



# City of Grand Island

Tuesday, April 28, 2015

Council Session

## Item I-2

**#2015-118 - Consideration of Approving Contract with PST Services, Inc., a McKesson Company for Emergency Medical Billing Services**

Staff Contact: Cory Schmidt, Fire Chief

# Council Agenda Memo

**From:** Cory Schmidt, Fire Chief

**Meeting:** April 28, 2015

**Subject:** Consideration of Approving Contract with PST Services, Inc., a McKesson company, for Emergency Medical Services Billing Services

**Item #'s:** I-2

**Presenter(s):** William Clingman, Interim Finance Director  
Cory Schmidt, Fire Chief  
Russ Blackburn, EMS Division Chief

## Background

Currently the City of Grand Island Finance Department staff processes the billing of all ambulance department services. This requires staff time equivalent of 1.5 FTEs in the Finance Department.

A request for proposals (RFP) was sent out in February of this year in search of an Ambulance and Fire Department billing service provider. The City received seven responses and the selection committee invited two for in-depth demonstrations. The recommendation the selection committee is bringing forward is a contract with PST Services, Inc., a McKesson company.

## Discussion

Recent changes in the healthcare industry require continued training of City staff to understand the constant changes of rules and regulations surrounding ambulance billing. A third party vendor will be able to bring efficiency as well as expertise in Emergency Management Services billing and collections of insurance submission. McKesson has the expertise that is required and the ability to keep up to date on the ever changing environment of healthcare billing and insurance submission.

The charge for the billing services that McKesson will perform for the City is for a designated percentage of net fees collected on behalf of the City of Grand Island. For the 2014 fiscal year this would have cost less than the one Accounting Clerk FTE designated to perform these duties full-time. In reviewing the McKesson proposal, we believe the

City will reduce the 1.5 FTE staff time spent on ambulance billing to less than .5 FTE of staff time spent on ambulance billing monitoring.

The new process will begin when information is sent in from our paramedics to McKesson. McKesson will then bill the appropriate insurance(s) or customer. After McKesson has tried to collect from the customer for 180 days, they will then return the account to the City of Grand Island Finance Department. The Finance Department staff will then write the amount off and pass the account on to one of our collection agencies.

The contract, including the specific fee charged, with PST Services, Inc., a McKesson company will be provided to City Council under a separate and confidential cover.

### **Alternatives**

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

### **Recommendation**

City Administration recommends that the Council approves the proposed contract with PST Services, Inc.

### **Sample Motion**

Move to approve the contract with PST Services, Inc. for emergency medical services billing services.



Stacy Nonhof, Purchasing Agent

*Working Together for a  
Better Tomorrow, Today*

**REQUEST FOR PROPOSAL  
FOR  
EMERGENCY MEDICAL SERVICES AND FIRE DEPARTMENT BILLING**

**RFP DUE DATE:** March 19, 2015 at 4:00 p.m.

**DEPARTMENT:** Finance

**PUBLICATION DATE:** February 28, 2015

**NO. POTENTIAL BIDDERS:**

**SUMMARY OF PROPOSALS RECEIVED**

**EMS Billing Management, LLC**  
Neosho, MO

**Fire Recovery EMS, LLC**  
Arlington Heights, IL

**Certified Ambulance Group, Inc.**  
Wethersfield, CT

**EMS Billing Specialists**  
Walterboro, SC

**LifeQuest**  
Wautoma, WI

**McKesson**  
Alpharetta, GA

**JB Revenue Management, LLC**  
Grand Island, NE

cc: Cory Schmidt, Fire Chief  
Marlan Ferguson, City Administrator  
Stacy Nonhof, Purchasing Agent

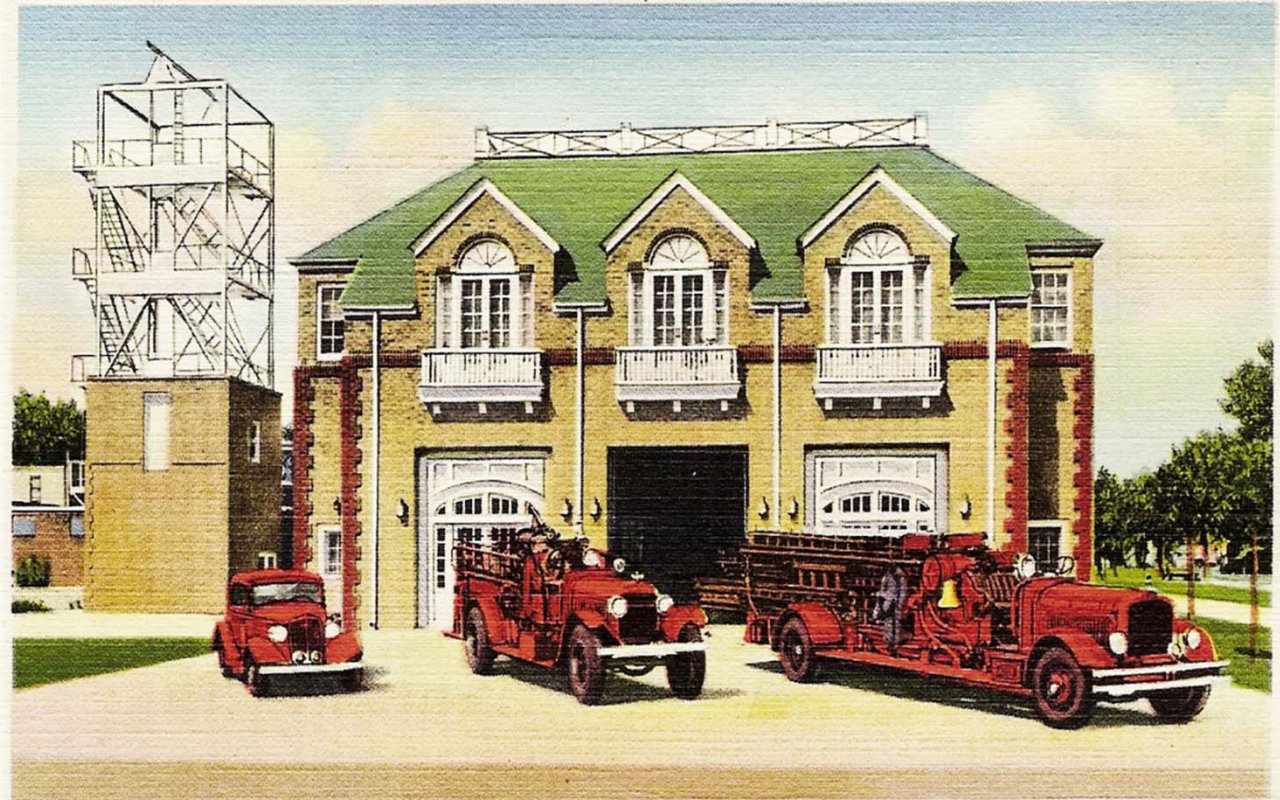
Russ Blackburn, EMS Division Chief  
William Clingman, Interim Finance Director

**P1806**

# Emergency Medical Services & Fire Department Billing

## City of Grand Island, Nebraska

April 28, 2015



Grand Island Fire Department, Grand Island, Neb.

9A-H1666



BUSINESS  
CARE  
CONNECTIVITY

# McKesson At-a-Glance



- Founded in 1833
- Ranked 15<sup>th</sup> on *Fortune's* list, with \$136.7 billion in revenues
- Headquartered in San Francisco
- More than 80,000+ employees
- Total focus on health care
- Publically Traded

**McKesson Business Performance Services (BPS) is backed by one of America's oldest and largest services company**

# What makes us qualified?

Unmatched record of increased client revenues

**180**

**Fire/EMS Departments**



## *Outstanding Customer Satisfaction*

750,000 annual EMS transports processed

\$500M in EMS claims generated

Successful client audit outcomes

Industry leading customer satisfaction scores

99% Client Retention








**Gold Standard Compliance Program**

# McKesson Solution Overview

Client Management	Revenue Optimization	Technology
<ul style="list-style-type: none"> <li>• Single Point of Contact /Client Manager</li> <li>• Face to Face Meetings</li> <li>• PCR Documentation Training</li> <li>• Ongoing Documentation Feedback</li> <li>• Custom Reporting</li> <li>• Quick Response Times</li> </ul>	<ul style="list-style-type: none"> <li>• Proprietary Insurance mining tools</li> <li>• Aggressively pursue Insurance claims</li> <li>• Proven self pay strategy</li> <li>• Fee Schedule optimization</li> <li>• Payer payment adherence</li> </ul>	<ul style="list-style-type: none"> <li>• Proprietary billing system</li> <li>• Electronic billing &amp; remittance advice (ERA)-Relay Health</li> <li>• Existing interface with Imagetrend</li> <li>• ImageNow Scanning</li> <li>• Web-based reporting McKesson Practice Focus</li> <li>• Per your Health.com patient portal</li> </ul>



# Gold Standard Compliance

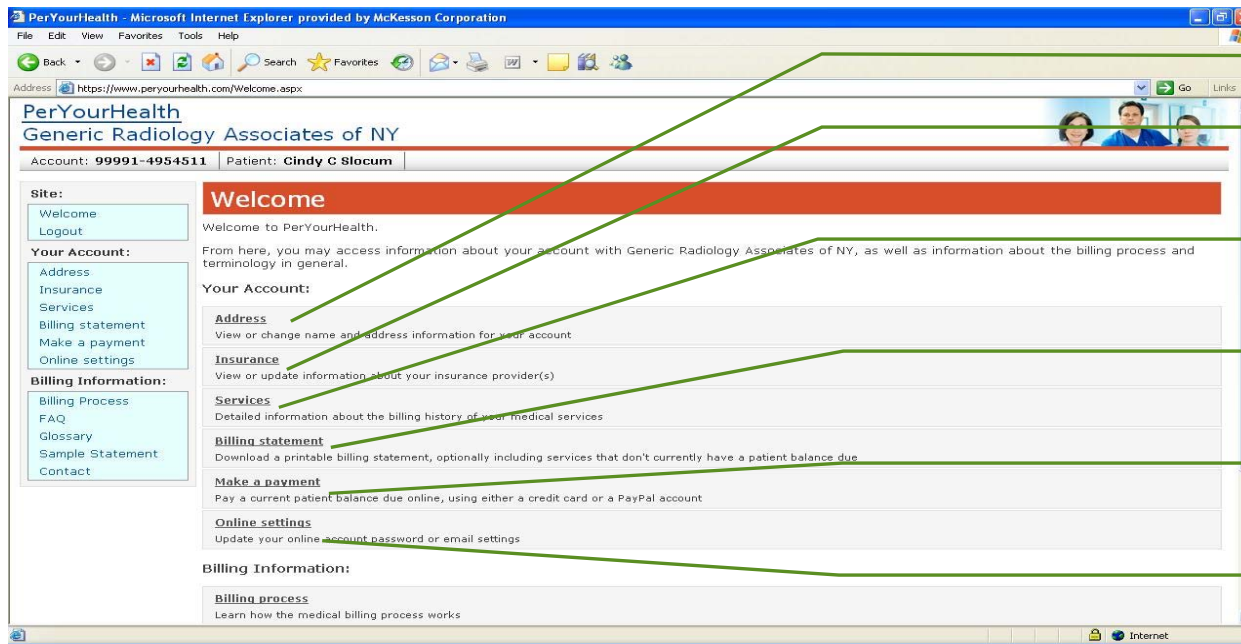
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  - PCI Level 1 Compliant – Paperless credit card processing environment
- 
  - Full-time staff of compliance experts – \$7M Annual Budget
- 
  - Claims audited quarterly and annually – *meets or exceeds* the HHS-OIG “Model Guidance Standard for 3rd Party Billing Companies”
- 
  - Privacy and Data Security Expertise / Rigorous Personnel Background Checks
- 
  - Compliance and Documentation Training - including HIPAA guidance
- 
  - Certified Professional Coders specifically trained in EMS, audited quarterly
- 
  - Superior disaster recovery services

## Experienced-based Technology

### PerYourHealth

The Web-Based Patient Portal offers self service secure access to patients for:

- Validation of their demographic and insurance information
- View detailed transaction information for their EMS Transport
- Ability to download their billing statements
- Make on-line payments
- Allows patients to access information 24X7



- Address View/ Update
- Insurance View/ Add/ Update
- Services View Service History
- Billing Statement View/ Print Statement
- Make Payment Make online Payment
- Online settings Change online settings

# Client Management Team



- **Single point of contact**
  - Regular Meetings
  - Department metrics and benchmarking
  - Performance monitoring
  - Denial feedback
  - Root cause resolution
- **Professional staff dedicated to your success**
  - Formal, ongoing internal training
  - Routine measurement of Client Manager performance
    - Client Surveys
    - eClient Management
- **Authoritative resource for staff**
  - Policy and regulatory changes
  - Best Practices
  - ePCR Documentation Feedback
  - PCR Documentation Training

# The Right Choice for You

- **Strong Customer Service Focus**
- **Excellent success of acquiring health insurance information from hospitals**
- **On-line Client and Patient access to billing accounts, with the ability to safely process credit card payments**
- ***WebPortal* access for monthly reports**
- **Unmatched emphasis on compliance**

***...no company providing EMS billing services can match the strength and depth of McKesson's compliance programs***



# Thank You For Your Time

We Appreciate The Opportunity  
To Earn Your Business

**Let's get Started!**



RESOLUTION 2015-118

WHEREAS, the City of Grand Island advertised a request for proposal for Ambulance and Fire Department Billing Services; and

WHEREAS, the City received and reviewed proposals from vendors; and

WHEREAS, PST Services, Inc. is the vendor recommended to provide ambulance and Fire Department billing services; and

WHEREAS, PST Services Inc. will charge the City of Grand Island a fee as stated in the contract which is based on net cash collected; and

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, to approve the contract with PST Services, Inc.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, April 28, 2015.

\_\_\_\_\_  
Jeremy L. Jensen, Mayor

Attest:

\_\_\_\_\_  
RaNae Edwards, City Clerk

Approved as to Form	☒ _____
April 24, 2015	☒ City Attorney