

NOVEMBER 2021 AUDIT AND FINANCE COMMITTEE FY2021-22 BUDGET RIDER ALTER 1

Interim EMS Chief - Jasper Brown



NOVEMBER 2021 AUDIT AND FINANCE COMMITTEE



- FY 2021 – 22 Budget Rider (Alter 1)

- 1) The City Manager is directed to report to Council within 30 days regarding what steps were taken to address the EMS billing backlog, and to provide Council with detailed plans to improve the billing system in the future, and updated revenue projections.
- 2) The City Manager is directed to conduct a study regarding the cost of providing EMS services, and report the updated figure to Council by November 30, 2021. The cost of service should incorporate billable expenses of the OCMO, which provides medical expertise and services to residents. As appropriate, the City Manager should return to City Council with any potential fee schedule amendments.

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- FY 2021 – 22 Budget Rider (Alter 1)

- 3) The City Manager is also directed to conduct a full evaluation of optimization opportunities within the Fire/EMS efficiency study, particularly opportunities related to updating EMS fees to ensure the City recovers costs as appropriate, and to make recommendations to the City Council on what is feasible, including potential fee schedule amendments.
- 4) The City Manager is directed to provide an update on the billing and optimization items to the Audit & Finance Committee in September or October.

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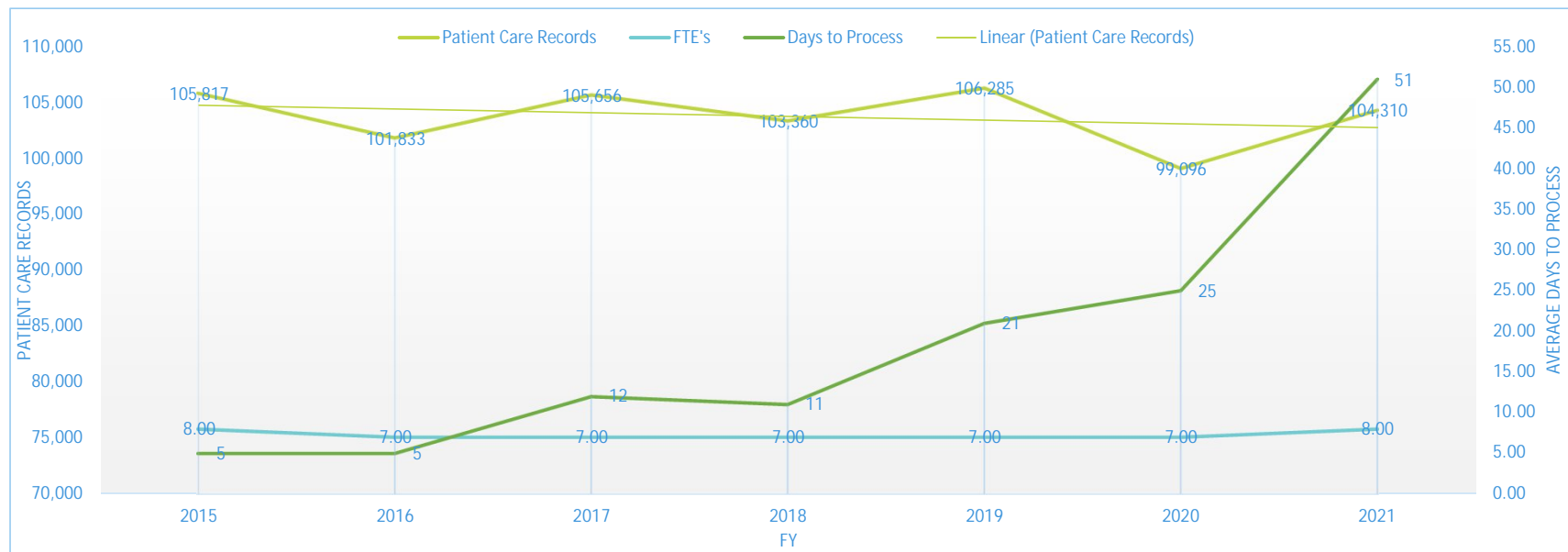
- FY 2021 – 22 Budget Rider (Alter 1)

- 5) The City Manager is further directed to evaluate and bring forward to Council a plan to achieve 12-person staffing at EMS stations over the next four years, along with the projected costs, incorporating any changes made from items 1-4 in this rider that may accelerate the timeline.
- 6) The City Manager is further directed to assess whether there are additional resources needed for the downtown station, assuming 12-person staffing.



1. REPORT TO COUNCIL WITHIN 30 DAYS REGARDING WHAT STEPS ARE BEING TAKEN TO ADDRESS THE EMS BILLING BACKLOG

Background Information



BILLING BACKLOG



- Current backlog of Patient Care Records (PCRs) from transports 13,917
- Staffing Concerns
 - Vacancies during the last 12 months (3 max)
 - Currently fully staffed plus 1 temp
- Engaged a vendor to provide initial ePCR coding
 - Sole Source
 - Certification
 - Quote
 - Financial impact

2. CONDUCT A STUDY REGARDING THE COST OF PROVIDING EMS SERVICES AND UPDATE TO COUNSEL BY NOVEMBER 30, 2021



- Cost of Service is conducted every 5 years by the EMS Department and the Budget Office
- Current cost of service is \$1,139.00
- Last cost of service was done in 2018
- A current cost of service is due to be conducted this fiscal year
- Scheduled to start this month Nov 2021 and completed by Jan 2022

3. CONDUCT A FULL EVALUATION OF OPTIMIZATION OPPORTUNITIES WITHIN THE FIRE/EMS STUDY, PARTICULARLY RELATED TO UPDATING EMS FEES



- Recommendation 14: Revise ATCEMS's Charity Care policy and eligibility determination process to maximize ambulance supplemental payment program (ASPP) revenues.
 - **Completed** September 2, 2021 Council approved enhancement to EMS Charity Care Program
 - New policy adds ten additional eligibility categories which will enhance revenue generation from the ambulance supplemental payment program (ASPP)
 - October 2021, EMS staff has processed over 11,000 claims to submit for FY 20-2021 versus 1,725 submitted in FY 19-2020 (1.2M)

3. CONDUCT A FULL EVALUATION OF OPTIMIZATION OPPORTUNITIES WITHIN THE FIRE/EMS STUDY, PARTICULARLY RELATED TO UPDATING EMS FEES



- Recommendation 13: Review billing practices to identify opportunities to capture revenue for both "treatment, no transport" and allowable ALS-level services.
- Recommendation 15: Consider reviewing commercial payment data regarding charges and payments by procedure code for commercial payers to ensure accurate reporting and to identify opportunities to maximize revenues.

3. CONDUCT A FULL EVALUATION OF OPTIMIZATION OPPORTUNITIES WITHIN THE FIRE/EMS STUDY, PARTICULARLY RELATED TO UPDATING EMS FEES



- Recommendation 13 and 14:
 - **In process** - EMS contracted with Page, Wolfgerg & Wirth, LLC (PWW) on September 9, 2021 to conduct an assessment of the optimization opportunities as suggested in the study. The EMS team met with PWW to review initial steps and provide documentation for the initial review. PWW will start the Revenue Cycle Management Assessment and Post-payment Claims Review in October 2021.
 - Next steps will be a site visit from PWW

3. CONDUCT A FULL EVALUATION OF OPTIMIZATION OPPORTUNITIES WITHIN THE FIRE/EMS STUDY, PARTICULARLY RELATED TO UPDATING EMS FEES



- Recommendation 16: Consider implementing significant fee schedule increases for ambulance transport services
 - **In process** – FY22 Council approved
 - EMS fee increase to the maximum allowed from the cost of service for ALS services
 - Non resident fee was created
 - Additional fee increases will be reviewed based on cost of service study

Thank you

