

ROCKVILLE/SPRINGDALE FIRE PROTECTION DISTRICT

P.O. Box 159

Springdale, UT 84767

Wednesday May 25, 2016

Springdale Council Chambers

Regular Meeting

1. ROLL CALL AND CALL TO ORDER – Chairman Francis called the meeting to order at 6:30PM. The following members of the Rockville/Springdale Fire Protection District Board were present: Adrian Player, Luci Francis, John Callahan, Chuck Passek, and Michael Young. Megan Ewell recording.

2. APPROVAL OF THE AGENDA – John Callahan moved the agenda be approved as written. Adrian Player seconded the motion and a roll call vote indicated all those present voted in favor of the motion.

3. PUBLIC COMMENT AND QUESTIONS -There were no comments or questions from the public.

4. PRESENTATION BY JCI AMBULANCE BILLING AGENCY AND DISCUSSION – JoNeil Avery and Cassie Chynoweth presenting on behalf of JCI. The State of Utah EMS rates are legislated by legislature on a yearly basis generally. Once approved they are sent out to be implemented by all agencies. There is a base rate, mileage, (shown example) off-road and fuel fluctuation, and waiting time amounts that can be charged. Disposable supplies are done by fair market replacement value and left up to individual agencies depending on geographical region or area. As a billing agency, a form is provided so the EMS can fill out for the incident whether paramedic call (treated patient) or ALS (based on level of certification) or BLS (billed to level of certification intermediate or paramedic), miles transported, and disposable supplies used. Bottom half of the form are the legalities. The forms must have patient (or representative) signature and employee treating signatures. Financial responsibility, HIPAA, notice of privacy practice, and info could be used (Patient record) could be shared. After incident, EMS personnel are provided an admittance sheet from hospital and then forwards all documents to the district clerk for billing. Billing sheet and hospital intake form are required to be sent to JCI in order to bill. Every item on sheet includes a code for the billing charge that JCI will charge. The level of paramedic certification will depend on the charge associated with it. The only forms that need to be sent to JCI are the hospital admittance sheet and completed JCI billing sheet. Complete refusal for treatment and/or transport is not billable, in which case JCI would not need any documentation. JCI would like to have the insurance information provided for the patient included with the billing sheet. JCI will contact Intermountain Healthcare (IHC) in case it isn't included on the original forms in order to obtain an updated sheet. If there is no insurance, the patient will be billed for the entire amount. The steps that JCI takes in order to collect are:

1. Bill insurance (primary) along with statement to the patient that the insurance has been billed (according to HIPAA regulations)

2. Move on to secondary insurance (if applicable) and/or bill patient thereafter. This can take anywhere from 2-4 weeks minimum, or possibly years depending on the insurance/person. Our JCI contract states they will handle the billing, and after 90 days they will include finance charges with special statement. From there, after an additional 90 days, there will be another special statement stating account is delinquent. If no payment or insurance information after 6 months of attempts with no contact and/or payment, the bill is then turned back over to RSFPD Board to decide if they want to pursue further. JCI invoices for their services 30 days after account for flat fee, even if it takes years to collect.

Adrian Player stated he wants to fairly treat patients but also fairly treat the fire district to stay above water on unpaid balances. It costs us money to respond and treat, so he wants to be able to collect. He asked if we can bill for the balance after Medicare has paid their portion and what do other ambulance companies do?

JoNeil stated that RSFPD must write off balance from Medicaid as legally they are not allowed to collect remaining balances. Medicaid pays a very small fraction of our actual charges, but that is all that we can charge. However, with Medicare, the State went with a program subsidized by federal government. RSFPD does not have to accept Medicare payment as a paid in full amount if it is less than the charges, and JCI will bill a secondary insurance for the difference. JCI thinks we should go after every dime we legally can. JoNeil further went on to state as an ambulance service, the first thing to realize is that RSFPD is a not-for-profit agency. It is set up as a community service, which is not a profitable venture. This is why the state and federal government tries to offer grants and low interest loans to help make up the difference. We cannot be self-funded as an agency because we are a not-for-profit. "Cost shifting" rates charged are continuing to increase and bill the secondary insurance to try and collect from the other end of Medicare patients. Medicare may have deductible, an amount listed for coinsurance/patient responsibility.

Chairman Francis asked to confirm that a request for a write off of patient charges must come in writing from patient.

JoNeil Avery stated if patient offers to pay bill with a discount, JCI can have the ability to negotiate discount on our behalf if we approve a set discount amount. If it is anything above that, then JCI will require it in writing and it will be forwarded to the Board. JCI requires everything always in writing to protect all parties.

Chairman Francis asked if the RSFPD has had policy in the past that allowed this for charitable write off.

JoNeil stated that at this point, there is not a percentage that they have been approved to offer as a discount if paid in full, however other clients do 20%. Also, the more willing you are to work with patients, the more willing they are to pay.

Chairman Francis questioned the success rate on collections. Would this be in our best interest to send to a medical billing collection agency after JCI can no longer collect and returns to the Board?

JoNeil stated that is a hard question because it's an additional cost to the Board after JCI steps back. RSFPD would probably see very little money come in from that. JCI cannot ding credit because of licensing issues, but does everything else like collection agency. Collection agencies charge an estimated 30% for their services, regardless if they collect. There is also the possibility of having an attorney draft a letter to try and collect again.

Chuck Passek questioned what happens if account is no longer active. Is it just written off? Do other agencies have a policy where they write off?

JoNeil answered that in the State of Utah if patient is deceased or it's a 3-year-old account, you cannot collect further on it. She suggests looking at each individual account rather than cut and dry policy. Example: Patient from China with no contact information should be written off. But if it's someone local, give it more time to collect. Evaluate each individual account as they are reported. RSFPD gets a list every 6 months with an update on uncollectible accounts/dead accounts. Board should then meet to decide on each individual account.

Chairman Francis asked for suggestions about what to do with those that don't have insurance.

JoNeil responded that we should bill for 6 months directly and then if Board approves, offer a discount to see if that helps collect the balance. The Board needs to decide a percentage amount to be discounted. Keep in mind chances of patient having met deductible depend on the time of year. Legally, we have to bill everyone the exact same for the full amount the first time. After that, you can start offering discounts on a case by case basis. In the past there has been a resident write off reduction that was offered. If resident payment from insurance is more than the \$300, the RSFPD considers the bill paid in full. If they have a Rockville/Springdale address, a special note was made on the billing sheet to JCI. Bureau of EMS stated you can offer any discount after the fact of the initial bill done the exact same to all patients. Adrian Player doesn't like this policy of discounting to residents.

Ryan Ballard suggested digesting and further discussing before a decision in made light of all of the information provided tonight.

5. DISCUSSION AND ACTION TO UPDATE DISTRICT POLICIES AND PROCEDURES RELATIVE TO AMBULANCE BILLING, DELINQUENT ACCOUNTS, AND PATIENT WRITE-OFF REQUESTS – Adrian Player moved to table until the June 22, 2016 meeting. John Callahan seconded the motion and a roll call vote indicated all those present voted in favor of the motion.

6. DISCUSSION AND ACTION TO INCREASE THE ANNUAL STANDBY FEE ASSESSMENT BY 3 PERCENT FOR THE NEXT BILLING PERIOD OF JULY 1, 2016 THROUGH JUNE 30, 2017.

Adrian Player moved to vote on resolution # 16-05-25-1. Michael Young seconded the motion and a roll call vote was:

John Callahan: NO
Adrian Player: YES
Chairman Francis: NO
Chuck Passek: YES
Michael Young: YES

MOTION PASSED

7. FIRE CHIEF'S REPORT – FIRE SERVICE.

- a) Report on fire activity since the last Board meeting- There were 3 fire related calls that all resulted in being false alarms.
- b) Consideration and possible approval of applicants for the Fire service - there were no new applicants.
- c) Training update- Captain Barajas successfully completed HAZMAT course in Hurricane.
- d) New business to include requests for budgeted expenditures- Burning restrictions are going into effect June 1, 2016 and have been included in the Rockville and Springdale newsletters. Business inspections have been going well with a lot of positive response. Started purchasing new equipment for the new command vehicle that is scheduled to arrive before June 11, 2016

8. FIRE CHIEF'S REPORT – AMBULANCE SERVICE.

- a) Report on EMS activity since the last Board meeting- There were 13 EMS calls with a total of 5 transports. Last year at this time we had 12 EMS calls with 6 transports.
- b) Consideration and possible approval of applicants for the EMS service- There were no applications presented. Captain Averett is actively recruiting personnel due to scheduling issues to help cover shifts.
- c) Training update- 2 trainings this month with ok attendance. Old command truck will now be the Rescue 91 vehicle.
- d) New business to include requests for budgeted expenditures- There was no new business or requests for budget expenditures.

9. CHAIRMAN'S REPORT.

a) Status report from Emergency Services Consulting, International. Chairman Francis presented the information that ECSI should be finalizing the report on May 24, 2016 and then go to proofing. This should take a few days and be finished by the middle of the following week. Chairman Francis indicated she will keep the Board informed. Adrian Player wanted to know if the report will be transmitted electronically. Chairman Francis responded that she believes so, but that a bound copy will also be provided to all Board members.

10. STANDBY FEE BILLING REPORT TO INCLUDE UPDATE ON PAST-DUE ACCOUNTS – 1-30 days, \$17,000 delinquent. 91 and older \$37,000 delinquent. In September any remaining delinquencies will be placed on property tax bill. In 2015, \$11,000 was sent to the Washington County Treasurer to be assessed on their tax bill.

11. ADMINISTRATIVE REPORTS-

a) April statements: Profit & Loss, Balance Sheet. An updated chart of accounts with Ryan and Board member input was being drafted to streamline and remove redundancies, which will take a few days to implement into Hinton Burdick system. Next month will be able to provide clearer reporting for budget vs actual with monthly, quarterly, cash flow, once the chart of accounts is updated and budget information has been entered/amended.

b) Approval of expenditures for the month of April 2016.

Adrian Player moved to approve the expenditures for April. John Callahan seconded the motion and a roll call vote indicated all those present voted in favor of the motion.

12. APPROVAL OF THE MINUTES OF THE DECEMBER 16, 2015 REGULAR MEETING AND THE APRIL 23, 2016 PUBLIC HEARING AND REGULAR MEETING.

John Callahan moved to approve the Minutes for the December 16, 2015 regular Meeting and the April 27, 2016 Public Hearing and Regular Meeting. Adrian Player seconded the motion and a roll call vote indicated all those present voted in favor of the motion.

13. GENERAL BOARD DISCUSSION.

Chairman Francis mentioned a possibility of changing the fiscal year to match the standby billing cycle and municipality cycles of July 1 – June 30. General Board consensus was in agreement with the change.

Adrian Player stated there was a miscommunication between Springdale employees in regards to the fire hydrants inspection procedures. The Town of Springdale stated it had been worked out, but that hasn't occurred. RSFPD is concerned about the fire hydrants working properly and our Agreement with the Town states that the fire hydrants are the Town's responsibility to maintain. Ryan stated that RSFPD is happy to assist, but the functioning of the hydrants is ultimately the town's responsibility. It was recommended that this should be a joint venture so everyone is involved and knowledgeable in the operational status of hydrants.

Adrian Player stated the shipping container at the fire station needs to be removed and he thought this had been worked out with Ryan and the DCD and his assistant. Adrian suggests a meeting with Tom (DCD), Mayor, and City Manager to come to a conclusion

14. IDENTIFICATION OF ISSUES FOR FUTURE AGENDAS.

- **Chuck Passek would like to resolve the JCI billing questions**
- **Chairman Francis would like to resolve the fiscal year decision**

15. ADJOURN.

John Callahan moved the meeting be adjourned. Adrian Player seconded the motion and a roll call vote indicated all those present voted in favor of the motion.

Meeting adjourned at 8:01 PM.

Minutes typed by:
Megan Ewell

APPROVED:



Luci Francis, Chair