



CITY OF
FORESTPARK

City Council Agenda Item

Subject: Council Discussion to Enter into an Agreement with Trinity EMS Billings (TEMS) – Fire/EMS Department

Submitted By: Latosha Clemmons, Fire Chief

Date Submitted: March 21, 2022

Work Session Date: April 4, 2022

Council Meeting Date: April 4, 2022

Background/History:

In recent months, the EMS Division have been reviewing all of the EMS Division applications, contracts, and processes. It was noticed with AMB (Ambulance Billing Company), our current ambulance transport billing company, we were averaging a low amount of return on what we are actually billed. This has been a consistent finding for about 10 years. After further research, and in communication with neighboring agencies, it has been determined that we are averaging about 25-35% return on billing when neighboring departments are seeing 50-60% return. Two alternative billing companies were recommended, however, we decided that Trinity EMS Billing and Consultants (TEMS) would better fit the overall scope of work for the city. TEMS also offered a lower percentage rate for their fees than the other companies and the current company for a 3- year contract. They will offer a customer-based service that is easier to work with for our patients and carry out our billing for ambulance transports. Additionally, they provide training to our crews and administration on how to maximize the information gathered for ease of billing. We realize that the first year of this contract will involve gathering data to implement the billing process. Moreso, we will show a higher return in billing and overall customer satisfaction with this new company.

Cost: \$ Range based on highest collection

Budgeted for: _____ **Yes** _____ **No**

Financial Impact:

5% with a three (3) year contract

Action Requested from Council:

Approval at Regular Meeting