



Legislation Text

File #: 19-0333, **Version:** 1

Item:

Award of Contract to EMS Management & Consultants (EMS/MC) for the EMS Billing and Collection Services for the County

Date of BOCC Meeting: July 8, 2019

Request for Board Action:

The Board is requested to authorize the County Manager to execute a service contract with EMS/MC for the EMS billing and collection services for the County. The contract period will be July 1, 2019 through June 30, 2020 (e.g., fiscal year 2020).

The County performed EMS billing and collection services in-house until the end of fiscal year 2015. The County went out for bid for these services in fiscal year 2015 and awarded the EMS billing and collection services to Intermedix, Inc. (IMX) effective July 1 of fiscal year 2016. During the County's four years with IMX, we have not seen the revenue growth that was initially projected. In addition, there have been other issues (e.g., customer service, debt set off filing and reporting, micro-management, etc.). As a result, EMS and Finance staff as well as the Manager's Office thought that it was time that the County went out for bid again for the provision of EMS billing and collection services.

The Request for Proposal (RFP) was advertised March 18, 2019 with responses due to the County April 5, 2019 by 2:00 PM. Eleven (11) responses were received. The evaluation committee consisted of seven (7) members (e.g., 4 EMS staff and 3 Finance staff). Each member of the evaluation committee independently reviewed and evaluated the proposals. The results being that all seven members selected EMS/MC as the vendor to provide the EMS billing and collection services for the County.

EMS/MC's headquarters is located in Winston-Salem, NC. The company began in North Carolina, and while North Carolina continues to be their biggest client base, they now have a presence in 19 states.

EMS/MC owns their software (e.g., not purchased from a 3rd party). They have developed a multi-step claims management process with a focus on automation that minimizes human "touch points" and increases approved claims.

The implementation period will be from July 1st through August 31st of fiscal year 2020 with the go-live date of September 1, 2019. The County will continue billing and collection services with the current provider from July 1st through August 31st. As of September 1, 2019, the current vendor, IMX, will have a 120 day "wind down" period whereby they will collect on the accounts that they have billed up to August 31, 2019. (The rate with the current vendor is 5.4% and \$1 per privacy notice mailing.) At the end of the 120 "wind down" period, the legacy data will be converted to EMS/MC, and all activity with the current vendor will cease.

More information and details about the bid process, company structure and implementation approach are included on the supplemental form.

Alignment with Strategic Plan: Goal 5: Accountable, Efficient, and Visionary Government

Resource Persons: Susan Tezai, Chief Financial Officer; Kevin Underhill, Interim EMS Director; Claudia Hager, General Manager; Jodi Miller, General Manager

County Manager's Recommendation: The County Manager recommends that the Board authorize the County Manager to execute a service contract with EMS/MC for the EMS billing and collection services for the County.

County Manager: _____