



City of Grand Island

Tuesday, January 20, 2015

Study Session

Item -1

**Ambulance Billing Presentation by Life Line Billing Systems, LLC
dba. LifeQuest Services**

Staff Contact: Cory Schmidt, Fire Chief

Council Agenda Memo

From: Cory Schmidt, Fire Chief

Meeting: January 20, 2015

Subject: EMS Billing

Item #'s: 1

Presenter(s): Cory Schmidt, Fire Chief
William Clingman, Interim Finance Director

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 August of 2014 in search of an Ambulance and Fire Department billing service provider. The City received three responses and the selection committee invited two for in-depth demonstrations. The recommendation the selection committee is bringing forward is a contract with Life Line Billing Systems, LLC, doing business as LifeQuest Services.

Discussion

With recent changes in the healthcare industry requiring 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. LifeQuest Services 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 LifeQuest will perform for the City is 6% of net fees collected on behalf of the City of Grand Island. For the 2014 fiscal year this would have equated to approximately \$72,000 in fees. In reviewing the LifeQuest proposal, we believe the City will reduce the 1.5 FTE staff time spent on ambulance billing to .5 FTE or less.

Conclusion

This item is presented to the City Council in a Study Session to allow for any questions to be answered and to create a greater understanding of the issue at hand.

It is the intent of City Administration to bring this issue to a future council meeting for approval.

Ambulance Billing

History of Ambulance Billing

- Finance Department has billing services since 1980
- One and a half city employees perform duties
- Future complications of billing: ICD-10, NEMESIS 3.0, and Medicare requirements
- Full time position currently open due to retirement

Request for Proposal

- Finance Department issued Request for Proposal in August 2014
- Three proposals received
- Evaluated by an Ambulance Billing Committee
- LifeQuest Services was chosen due to lowest price and services offered



EMS & Fire Billing
Partnership
With
**GRAND ISLAND,
NEBRASKA**

20 January 2015

LifeQuest: Discussion Points

- Introduction/Overview
 - Grand Island EMS and Fire Department Priorities
 - LifeQuest Background
- Perspective: Billing/Collections Success
- Summary
 - LifeQuest Partnership
 - Questions and Answers

Grand Island Fire Department

Mission Statement: *"The Grand Island Fire Department promptly responds to emergencies that threaten life, property, and the environment. We are dedicated to the prevention of these emergencies through planning and public education."*

City Council:

Linna Dee Donaldson
Michelle Fitzke
Chuck Haase
Julie Hehnke
Vaughn Minton

Mitch Nickerson
Mike Paulick
Roger Steele
Mark Stelk



Additional Attendees:

William Clingman, Interim Finance Director
Marlan Ferguson, City Administrator
Jeremy Jensen, Mayor
Cory Schmidt, Fire Chief

LifeQuest Senior Team



Presenter	Michael Finn	Ted Wolf	Chip (Earl) Kramer	Tim Rosin
Overview	CEO Owner, Client Partnership Development	CFO Financial Forecasting/Annual Budgeting	Sr. Business Dev. Executive Sales Project Manager/Trainer	Sales/Marketing Manager Client/Customer Care/Business Development
Experience/Background	Operations Executive, Performance Improvement Specialist, Consulting, Financial Back Office	Chief Financial Officer, Controller, Financial Analyst, Senior Auditor	Retired Fire Captain and Training Officer, Trauma Specialist, Flight Paramedic, Ambulance Service General Manager	EMT-Paramedic, Director of Paramedic Operations, Internal Auditor, Business Development
Education/Certifications	University of IL, BS in Nuclear Engineering The London School of Economics and Political Science, MSc University of Chicago, MBA	University of WI, BS in Business Administration/Accounting Evans Scholarship recipient University of WI, MBA	University of Southern CO, Biology/Paramedicine Trauma Specialist/Aeromedical Firefighter III	Fox Valley Technical College, EMT-Paramedic, Accounting and Business Administration

LifeQuest Background

- History
- Executive/Ownership Team
- Key Tenets/Success Criteria
 - Focus
 - Results
 - Fortune 500 Skills/Nimble Delivery
 - Best Practice Based Partnership
 - Internal Expertise, Process Control, Tier 1 Partners
- Competitive Advantage

Inhouse versus Billing Partner

- Results – specialists collect more and drive effective processes
- Expertise/Experience – billing companies deal with hundreds of companies – utilizing best practices, lessons learned and thousands of situations with insurance companies, providers, Medicare, Medicaid
- Costs/Efficiency – staff/healthcare/postage/legal/processing – billing companies manage the money and take the costs out of your equation
- Compliance -changing laws and requirements are difficult for an individual or small staff to master and ensure up to date
- Trained and certified expert staff
- Technology, NEMIS3, ICD10, Audits,

LifeQuest: Your Billing Partner

LifeQuest is dedicated to EMS and Fire Billing and Collections

- We bring our expertise to provide the Grand Island Fire Department the most comprehensive package in the market today – one that delivers revenue recovery results
- We have a unique mix of deep industry expertise and field experience, great success in revenue recovery, and a corporate/operations ownership team
- We are confident our suite of services, delivery and execution, and ability to customize makes our services the best value decision a partner in any state can make

Industry Expertise

- Industry Experts
- Knowledgeable in Local, State and Federal Rules, Regulations and Laws
 - Closely Work with WPS
 - Work with MACs, Partners Across the US
 - Best Practice View/Processes/Measures
- Professionally Trained, Certified CACs
- Business Owners and Operators
- Innovative Revenue Recovery Support (TRIP)

Compliance

- Unblemished Compliance Record
- Expert In-House Compliance Officer, Support and Legal Partnerships
- Licensed/Bonded Collection Agency
- Internal Compliance Audits
 - SAS 70 type II (SSAE-16)
 - Professional Practices Management System Certification (PPMS™) - Compliant Network Security
 - PCI DSS Certification

Billing Processes

- Seamless Workflow
- Information Verification
- Hospital Database Accessibility
- Claim Accountability
- Report Card Tracking
- Quality Assurance
- Accountability

Patient Support/Philosophy

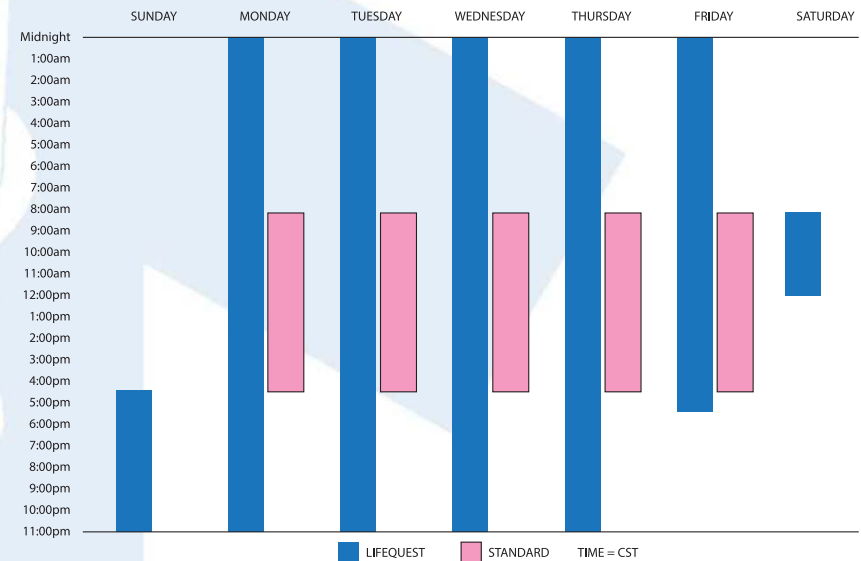
- All inquiries addressed promptly
- Knowledgeable, friendly staff
- All incoming and outgoing calls are digitally recorded
- Bilingual staff, Foreign Language Translation
- Toll Free Access Numbers

Customer Service Phone Hours

24 Hour Coverage Sunday 4:30 p.m.
through Friday 5:30 p.m. CST

Delinquent Account Collections Only

Saturday 8 a.m. to 12 noon CST

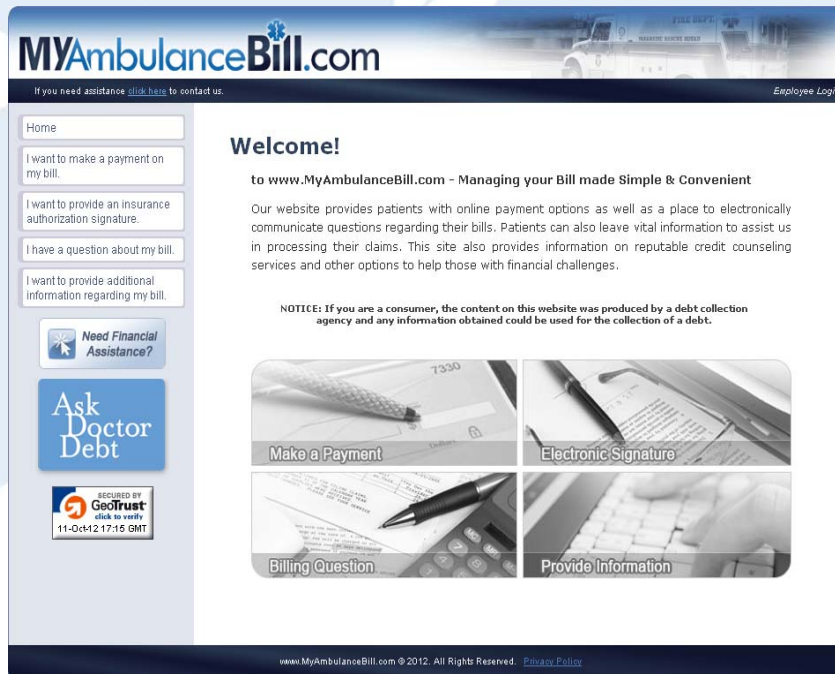


Patient Support Technology

Patient information site www.MyAmbulanceBill.com

Patient ambulance survey

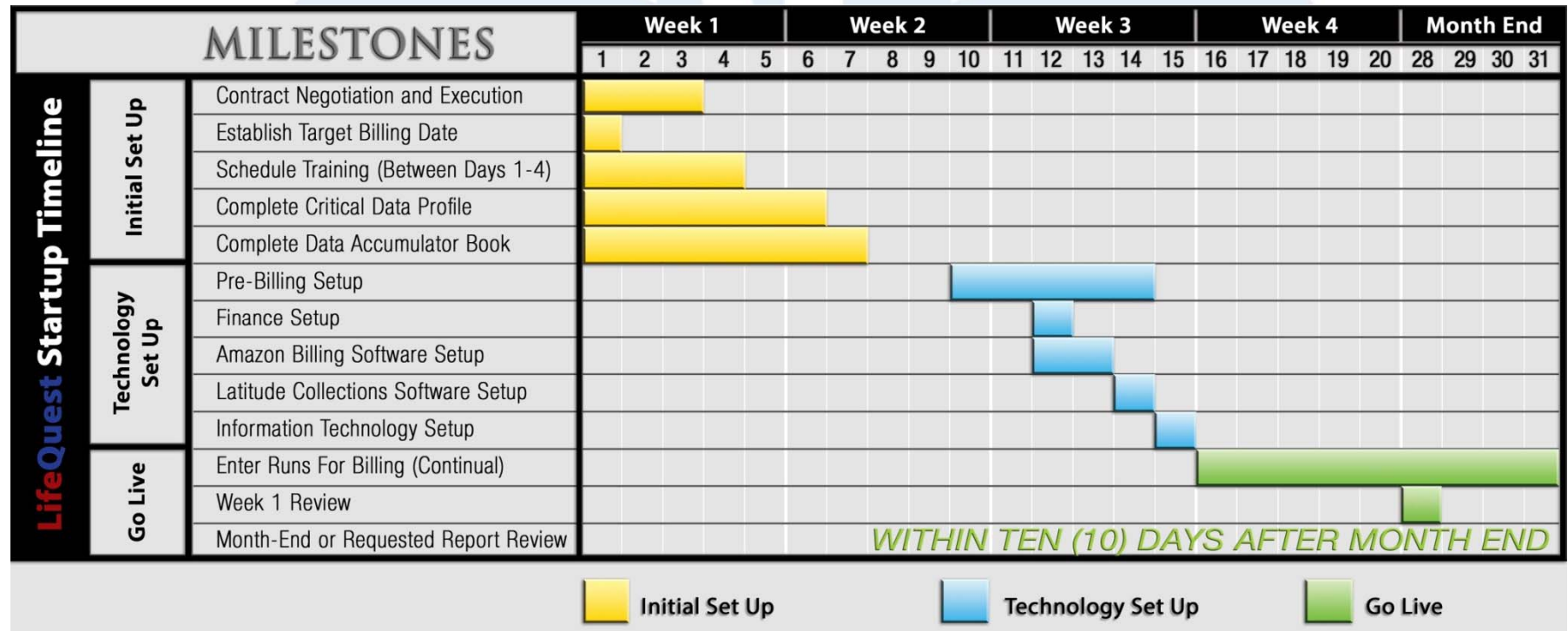
example: [www.research.net/s/\(by Client\)](http://www.research.net/s/(by Client))



Implementation Process

- Target Billing Date
- Critical Data Profile/Data Accumulator
- Pre-Billing Setup
- Technology and Interface Testing
- Review Processes, Confirm Protocols
- Continual Training
- Reports, Report Card, Best Practice Assessments

Implementation Process



Your LifeQuest Partner Team



Chip Kramer

Retired Fire Captain and Training Officer
Senior Business Development Executive
 920-787-2291 #140
 chip@lifequest-services.com
*Sales, Client development and Support,
 ImageTrend/interface consulting.*



Elissa Armstrong

Billing Services Manager
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Revenue Recovery, Management and Patient Care



Peder Culver

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Payment Processing, Refunds and Finance Support



Becky Grimm

Compliance Officer/Continuous Quality Improvement (CQI)
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*Compliance, Quality Assurance, Process Improvements and
 SSAE-16 (SAS 70 Type II)*



Michael Finn

Chief Executive Officer
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*Operational Oversight, Business Development and
 Company Growth*



Ted Wolf

Chief Financial Officer
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Finance, Accounting, and Revenue Reporting



Kay Foret

Collections Manager
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*Revenue Recovery, Management and
 Patient Care*



Jim Mulvey

IT Manager
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Technology - infrastructure, and development



Shawna Finger

Billing Specialist/CAC
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 sfinger@lifequest-services.com
Claims Coding, Support Specialist



Tim Rosin

EMT-P, Hazmat Tech
Client Relations/Sales Manager
 920-787-2291 #160
 twrosin@lifequest-services.com
Client Relations, Marketing Development and Sales Growth

Our Recent Partners/References

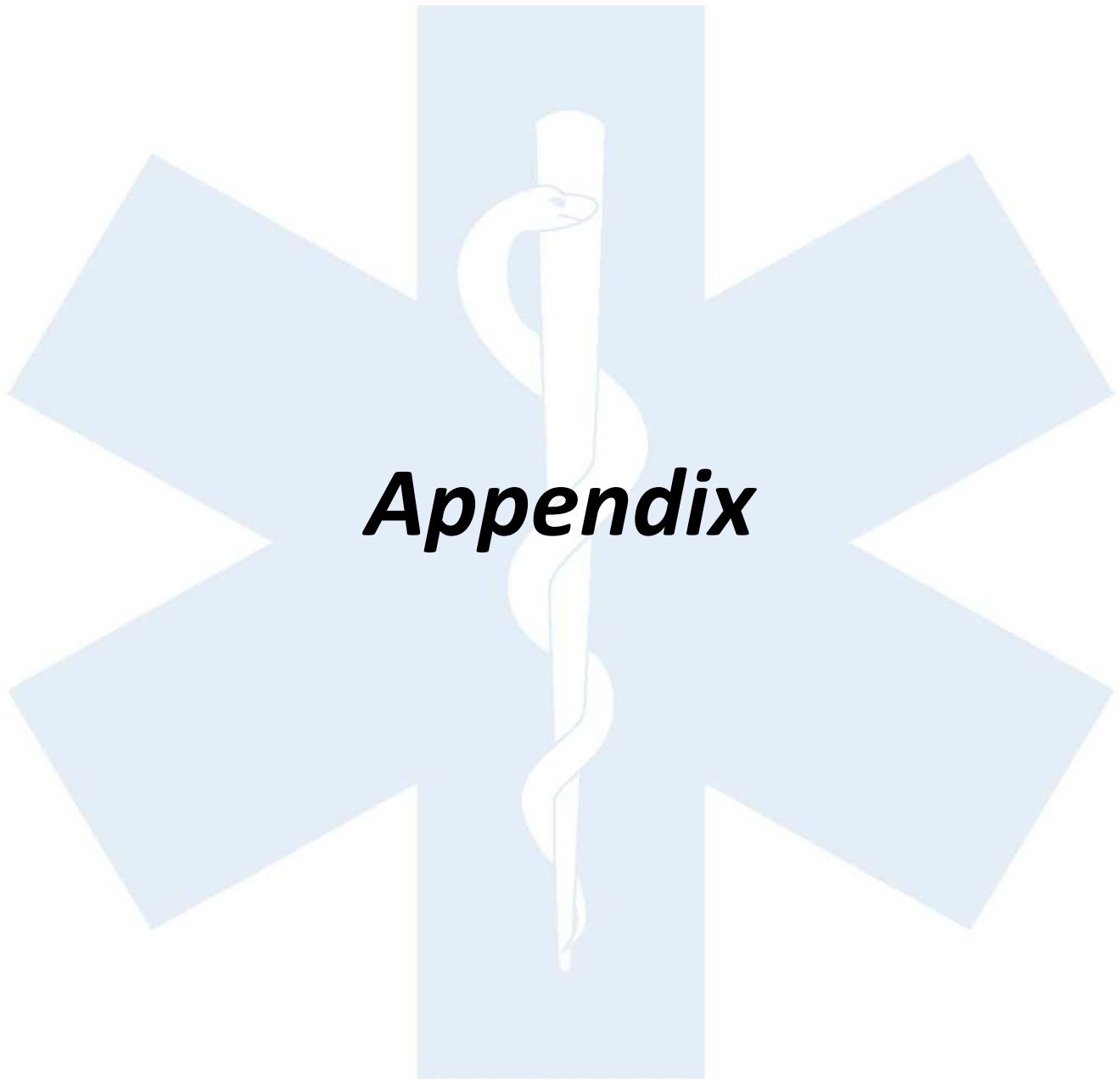
- Lincoln, NE
- Coral Springs, FL
- Racine, WI
- Cherokee County, GA
- Salisbury, MD
- Omaha, NE
- Carlsbad, NM
- Guam
- City of Dallas, TX

Our Success is Determined by Our Client Partner Success





Questions and Answers

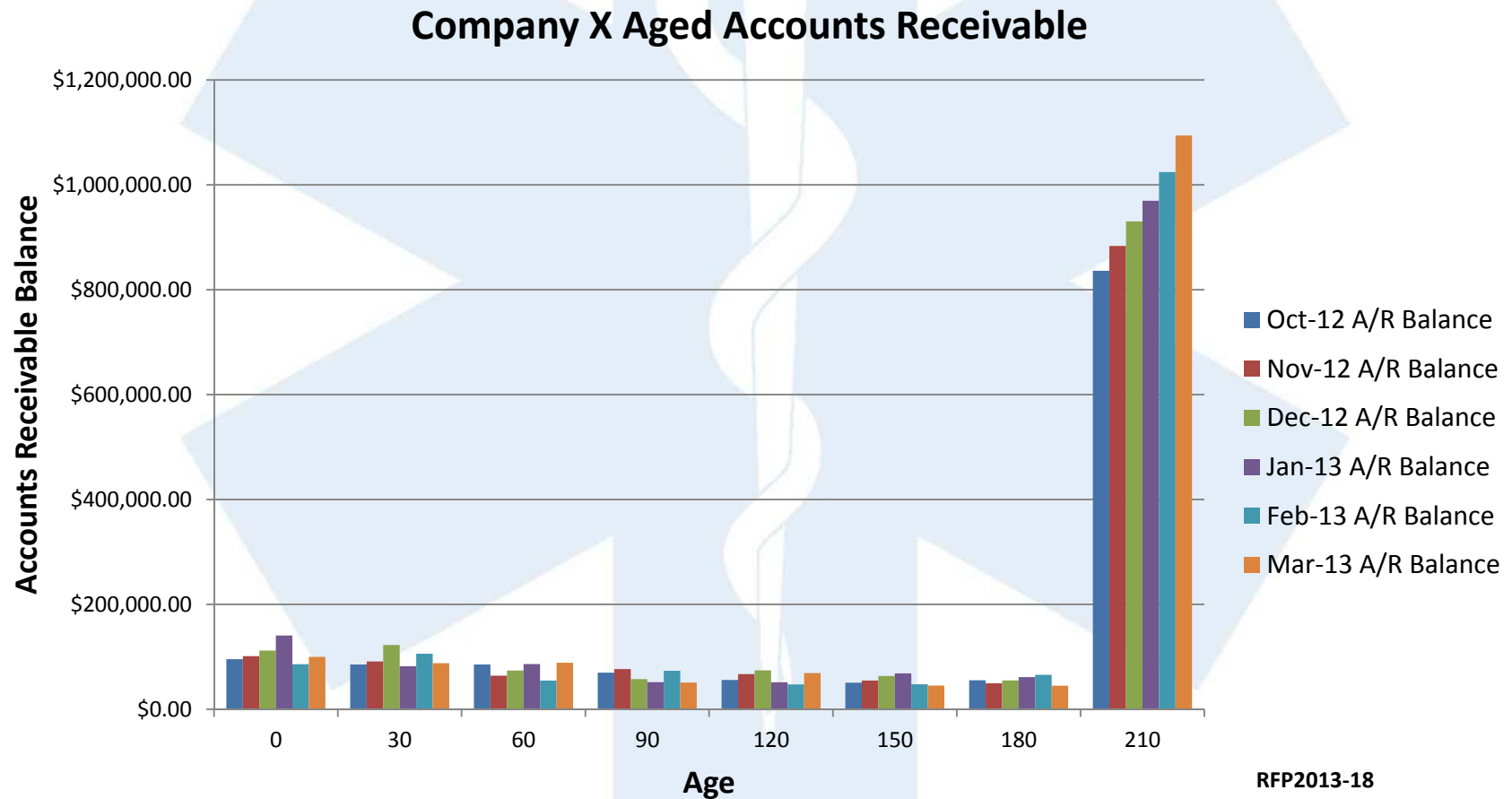


Appendix

Your Revenue Recovery Partner

- Assist you with billing database setup, all regulations, customized reporting and best practice assessments
- Train all personnel on documentation and medical necessity
- Train your trainers for ongoing sessions
- Provide follow up training sessions via audio, webinar, or in person
- Quarterly/Annual reviews and comparative report
- Client log in site: <https://lifequest-services.com>

Competitor Billing



RFP2013-18
Addendum 2 Exhibit 2

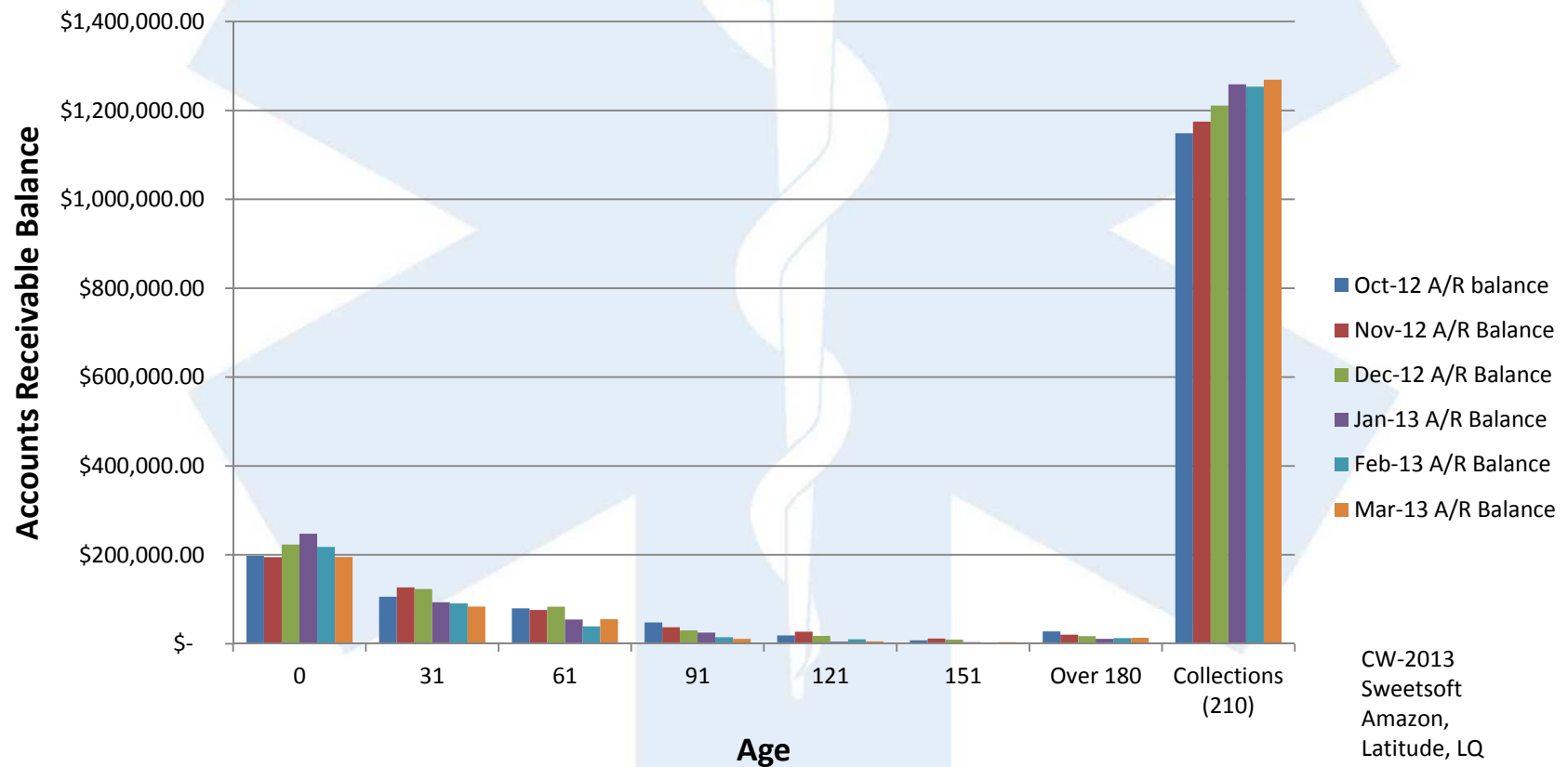


EMS & Fire Billing for the City of Grand Island, Nebraska

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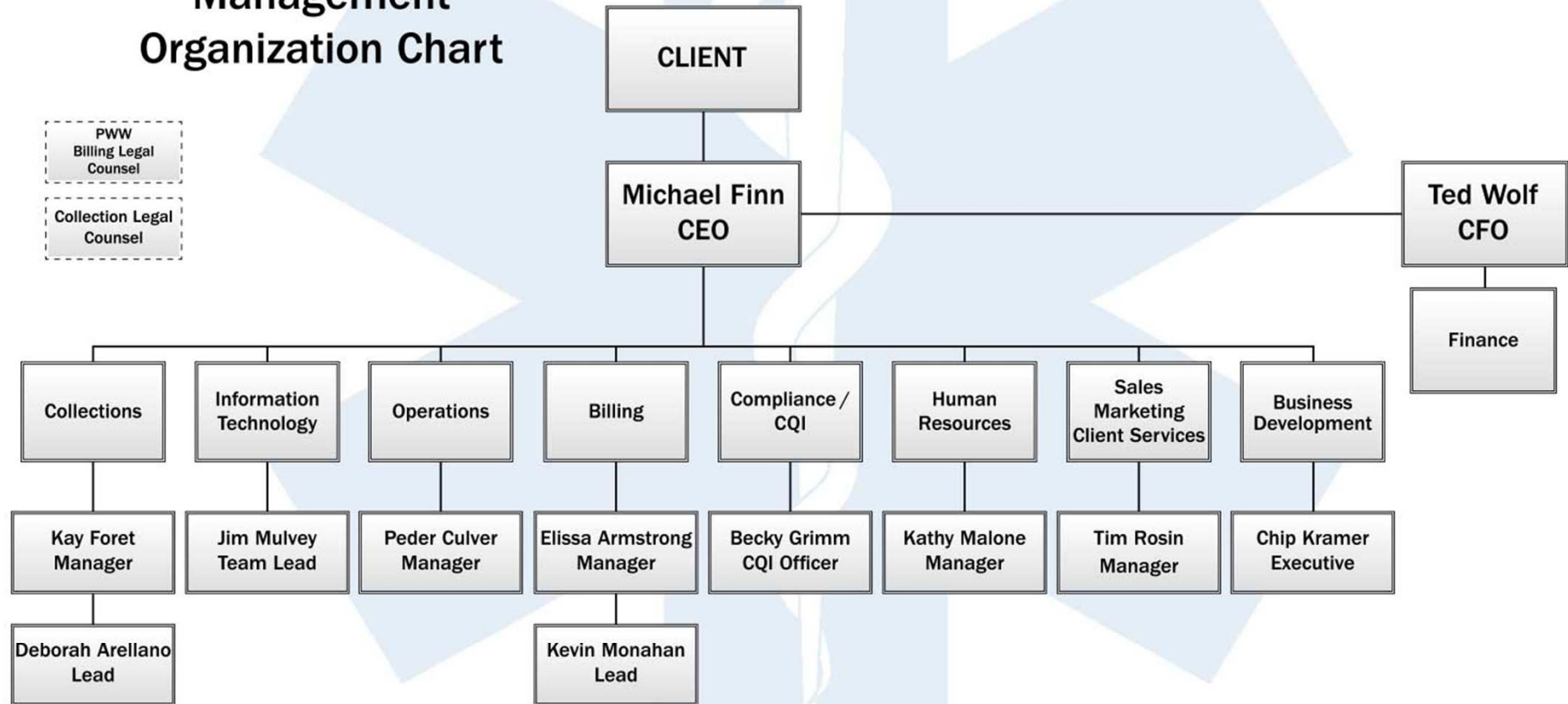
LifeQuest Billing Results

Company W Aged Accounts Receivable

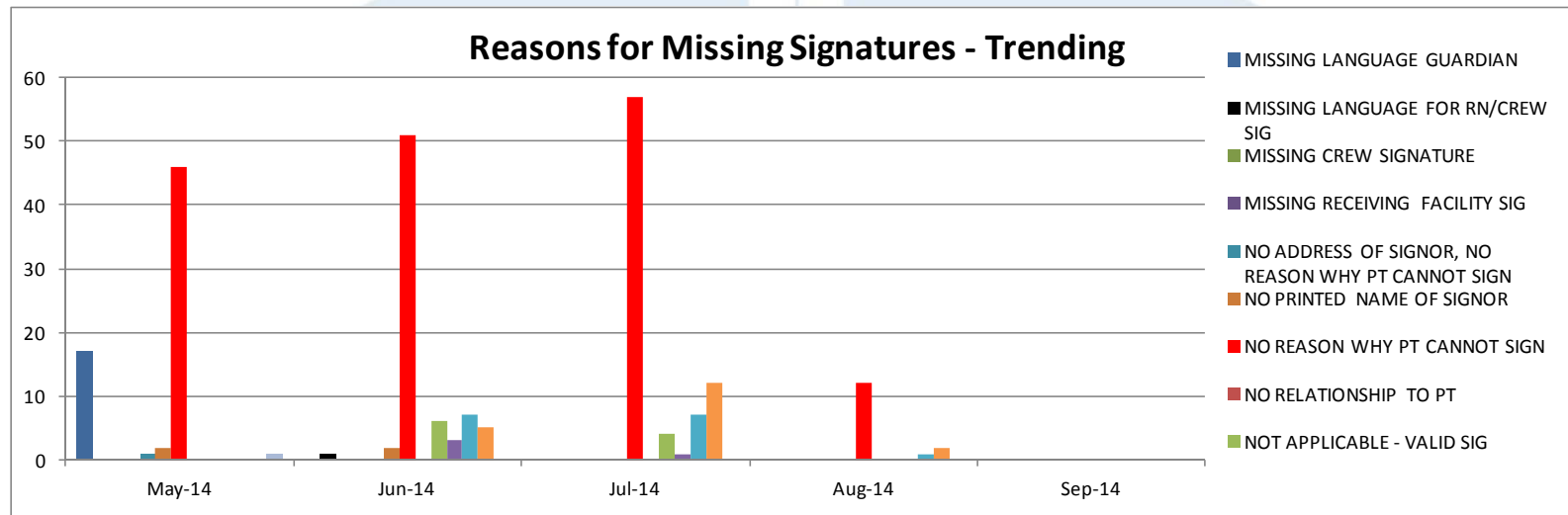
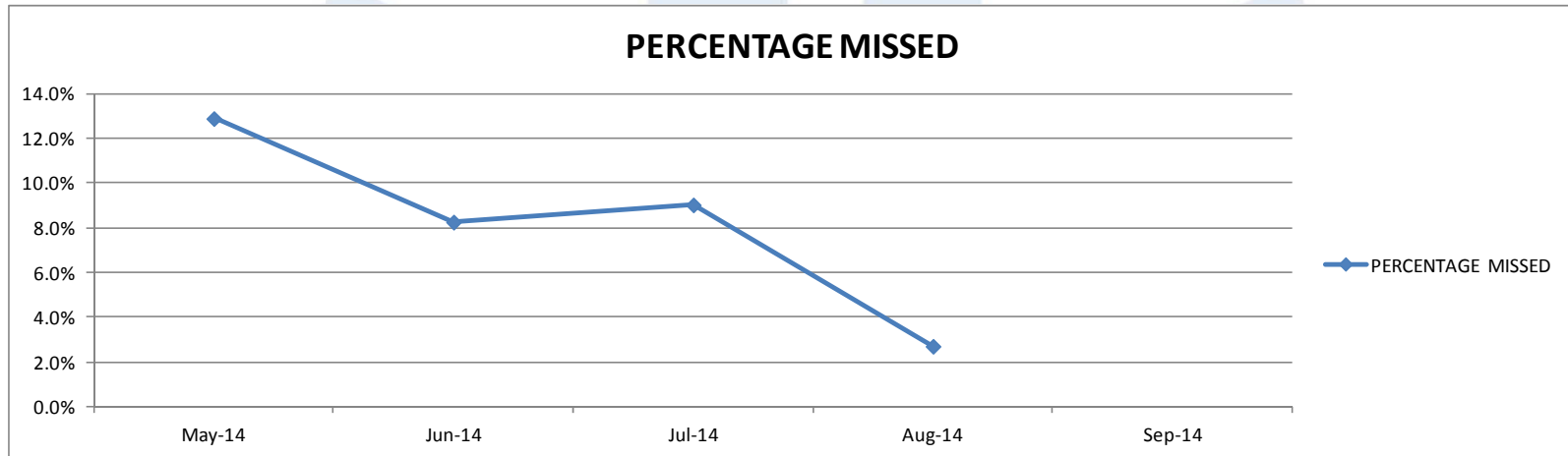


LifeQuest Organization Chart

Management Organization Chart



Sample Partner Best Practice: Missing Signatures





WAUTOMA CORPORATE HEADQUARTERS



LIFE QUEST EMS & Fire Billing for the City of Grand Island, Nebraska

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