



Gaston County

Gaston County
Board of Commissioners
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Gaston Emergency Medical Services (GEMS)

Board Action

File #: 16-430

Commissioner Fraley - To Approve and to Authorize Staff to Proceed with the Plan to Outsource GEMS Billing with EMS Management and Consultants of Winston-Salem, NC, Effective January 1, 2017

STAFF CONTACT

Mark Lamphiear - Chief - Emergency Medical Services (GEMS) - 704-866-3202

BUDGET IMPACT

Increase revenue expectation and offset cost of outsourcing billing for FY2017.

BUDGET ORDINANCE IMPACT

Increase revenue expectation by \$325,000 and appropriate \$325,000 to the Other Services account. Also reallocates some other expense line items.

BACKGROUND

GEMS is working towards an EMS Enterprise Fund as approved by the Board of Commissioners. Due to a number of factors such as present staffing levels and recent loss of key people, this is an optimal time to outsource GEMS billing. GEMS would continue to provide pre-billing and follow up on the new system, and would have to maintain and work accounts on the old billing system for at least a year. After that year, personnel costs would be decreased, and revenue would be increased.

Approval of this Board Action authorizes staff to proceed with the attached plan to outsource GEMS Billing with EMS Management and Consultants of Winston-Salem, NC, Effective January 1, 2017.

POLICY IMPACT

None. Utilizes outsourced functions where there is a cost-benefit.

ATTACHMENTS

Budget Change Request, Outsource Plan and Staffing Plan

I, Donna S. Buff, Clerk to the County Commission, do hereby certify that the above is a true and correct copy of action taken by the Board of Commissioners as follows:

NO.	DATE	M1	M2	Brown	Carpenter	Fraley	Kelgher	Philbeck	Price	Williams	Vote
2016-266	09/27/2016	CB	JC	A	A	A	A	AB	AB	A	U

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GASTON COUNTY BUDGET CHANGE REQUEST

TO: Earl Mathers COUNTY MANAGER

FROM: 4370 Emergency Medical Services
 Dept. # Department Name

Mark A. Lamphiear 9-14-2016
 Department Director's Signature Date

TYPE OF REQUEST:

- | | |
|--|---|
| <input type="checkbox"/> Line Item Transfer Within Department & Fund | <input type="checkbox"/> Line Item Transfer Between Funds * |
| <input type="checkbox"/> Project Transfer Within Department & Fund | <input checked="" type="checkbox"/> Additional Appropriation of Funds * |
| <input type="checkbox"/> Line Item Transfer Between Departments* | * Requires resolution by the Board of Commissioners |

Resolution #	Date
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ACCOUNT DESCRIPTION (As it appears in the budget)	ACCOUNT NUMBER <small>Fund - Dept - Subdept - Div - Acct - Subacct</small> XX - XXXX - XXXX - XXXX - XXX - XXX	PROJECT SUBPROJECT XXXXX - XXXX	AMOUNT Whole Dollars Only (See Note Below)
Amb Fees: Patient	10-4370-410-507		(\$ 48,750)
Amb Fees: Insurance	10-4370-420-500		(\$ 97,500)
Amb Fees: Medicare/Medicaid	10-4370-421-500		(\$ 178,750)
Other Services	10-4370-399-000		\$ 325,000

JUSTIFICATION FOR REQUEST:
 Offset fully by additional expected revenue in three revenue accounts, provide funding to outsource GEMS billing, effective 1-1-17 at an anticipated FY 17 cost of \$325,000.

APPROVAL SIGNATURES:

_____ County Manager/Assistant County Manager Date	_____ Finance Director/Budget Administrator Date
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Note: Decreases in expenditures & increases in revenue accounts require brackets. Increases in expenditures & decreases in revenue do not require brackets. Please note that transfers between funds require interfund transfer accounts.

Gaston County EMS



Billing Outsource Plan Part of Board Action 16-430

- Contract with EMS Management and Consultants of Winston-Salem, NC for billing and revenue cycle management services as soon as possible to start on January 1, 2017 at a rate not to exceed 5.25%, for a period of 5 years.
- County Attorney is authorized to approve contract.
- County Manager is authorized to execute contract.
- Contract will roll-in necessary hardware and software.
- 60-90 day spin up period following execution of contract.
- Contract will have a 60 day cancellation clause.
- GEMS will continue to perform all billing and revenue management for the active life of the accounts in the present in-house billing system.

GEMS Staffing Plan

Reduce by attrition; reassign as needed

Name	FT/PT	Current Assignments	Transition Assignments	Post Implementation Assignment
FT 1	FT	Lead Worker (Keying, Phones, Timesheets, Meetings, Training, Refiling, Process Credit Cards)	Lead Worker (Keying, Phones, Timesheets, Meetings, Training, Refiling, Process Credit Cards)	Pre-Biller, Debt Setoff, Timesheets
FT 2	FT	Lead Worker (payments, Year End Balance and EOBs)	Lead Worker (payments, Year End Balance and EOBs)	POC EMS-MC (Financial), POC Collections
FT 3	FT	Lead Worker (Contractor Reports, PCR accountability, keying, phones)	Lead Worker (Contractor Reports, PCR accountability, keying, phones)	Pre-Biller, Debt Setoff
FT 4	FT	Processes/Keys MVC and Attorney Request	Processes/Keys MVC and Attorney Request	Pre-Biller
FT 5	FT	WC, Collections, Garnishments	WC, Collections, Garnishments	Follow-Up Collector
FT 6	FT	Keys, Error Reporting, Indigent Applications	Keys, Error Reporting, Indigent Applications	Follow-Up Collector
FT 7	FT	Keying, FARS, Bankruptcies, Jail	Keying, FARS, Bankruptcies, Jail	Administrative (Phones/Front Window)
Vacant	FT			
PT 1	PT	Processing PCRs (Rescue)	Processing PCRs (Rescue)	Administrative Assistant
PT 2	PT	Accounts Payables/Receivables/Uniforms	Accounts Payables/Receivables/Uniforms	Accounts Payables/Receivables/Uniforms
PT 3	PT	Scanning (process and verification), data entry (CARES)	Scanning (process and verification), data entry (CARES)	
PT 4	PT	PCR Accountability	PCR Accountability	
PT 5	PT	Phones, Keying (- MVCs)	Phones, Keying (- MVCs)	Pre-Biller
PT 6	PT	Keying, Phones, Filing, Form Processing	Keying, Phones, Filing, Form Processing	Pre-Biller
PT 7	PT	Medicaid Secondary's, Code PCRs	Medicaid Secondary's, Code PCRs	Pre-Biller
PT 8	PT	Medicare	Medicare	Pre-Biller
PT 9	PT	Follow-up on outstanding accounts	Follow-up on outstanding accounts	Follow-Up Collector
PT 10	PT	Processing PCRs (GEMS)	Processing PCRs (GEMS)	Administrative Assistant
Vacant	PT			
Vacant	PT			