



## CITY COUNCIL AGENDA STAFF REPORT

**MEETING DATE:** November 13, 2023

**SUBMITTED BY:** Stacey Hickson  
Fire Chief

**AGENDA ITEM:**

**AGENDA CAPTION:** Discuss and consider Resolution R2023-1152 OF THE CITY COUNCIL OF THE CITY OF HUTCHINS, TEXAS, APPROVING THE AGREEMENT BY AND BETWEEN THE CITY OF HUTCHINS AND EMERGICON, LLC FOR AMBULANCE BILLING SERVICES, SUPPLEMENTAL REVENUE COLLECTIONS AND ELECTRONIC RECORDS MANAGEMENT AND PROVIDING FOR AN EFFECTIVE DATE.

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**Background Information**

The City has worked with Change Health Care for the purpose of ambulance billing since 2022. In order to improve services to our customers and revenue collections the City has reviewed other EMS billing options. We are requesting to change billing companies that fit more into our current budget for billing ambulance fees.

Emergicon is the company that would provide the best value to the City largely due to their expertise in successful, Texas-based billing and the presence of strong confidence indicators associated with the ancillary services. Being based in North Texas, City staff has access to immediate, face-to-face support if needed. Emergicon intentionally employs the business practice of case managers personally reviewing billing documents as opposed to relying too heavily on software programs to complete the billing process. This practice frequently leads to a higher successful billing rate and subsequent revenue levels. Emergicon has impressive reporting and analytics capabilities. Emergicon offers customizable collection practices, which can be tailored to the desired level of collections aggressiveness.

Emergicon employs approximately 100 professionals who serve more than 200 EMS providers across Texas with a volume of more than 250,000 billable transports annually. Emergicon specializes in Texas EMS billing and does not offer operations outside of the State of Texas. Some of Emergicon's clients include the cities of Desoto, Duncanville, Ferris, Coppell, Burleson, Midlothian, and Mansfield.

Over the past 17 years, Emergicon proven processes **has increased reimbursements for every one of their Texas clients by an average of more than 30%**. The following table presents these results for selected Emergicon clients:



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| Selected Clients             | Cash Per Transport Pre-EMERGICON | Cash Per Transport Post-EMERGICON | % Increase |
|------------------------------|----------------------------------|-----------------------------------|------------|
| City of Coppell              | \$493                            | \$562                             | 14.08%     |
| City of Jacksonville         | \$300                            | \$420                             | 40.0%      |
| City of Deer Park            | \$371                            | \$515                             | 38.8%      |
| Santa Fe Texas Fire & Rescue | \$459                            | \$540                             | 17.6%      |
| City of Dickinson            | \$280                            | \$347                             | 38.6%      |
| City of Mansfield            | \$347                            | \$444                             | 27.9%      |
| City of Mineral Wells        | \$292                            | \$396                             | 35.6%      |
| The City of Bedford Fire     | \$411                            | \$457                             | 11.2%      |
| The City of Cleburne Fire    | \$348                            | \$468                             | 24.5%      |
| Goliad Co EMS                | \$334                            | \$452                             | 25.3%      |
| The City of Lancaster Fire   | \$269                            | \$368                             | 36.8%      |
| Robertson Co EMS             | \$424                            | \$653                             | 54.0%      |
| The City of Sugar Land Fire  | \$417                            | \$469                             | 12.7%      |
| City of Port Aransas         | \$334                            | \$487                             | 45.8%      |
| Average Increase             |                                  |                                   | 30.93%     |

Staff is recommending that Council authorizes the City Administrator to enter into an agreement with Emergicon. Attached is the proposed contract and resolution for your consideration.

### **Budget Implications**

### **Operational Impact**

### **Legal Review**

### **Supporting Documentation and Attachments**



## **CITY COUNCIL AGENDA STAFF REPORT**

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Resolution  
Agreement for Specialized Professional Ambulance Billing Services  
Business Associate Agreement