

1 How many patients does your department transport annually?

4500

2 What is your current total collection percentage on billable accounts?

Collections percentages are based upon so many variables, making this a very difficult question to answer. Overall, for FY 13-14 we collected approximately 52% of our adjusted charges for service. Approximately 2.2 million in adjusted charges vs 1.2 million in receipts.

3 What are your current rates for

a ALS1 - \$750.00

b ALS2 - \$750.00

c BLS - \$750.00

d mileage - \$12.00

4 What was your payer mix for 2013?

Net Col 47.82%

Medicare 46.40%

Medicaid 14.93%

Commercial 17.27%

Self Pay 21.31%

Contract 0.09%

5 What is the current fee being charged by this agency for billing services performed?

The fee's you'll be charged are dependent upon your negotiated rate. We've piggy backed our agreement on a neighboring departments agreement.

6 How long have you used this billing agency? What is your satisfaction level with this agency?

We've been using ADPI at Hallandale Beach Fire Rescue since 1999 and I have been very satisfied with their service. Prior to my employment here I worked for another agency (Hollywood Fire Rescue) and we had been using ADPI and Intermedix for

EMS BILLING REFERENCES QUESTIONNAIRE

Intermedix(North Lauderdale Fire Rescue)

1. How many patients does your department transport annually?
2,919
2. What is your current total collection percentage on billable accounts?
58%
3. What are your current rates for: **All- 723.53 plus 11.12 per mile.**
 - a. ALS1
 - b. ALS2
 - c. BLS
 - d. mileage
4. What was your payer mix for 2013?
57%-Medicare, 24% Private ins., 17% Medicaid, and 2% Self Pay
5. What is the current fee being charged by this agency for billing services performed?
8% Net
6. How long have you used this billing agency? What is your satisfaction level with this agency?
Since 1998

EMS BILLING REFERENCES QUESTIONNAIRE

Life Quest(Eau Claire WI Fire Rescue)

1. How many patients does your department transport annually?

2013: Approximately 6,400

2. What is your current total collection percentage on billable accounts?

For 2013, our collection percentage from all 3 phases was approximately 40%. This percentage is based on charges before any adjustments. Collection percentage after adjustments is 92.55% for Phase 1, 1.45% for Phase 2, and 6% for Phase 3

3. What are your current rates for:

- a. ALS1

- Resident: \$900
- Non – resident: \$1150

- b. ALS2

- Resident: \$1000
- Non – resident: \$1250

- c. BLS

- Resident: \$800
- Non – residents: \$1050

- d. mileage

- \$16 per loaded mile

4. What was your payer mix for 2013?

- Commercial 15.75%
- Medicaid 13.85%
- Medicare 59.30%
- Private 11.09%

5. What is the current fee being charged by this agency for billing services performed?

Phase 1 – 8%, Phase 2 – 18%, Phase 3 – 33%

6. How long have you used this billing agency? What is your satisfaction level with this agency?

We have used Lifesquest since 2004. We have been very happy with the service they provide. They are always available for questions and advise. They give monthly and yearly reports on how well collections are going and where we are lacking in our reports and they are willing to provide any training we request.

EMS BILLING REFERENCES QUESTIONNAIRE

KWMB (Dr Harrell)

1. How many patients does your department transport annually?

n/a.

2. What is your current total collection percentage on billable accounts?

88%

3. What are your current rates for:

a. ALS1

b. ALS2

c. BLS

d. mileage

4. What was your payer mix for 2013?

icare 35%
self pay 15% 50% private pay

5. What is the current fee being charged by this agency for billing services performed?

7%

6. How long have you used this billing agency? What is your satisfaction level with this agency?

~ 8 years very satisfied

Amy @ Dr Harrell's office

EMS BILLING REFERENCES QUESTIONNAIRE

KWMB (Dr Paz)

1. How many patients does your department transport annually?

N/A

2. What is your current total collection percentage on billable accounts?

87%

3. What are your current rates for:

N/A

a. ALS1

b. ALS2

c. BLS

d. mileage

4. What was your payer mix for 2013:

Medicare 30%

Private Insurance 50%

Medicaid 20%

5. What is the current fee being charged by this agency for billing services performed?

7%

6. How long have you used this billing agency? What is your satisfaction level with this agency?

I have used Key West Medical Billing for over 15 years and have the highest satisfaction level due to their professionalism, efficiency, communication skills, and collection rate.

EMS BILLING REFERENCES QUESTIONNAIRE

FireRecovery (ClaytonCountyFire)

1. How many patients does your department transport annually?

Approximately 15,000

2. What is your current total collection percentage on billable accounts?

3. What are your current rates for:

a. ALS1 \$1,100.00

b. ALS2

c. BLS \$800.00

d. mileage \$15.00 per loaded mile

4. What was your payer mix for 2013?

Medicare / Medicaid 42.62%

Insurance 16.98%

Private pay 39.47%

Facility Contract .93%

5. What is the current fee being charged by this agency for billing services performed?

7% of fees collected

6. How long have you used this billing agency? What is your satisfaction level with this agency?

FRUSA has been billing for our agency since March of 2013. We have been extremely pleased with their level of professionalism and their expertise. When FRUSA took over operations, we were under a mandatory Medicare Pre-Pay Audit and their diligence has taken us to the point of being removed from that status. FRUSA's presence made an

immediate impact to our fiscal bottom line. They are a tremendous asset, and I have no reservations about recommending them as your service provider.

EMS BILLING REFERENCES QUESTIONNAIRE

EMSMC(Campbell County VA Public Safety)

1. How many patients does your department transport annually?

Our department transports close to 4500 annually.

2. What is your current total collection percentage on billable accounts?

Our current total collection percentage is 63%.

3. What are your current rates for:

a. ALS1 \$525.00

b. ALS2 \$700.00

c. BLS \$425.00

d. mileage \$9.45

4. What was your payer mix for 2013?

- ☐ Medicare – 49%
- ☐ Medicaid – 8%
- ☐ Commercial Insurance – remaining
- ☐ Self-pay accounts – 17%

5. What is the current fee being charged by this agency for billing services performed?

4.5%

6. How long have you used this billing agency? What is your satisfaction level with this agency?

We have used EMS/MC as our billing agency since 2011, we did a two year contract and recently renewed for an additional year. We are very satisfied with their services and the prompt support we

receive when we have questions.

EMS BILLING REFERENCES QUESTIONNAIRE

EMSMC(Fort Myers Beach F D)

1. How many patients does your department transport annually?

1500

2. What is your current total collection percentage on billable accounts?

Average collections on gross billings is approximately 49%

Average collections on net billings is approximately 62%

3. What are your current rates for:

a. ALS1 - \$875.00

b. ALS2 - \$875.00

c. BLS - \$650.00

d. mileage - \$12.00

4. What was your payer mix for 2013?

Medicare 37.8%

Medicaid 5.3%

Insurance 35.7%

Self pay 21.2%

5. What is the current fee being charged by this agency for billing services performed?

5.25%

6. How long have you used this billing agency? What is your satisfaction level with this agency?

EMSMC has been billing our accounts since 6/1/12 and we are extremely satisfied with their performance, responsiveness and professionalism.

EMS BILLING REFERENCES QUESTIONNAIRE

EMSC(Gulf County EMS)

1. How many patients does your department transport annually? 1800
2. What is your current total collection percentage on billable accounts? 81.15% adjusted
3. What are your current rates for:
 - a. ALS1 \$750
 - b. ALS2 \$850
 - c. BLS \$600
 - d. mileage \$11.00/mi.
4. What was your payer mix for 2013? Medicare-----53.3% Medicaid----10.1% Prim Ins---16.2% Private Pay----20%
5. What is the current fee being charged by this agency for billing services performed? 5%
6. How long have you used this billing agency? What is your satisfaction level with this agency?
4yrs.

EMS BILLING REFERENCES QUESTIONNAIRE

AMB(Coshocton County OH EMS)

1. How many patients does your department transport annually? Approximately 4,800
2. What is your current total collection percentage on billable accounts? Varies month to month. Approximately 39-42%
3. What are your current rates for:
 - a. ALS1 - \$724.00
 - b. ALS2 - \$924.00
 - c. BLS - \$540.00
 - d. mileage – 13.00/loaded mile
4. What was your payer mix for 2013? – YTD – 2014 – BLS Emergent-25%, BLS non-emergent-17%, ALS Emergent – 42%, ALS non-emergent – 15%, ALS 2 – 1%
5. What is the current fee being charged by this agency for billing services performed? – Flat fee per claim @ \$14.00
6. How long have you used this billing agency? What is your satisfaction level with this agency? – July 1st, 2013 to present. Currently under a 3 year contract agreement. As with any changing of companies there are always ups and downs. AMB staff has worked well, with us, regarding issues we have encountered. Our service is dedicated to internal controls, so we spend a lot of time reconciling and auditing to make sure we are receiving as much revenue as possible. We tend to find things or have questions pertaining to a working account that most other services may merely

overlook. AMB has been good at explaining their process, and if it is a correction on their end, they have been quick to rectify.

EMS BILLING REFERENCES QUESTIONNAIRE

AMB(Rutherford County TN EMS)

1. How many patients does your department transport annually?

17,000

2. What is your current total collection percentage on billable accounts?

Average charge per transport: \$864.00

Average revenue per transport: \$381.22

We do not gauge by percentage.

3. What are your current rates for:

a. ALS1 \$775.00

b. ALS2 \$875.00

c. BLS \$675.00

d. mileage \$14.00

4. What was your payer mix for 2013?

Private pay: 14.48%

Medicare: 27.41%

Medicaid: 17.95%

Other: 40.16 %

5. What is the current fee being charged by this agency for billing services performed?

6. How long have you used this billing agency? What is your satisfaction level with this agency?

3 YEARS 9 MONTHS

We are very satisfied with AMB/MARS. They are knowledgeable, courteous and

efficient. Communication is exceptional.

EMS BILLING REFERENCES QUESTIONNAIRE
PPS (Islamorada Fire Rescue)

1. How many patients does your department transport annually? 1000 per year
2. What is your current total collection percentage on billable accounts?

The overall collection rate is an average of 77.6%

3. What are your current rates for:

ALS1- \$547.00

ALS2 – \$811.00

BLS - \$500.00

mileage - \$12.00 per mile

4. What was your payer mix for 2013?

AUTO INS = 0.8%

MEDICAID = 7.75%

MEDICARE = 31.66%

SELF PAY = 25.88%

PVT COMMERCIAL INS = 34.17%

5. What is the current fee being charged by this agency for billing services performed?

The cost for EMS billing services is a percentage of collected charges in accordance with the agreement with PPS. The current rate is 8.63% of collections for non-Medicaid claims. Medicare claims are charged at \$10.50 per claim.

6. How long have you used this billing agency? What is your satisfaction level with this agency?

Professional Practice Support has been the Village's full service EMS ambulance billing and accounts receivable management since beginning our EMS service October 1, 1999. Richard Isaac and his team have done an excellent job in collecting fees and monitoring payments for the Village. PPS keeps our department up to date on any changes that are implemented as far as Medicare, insurance companies, hospitals, etc. Any time we need advice he is there with an answer, no time wasted. We would recommend this service and are confident they would fulfill your EMS billing requirements.

EMS BILLING REFERENCES QUESTIONNAIRE

PPS (Key Largo EMS)

1. How many patients does your department transport annually?

743 in 2013

2. What is your current total collection percentage on billable accounts?

77.5%

3. What are your current rates for:

- a. ALS1 \$575.00
- b. ALS2 \$821.00
- c. BLS \$527.00
- d. mileage \$11.27/mile

4. What was your payer mix for 2013?

Auto Ins. = .74% - Medicaid = 7.82% - Medicare = 37.38% -

Self pay = 25% - Commercial Ins. = 28.36%

5. What is the current fee being charged by this agency for billing services performed?

8.65% of collections

6. How long have you used this billing agency? What is your satisfaction level with this agency?

Key Largo EMS has used PPSI, Inc. for the past 12-1/2 years. Rich Isaac has always operated with the highest standards, efficiency and knowledge. The job he has done for this organization has been exemplary. I highly recommend PPSI, Inc.

Betsy ElKoury, Office Manager

KLEMS

EMS BILLING REFERENCES QUESTIONNAIRE

PPS (Marathon Fire Rescue)

1. How many patients does your department transport annually?

2000

2. What is your current total collection percentage on billable accounts?

85.23%

3. What are your current rates for:

a. ALS Unit with no ALS Svs	\$ 502.00
b. ALS	\$ 575.00
c. BLS	\$ 449.00
d. mileage	\$ 10.90 per mile

4. What was your payer mix for 2013?

auto ins. - 1.0%

medicaid - 6.43%

medicare - 40.40%

self pay - 28.34%

private (commercial) insurance - 23.82%

5. What is the current fee being charged by this agency for billing services performed?

Non-Medicaid Claims 8.63 % of collections

Medicaid Claims \$10.50 per claim

6. a. How long have you used this billing agency?

November 2001

b. What is your satisfaction level with this agency?

The company is very responsive and works well with our department.

Very satisfied.

One of the most incredible strengths that Dr. McGrath possesses, is his ability to garner a respect for himself without walking with too much of a heavy hand. In other words, he is able to create and foster an environment of friendly professionalism, which stems from his humorous yet competent personality. Secondly, he is adaptable to many situations. Adaptability is crucial in EMS and his ability to adjust and be willing to stay current with evidence based medicine will allow your department to flourish and stay current. Finally, Dr. McGrath is dedicated. I know his personal intentions of committing to a lifelong career in Key West are steadfast and he is quite determined to make his career in your area excel beyond his peers.

7. How long has this candidate been employed at your facility? What is your satisfaction level with this candidate's job performance?

I am extremely satisfied with Dr. McGrath and having been working with him for many years. I would highly recommend him to your position and find it difficult to see many other candidates with his same credentials and accomplishments.

Sincerely,



T. Elijah Benioni, MD, FACEP

Assistant Professor, USF College of Medicine, Department of Internal Medicine &
Faculty, Emergency Medicine Residency Program
Assistant Professor, University of Hawaii JABSOM, Department of Surgery
Assistant Professor, FSU College of Medicine, Department of Clinical Sciences
Attending Physician, Tampa General Hospital Level 1 Trauma Center



EMS MEDICAL DIRECTOR REFERENCES

QUESTIONNAIRE

McGrath (USF)

1. What were the responsibilities of the position the candidate had while working at your facility?

Dr. McGrath was responsible for all aspects of patient care including initial clinical work ups, formulating management plans, intervening on critical situations and instituting the appropriate disposition status of patients. Dr. McGrath also participated in academic research and successfully presented a practice changing research project with me.

2. Do you think the candidate is qualified to assume the position of EMS Medical Director for the City of Key West Fire Department? Why or why not?

Dr. McGrath has an abundance of experience which deems him more than capable of assuming the role of your medical directorship. His extensive work history in EMS as a fireman-paramedic prior to practicing medicine gives him an exceptionally unique perspective on the needs of EMS providers. Furthermore, having worked in the Key West area he is particularly adept at realizing the needs and limitations of what the community needs and resources are.

3. How would you describe their management style?

EMS providers will likely find Dr. McGrath to be inclusive and approachable as a medical director. He is systematic in his approach to problem solving which allows all members of the team to be abreast of the team goals.

4. How did the candidate perform with regard to workload stress and emergency situations?

Dr. McGrath is able manage stress during critical scenarios with ease and finesse. Because of his extensive work history and dedication to medicine, he is able to prioritize all of his roles efficiently and effectively. Part of his leadership strength is being able to delegate other roles as well which will make your team much stronger as a whole.

5. Can you speak to the candidate's training abilities?

Dr. McGrath has patience when working with students and young learners. This will be invaluable to you and your Fire Department. He approaches training opportunities with an open mind and has an eye for identifying problems without being overly critical.

6. What are the candidate's three strongest qualities?

EMS MEDICAL DIRECTOR REFERENCES

QUESTIONNAIRE

1. What were the responsibilities of the position the candidate had while working at your facility?

Mike McGrath is an attending physician in the Emergency Department at Good Samaritan Hospital in Dayton, Ohio. His responsibilities include patient care, overnight single coverage management of our busy, high acuity department, supervision of the physician assistant and nurse practitioner staff, and supervision and education of the emergency medicine residents and medical students.

2. Do you think the candidate is qualified to assume the position of EMS Medical Director for the City of Key West Fire Department? Why or why not?

I have full confidence in Mike McGrath's qualifications to assume directorship of Key West's Fire/EMS. He has demonstrated himself to be a competent physician and an eager teacher for our residents and student. He maintains an excellent working relationship with our local EMS, and he is continuously seeking and affecting opportunities for improvement both pre-hospital and in our department. He has a wealth of fire/EMS experience, and I have directly observed the benefit that this has afforded him in both management of our department and in relations with our pre-hospital providers.

3. How would you describe their management style?

Dr. McGrath's management style in my experience involves the setting of clear expectations to his residents and students, and then providing them with the support and tools needed to meet the expectations set. He is collegiate and involved.

4. How did the candidate perform with regard to workload stress and emergency situations?

Our department is both busy and filled with critically sick patients. In this environment, Dr. McGrath has thrived. He manages stressful situations calmly and with clear focus... more so than most other physicians.

5. Can you speak to the candidate's training abilities?

With regard to Dr. McGrath's abilities toward training others, this is part of his day-to-day work in our department. He trains emergency medicine residents and teaches students. He is a patient teacher who sets clear and high expectations for those he

instructs. His corrections are appropriate and directed. His teaching style is a blend of the Socratic method and direct instruction.

6. What are the candidate's three strongest qualities?

Mike McGrath is patient, resourceful, and levelheaded.

7. How long has this candidate been employed at your facility? What is your satisfaction level with this candidate's job performance?

Dr. McGrath has been with us approximately 3+ years. His job performance has been unblemished.

A stylized handwritten signature in blue ink, consisting of a large 'W' followed by a 'B'.

William Breeding, MD
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