



City of Grand Island

Tuesday, January 27, 2015

Council Session

Item G-2

Approving Minutes of January 20, 2015 City Council Study Session

Staff Contact: RaNae Edwards

CITY OF GRAND ISLAND, NEBRASKA

MINUTES OF CITY COUNCIL STUDY SESSION

January 20, 2015

Pursuant to due call and notice thereof, a Study Session of the City Council of the City of Grand Island, Nebraska was conducted in the Council Chambers of City Hall, 100 East First Street, on January 20, 2015. Notice of the meeting was given in the *Grand Island Independent* on January 14 2015.

Mayor Jeremy L. Jensen called the meeting to order at 7:00 p.m. The following Councilmembers were present: Mitch Nickerson, Mark Stelk, Chuck Haase, Julie Hehnke, Linna Dee Donaldson, Vaughn Minton, Roger Steele, and Mike Paulick. Councilmember Michelle Fitzke was absent. The following City Officials were present: City Administrator Marlan Ferguson, City Clerk RaNae Edwards, Interim Finance Director William Clingman, City Attorney Robert Sivick, and Streets Superintendent Shannon Callahan.

Mayor Jensen introduced Community Youth Council members Lauren Webb and Miranda Keiper and board member Randy See.

SPECIAL ITEMS:

Ambulance Billing Presentation by Life Line Billing Systems, LLC dba. LifeQuest Services. Fire Chief Cory Schmidt reported that this item was being brought back from the October 28, 2014 Council meeting to answer questions from Council. Currently the Finance Department was processing the billing of all ambulance department services. A Request for Proposals (RFP) was sent out in August 2014 in search of an Ambulance and Fire Department billing service provider. Three responses had been received and reviewed with a recommendation of approving a contract with Life Line Billing Systems, LLC, doing business as LifeQuest Services.

Chief Schmidt introduced LifeQuest CEO Michael Finn and Client Relations/Sales Manager Tim Rosin who presented a PowerPoint regarding their services. The following advantages of a billing partner versus in-house were: results, expertise/experience, costs/efficiency, compliance, trained and certified expert staff and the technology they used. Mentioned were revenue recovery results, knowledge in Local, State and Federal Rules, Regulations and Laws, licensed/bonded collection agency, and internal compliance audits.

The billing process would have a seamless workflow, information verification, hospital database accessibility, claim accountability, report card tracking, quality assurance, and accountability. All inquiries would be addressed promptly by knowledgeable and friendly bilingual staff. All incoming and outgoing calls would be digitally recorded. There would also be toll free access numbers with 24 hour customer service coverage from Sunday 4:30 p.m. through Friday 5:30 p.m.

Reviewed was the implementation process. LifeQuest would assist with the billing database setup, all regulations, customized reporting and best practice assessments. They would train all

personnel on documentation and medical necessity, train the trainers for ongoing sessions, and provide follow up training sessions via audio, webinar, or in person. They also would provide quarterly/annual reviews and comparative reports.

Megan Wichman, 423 Maple Street, Dannebrog, NE spoke in support of keeping the ambulance billing in-house. Ms. Wichman answered questions regarding coding.

Interim Finance Director William Clingman commented on the cost of keeping this in-house and the training needed. Discussion was held regarding a full-time in-house position, salary, difference in medical coding and ambulance coding, and training requirements.

City Attorney Robert Sivick commented on the initial proposal submitted regarding an opt out clause. He stated this item could be brought back, but if anything other than the original proposal was approved it would have to be re-bid. Fire Division Chief Russ Blackburn answered questions regarding the process currently used at the City.

Mr. Finn explained the collection process for late and/or delinquent bills. Phase I would be strictly billing at 6%, Phase 2 would be soft collection at a rate of 22%, and Phase 3 would be legal action on delinquent bills at a rate of 34%.

Discussion was held regarding the options before council. Mr. Ferguson commented on the bottom line of increasing revenue for the City.

ADJOURNMENT: The meeting was adjourned at 9:07 p.m.

RaNae Edwards
City Clerk