ambulance billing customer service call center, and accounts receivable services for the Emergency Medical Services Authority.
- The agreement has a term of five years with total expenditures estimated at \$6,747,584.02.
- Two firms submitted proposals; following written evaluation EMS Management & Consultants, Inc. was selected as the highest ranked firm and is recommended for award by the Ambulance Billing and Financial Services Division of the Safety and Emergency Services Department.
- This contract replaces the contract currently held by EMS Management & Consultants, Inc. since 2017.

Contract No. 22-0167-P(JJ) for a total estimated amount of \$6,747,584.02, with a five-year contract term; Authorize the Chairman to sign and the 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, call center phone services, and accounts receivable payment and denial posting services for the Emergency Medical Services (EMS) Authority. This will enable EMS to continue the redirection of internal resources to more complex billing components and continue with a hybrid billing model that allows for the timely processing of routine claims and dedicate internal resources to billing components that require detailed research and documentation to complete secondary billing functions such as working denied claims, insurance no response, filing of Medicare appeals, analysis of claim data for continuous process improvements, compliance requirements including timely response to audit requests and many other complex billing functions. This hybrid billing model has proven successful to enhance EMS' ability to increase its annual collection rate from 65% to 70% of net allowable charges equating to approximately \$4.7 Million.

### **Background Information:**

On February 28, 2022, the Purchasing Division released a request for proposal for the above referenced services, resulting in two (2) responsive proposal submittals.

This contract replaces a current contract currently held by EMS Management & Consultants, Inc. since 2017.

The firms in order of ranking are attached on the ranking spreadsheet.

**Fiscal Impact:**

Estimated five (5) year expenditure not to exceed \$6,747,584.02.

Projected five (5) year Ambulance User Fee Revenues of \$342,103,600 is the funding that will pay for these services.

Estimated expense for Year-1 of the contract totals \$1.2M for all services, which is consistent with the FY22 estimate and FY23 budget request submitted for the EMS Fund.

**Staff Member Responsible:**

Jodie Sechler, Division Director, Ambulance Billing and Financial Services

Jim Fogarty, Bureau Director, Safety and Emergency Services

Merry Celeste, Division Director, Purchasing & Risk, Administrative Services

Joe Lauro, Director, Administrative Services

**Partners:**

N/A

**Attachments:**

Agreement

Ranking Spreadsheet