

RESOLUTION NO. 15-137

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, APPROVING AND IMPLEMENTING CERTAIN BILLING AND COLLECTIONS POLICIES FOR AMBULANCE RESPONSE AND TRANSPORTATION BY THE KEY WEST FIRE DEPARTMENT (KWFD); PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, on or about April 1, 2015, the Key West Fire Department assumed responsibility for emergency medical response throughout the City of Key West; and

WHEREAS, certain collection policies and procedures must be set, in order to ensure a fair and effective system for collection fees.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA AS FOLLOWS:

Section 1: That the policies set forth in the attached executive summary are hereby approved and implemented for emergency medical response services provided by the Key West Fire Department.

Section 2: That these policies will be amended from time to time as necessary by City resolution.

Section 3: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the Presiding Officer and the Clerk of the Commission.

Passed and adopted by the City Commission at a meeting held this
7th day of April, 2015.

Authenticated by the Presiding Officer and Clerk of the Commission
on 8th day of April, 2015.

Filed with the Clerk on April 8, 2015.

Mayor Craig Cates	<u>Absent</u>
Vice Mayor Mark Rossi	<u>Yes</u>
Commissioner Teri Johnston	<u>Yes</u>
Commissioner Clayton Lopez	<u>Yes</u>
Commissioner Billy Wardlow	<u>Yes</u>
Commissioner Jimmy Weekley	<u>Yes</u>
Commissioner Tony Yaniz	<u>Yes</u>



MARK ROSSI, VICE MAYOR

ATTEST:



CHERYL SMITH, CITY CLERK



THE CITY OF KEY WEST

Post Office Box 1409 Key West, FL 33041-1409 (305) 809-3700

To: Jim Scholl, City Manager
Via: Sarah Hannah-Spurlock, Assistant City Manager
From: Edward Perez, Division Chief of EMS, KWFD
Michael Davila, Division Chief of Operations, KWFD
Date: March 18, 2015
Reference: Commission Adoption of Formal Policy on collection of Emergency Medical Fees

Purpose:

To provide a standard process for collecting fees for ambulance transport by the Key West Fire Department

Policy and Procedure:

The City's billing company will appropriately process all claims for ambulance transports utilizing the insurance payer information provided by the patient at the time of transport. This will include submission for payment to Medicare, Medicaid, and private insurance payers.

A patient statement is initiated by the billing company once a claim has been adjudicated by the last known payer. Statements are generated every thirty (30) days for a total of three (3) statement cycles or 90 days.

Patients and responsible parties receive two (2) statements and a final notice, each thirty (30) days apart. In addition, for those accounts with no payment, the billing company extends a phone call each month to the responsible party on the account in an attempt to contact the patient regarding the balance due. It is considered a courtesy reminder phone call and is not a "collection" call. It serves to notify the patient of his or her account balance prior to the possibility of third-party collection agency becoming involved. The billing company may also negotiate and arrange modified payment schedules for individuals unable to pay full amount when billed in accordance with City procedures.

Upon completion of the statement process, the City may consider sending the unpaid balance to a bad debt collections agency.

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Following the first twelve (12) months of performing ambulance transport service, staff will review local and non-local transport data and bring forth a recommendation regarding a resident ambulance transport fee waiver program for Commission consideration.

Financial Impact:

This process is intended to collect as much of the transport fees charged as possible. The revenues collected will offset the cost of providing the service through the Key West Fire Department.

Recommendation:

Authorize the City Manager or his designee to initiate the standard process for collecting fees for ambulance transport. Direct staff to collect transport data for first 12 months of service and bring back to Commission for consideration a recommendation regarding a resident waiver of EMS transport fees

UNSUBMITTED TO THE COMMISSION