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FIRE DEPARTMENT

MEMORANDUM

TO: Gregg Mandsager, City Administrator
Fran Donelson, Administrative Secretary

FROM: Jerry Ewers, Fire Chief

DATE: July 31, 2015

SUBJECT: Request to enter into contract with PCC Billing and ESO Software

INTRODUCTION:

Request to enter into ambulance service agreement with PCC Ambulance Billing and to purchase software from ESO Solutions for a patient care reporting system.

BACKGROUND:

TriTech Emergency Medical Systems Inc. has been our contracted ambulance biller since July 1, 2000. Initially TriTech's cost was 8.5% of collections and then in 2010 the service fee was changed from a percentage base to a flat fee of \$ 30.00 per billable call and \$ 5.00 per non-billable call. Last FY billing services amount for TriTech was budgeted at \$ 105,000 and actual cost was \$ 102,030.

Due to customer service related issues and quality control issues with TriTech it is time that we search and look for a new vendor that will meet our needs and expectations. We have spent the past year conducting research and also received presentations and service quotes from LifeQuest, Cornerstone, and PCC. Low quote was from PCC at 7.5%. Cornerstone was 8% and LifeQuest averaged 15.33%. Clinton, Fort Dodge and Mason City Fire Departments all use PCC Ambulance Billing and speak highly of the services they receive from PCC. According to Tritech's agreement we have a 90 day termination notice that will need to be given, which gives us a 90 implementation plan to purchase new software and train staff before the switchover occurs.

Currently our patient care reporting system is the property of TriTech, which means a replacement system is needed when we switch billing companies. Fire Department staff had demonstrations and training on four different software systems that would meet our needs, which was Zoll, ESO, Image Trend, and FireHouse Medic. It is staff's recommendation to purchase ESO Solutions for the patient care reporting system. PCC Billing has partnered with ESO and PCC will pay \$ 6,995 towards the cost of the software, which makes ESO the low bid at \$ 8,746.50. Zoll was \$ 20,100, Image Trend was \$ 32,475, and FireHouse Medic was \$ 12,000.

**"I remember Muscatine for its sunsets. I have never seen any
on either side of the ocean that equaled them" — Mark Twain**

This covers software, maintenance, on-site training, CAD interface and cardiac monitor interface. The ongoing annual cost is reduced to \$ 4,005. This includes the \$ 6,995 PCC is paying on our behalf to ESO. The benefit to PCC is that integration to billing is seamless.

It is estimated that the new billing services agreement at the new rate of 7.5% of collections will have a net savings of \$ 5,000 to \$ 6,000 annually. While the \$ 8,746.50 software cost was not specifically budgeted, it is expected that this cost can be partially absorbed from the overall ambulance budget with the remaining portion from the ambulance fund balance.

RECOMMENDATION/RATIONALE:

Request to enter into an ambulance billing service agreement with PCC Ambulance Billing and to purchase a patient care reporting software system from ESO Solutions for \$ 8,746.50.