



**Finance and Administration
Council Committee
Agenda
August 11, 2016 @ 5:30 pm
Auburn Hall – Council Chambers**

- I. Opening Remarks and Introductions**
- II. Approval of Minutes from July 14, 2016 Meeting**
- III. Boards/ Committee/Commissions Packets**
- IV. Council/Boards/Committees/Commissions Communications**
- V. EMS Billing Policy**
- VI. Brainstorming**
 - Shared Services
 - Non-Property Tax Revenues
- VII. Open Session**
- VIII. Discussion of agenda items for next meeting (Thursday September 8th @ 5:30 pm)**

**Finance and Administration
Council Committee
Minutes
July 14, 2016**

Present: Councilor Titus, Councilor Stone and Councilor Gilbert. Councilor Titus chaired the meeting.

- I. Opening Remarks
Pledge of Allegiance
Introductions of members of the Committee and staff**

- II. Approval of the Minutes
Minutes of June 9, 2016 Meeting – Motion was made by Councilor Stone and seconded by Councilor Gilbert to approve the minutes. Motion passed 3 - 0.**

- III. Canal Legal Matter
Eric Cousens, Deputy Director of the Community and Economic Development Department provided a brief overview of the canal issues to supplement the information in the Committee agenda packet. The Committee has a question regarding the fringe benefits to salary ratio in the Schedule of Shared Revenues and Expenditures Report from Year Ended 6/30/13. Jill Eastman will review the report from most current year and will call for a clarification if the ratio is as high as what was reported in the 2013 report.

No action taken and this item will be taken off the Committee list unless there are future developments.**

- IV. Review of the June 2016 Finance Report
Jill Eastman, Finance Director provided an overview of the pre-audited year-end report and answered questions. She also distributed the June 30, 2016 report on the Special Revenue Funds.**

- V. Council Recruitment for Boards and Committees
No discussion.**

- VI. Boards and Committee Packets
Staff will categorize all the Boards and Committees into the following groups:**
 - **Packets prepared by outside agencies (L/A 9-1-1, Androscoggin County for example)**
 - **Packets prepared by City of Auburn Staff**
 - **Boards and Committees which do not provide any packets**

The reformatted list will be reconsidered at the next meeting. The four Council Committees will be added to the list.

This Committee also recommended that the Council workshop the consideration of purchasing laptops or notebooks for the purposes of receiving agenda packets electronically.

VII. Impact on Cascades Auburn Fibre Closure

The closure will impact property taxes next year and will have a major impact on the Auburn Water and Sewer District and LAWPCA. This item is on the agenda for the July 18th City Council meeting.

VIII. Update Items:

Charter Commission on Lewiston/Auburn Merger – This item is on the agenda for the July 18th City Council Meeting. Staff has done research on some legal questions.

IX. Brainstorming Session

- 1. Shared Services – No new ideas**
- 2. Non-Property Tax Revenues – No new ideas**

X. Open Session

Members of the public had comments about receiving E-Alerts for all postings on the City's website for policy committees' meeting notices and agendas.

Members of the audience had questions and/or comments about the EMS billing policy. This policy is on the agenda for the July 18th City Council meeting, however it may be deferred until it can receive further review and input from key staff.

Closed Open Session

XI. Discussion of Items for the next meeting (Thursday August 11th @ 5:30 pm)

- Approval of Minutes of the 7/14/16 meeting**
- Communications**
- Boards/Committees/Commissions Agenda and Packets**
- EMS Billing**

XII. Meeting Adjourned at 7:45 pm.

City of Auburn Boards, Committees, and Commissions

Auburn City Staff – Packet Provided	Auburn City Staff – No Packet provided	Other Staff/Agencies
Appointment Committee	Audit & Procurement	E 9-1-1 – Hard copies provided
Board of Assessment Review	Conservation Commission	ABDC (Auburn Business Development Corporation)
CDBG (Community Development Block Grant) Loan Committee	Ethics Panel	Airport – Hard copies provided upon request
Citizens Advisory Committee	Finance Committee	Androscoggin County Budget Committee
City Council	Finance & Public Administration Council Committee	ATRC (Androscoggin Transportation Resource Center)
Planning Board	Parks and Recreation Advisory Board	Auburn Housing Authority – Hard copies provided
Transportation & Environment Council Committee	Recreation & Special Events Advisory Board	Auburn Public Library - Hard copies provided
Zoning Board of Appeals	Registration Appeals Board	Auburn Sewerage District – Hard copies provided
	School Committee	Auburn Water District – Hard copies provided
	Public Safety & Community Service Council Committee	AVCOG (Androscoggin Valley Council of Governments)
	Economic & Community Development Council Committee	Bike Ped Committee
		Cable TV Advisory Board
		Forestry Board
		Lake Auburn Watershed Protection – Electronic only
		LATC (Lewiston Auburn Transit Committee) - Hard copies provided if needed
		LA Water Pollution Control Authority – Electronic only
		MMWAC Mid Maine Waste Action Corporation
		Poland-Auburn Economic Development Committee
		Railroad

City Council Policy on Emergency Medical Services

PURPOSE

To establish a policy to bill patients for the provisions of emergency medical services and transportation provided by the City.

DEFINITIONS

- A. **ADVANCED LIFE SUPPORT, LEVEL 1 (ALS-1):** providing transportation by ground ambulance vehicle, medically necessary supplies and services and either an ALS assessment by ALS personnel or the provision of at least one ALS intervention.
- B. **ADVANCED LIFE SUPPORT, LEVEL 2 (ALS-2):** providing either transportation by ground ambulance vehicle, medically necessary supplies and services, and the administration of at least three medications by intravenous push/bolus or by continuous infusion excluding crystalloid, hypotonic, isotonic, and hypertonic solutions (Dextrose, Normal Saline, Ringer's Lactate); or providing transportation, medically necessary supplies, and services, and the provision of at least one of the following ALS procedures:
- 1) Manual defibrillation/cardioversion; or –
 - 2) Endotracheal intubation; or –
 - 3) Central venous line; or –
 - 4) Cardiac pacing; or –
 - 5) Chest decompression; or –
 - 6) Surgical airway; or –
 - 7) Intraosseous line. 8)
- C. **BALANCE BILLING:** the practice of charging a beneficiary the difference between the provider's actual charge and the amount provided by the insurance carrier according to any contractual agreements.
- D. **BASIC LIFE SUPPORT (BLS):** providing transportation by ground ambulance vehicle and the provision of medically necessary supplies and services, including BLS ambulance services as defined by the State.
- E. **EMERGENCY MEDICAL TECHNICIAN ("EMT")-PARAMEDIC:** an individual having special, well-defined skills and knowledge in emergency medicine, who has training to provide pre-hospital emergency medical treatment at an advanced level and is Licensed by Maine Emergency Medical Services.
- F. **EMERGENCY MEDICAL SERVICES ("EMS"):** services utilized in responding to needs of those persons in need of immediate medical care within the jurisdiction and adjacent to the City, including but not limited to the rendering of advanced life support care, provided by Auburn Fire Department.

- G. **PATIENT:** a person who receives an EMS response or a person who receives emergency medical services from the Auburn Fire Department.
- H. **REASONABLE COLLECTION EFFORTS:** the issuance of a bill to the patient or to the party responsible for the patient's personal financial obligations, and subsequent billings, collection letters and telephone calls or personal contacts which constitute a genuine, rather than token, collection effort. The City expressly incorporates herein by reference any subsequent definition of this term set forth by the Health Care Financing Administration in Section 5220 of the Medicare Carriers Manual or its successor.
- I. **THIRD PARTY PAYER:** insurance carrier or other coverage provider, having the responsibility to pay for medical services rendered to a patient as a result of that patient's accident, injury or illness.

POLICY

Designation as Primary Provider

The City hereby recognizes the Auburn Fire Department as the primary provider of pre-hospital emergency medical services within the corporate limits of the City and outside of the City limits as determined by various mutual aid agreements.

Advanced Life Support Services Required

- A. The City hereby mandates Advanced Life Support (ALS) with a minimum crew of one EMT- Paramedic or Licensed Paramedic and one EMT-Basic or EMT-Intermediate as the minimum standard of care for all 9-1-1 ambulance calls and emergency ambulance transports, and shall bill accordingly at an ALS or BLS level. The provisions of this paragraph shall apply to all services provided by the City and to mutual aid response of other ambulance providers answering emergency 9-1-1 calls within the City limits.
- B. Exceptions to the above provision of a paramedic unit may be made when all paramedic units are unavailable.

EMS Billing

- A. The City recognizes the need to bill for these services to aid in the provision of EMS.
- B. No person requiring emergency medical services and/or transportation shall be denied services due to a lack of insurance or ability to pay levied charges.
- C. The City may, either directly or through any third party billing agency with which it has contracted for billing and/or collections for emergency medical services, make arrangements with patients and/or their financially responsible party for installment payments of bills so long as the City determines that:
 - 1. The financial condition of the patient requires such an arrangement; and
 - 2. The patient and/or financially responsible party has demonstrated a

willingness to make good faith efforts towards payment of the bill.

- D. The City shall bill for all EMS services provided unless the City is reimbursed for services by another agency due to disaster declaration.
- E. Any applicable charges for EMS rendered shall be billed directly to the patient or to the patient's third party payer.
- F. The City may, at its option, and shall, where required by law, bill insurers or carriers on a patient's behalf and may accept payment on an assignment basis.
- G. All patients and/or their financially responsible parties, insurers or carriers, will be billed for emergency medical services provided by the City according to the Fee Schedule established by Ordinance of the City Council.
 - 1. All patients shall be liable for any co-payment, deductibles and patient responsibility amounts not satisfied by public or private insurance, and the City shall Balance Bill and make reasonable collection efforts for all such balances. The City may bill any applicable coinsurance carriers for such amounts.
 - 2. Exceptions include only those instances where the City or its agent has made a determination that the cost of billing and collecting such co-payments, deductibles and patient responsibility amounts exceeds or is disproportionate to the amounts to be collected as determined by the City's write off policy.

Account Adjustments and Write Offs

- A. The City's billing agency is authorized to consider all cases of financial hardship based on the City's financial assistance hardship guidelines.
 - 1) Patients or financially responsible parties who qualify for State, Federal or other assistance programs are excluded from account adjustment to the extent that needed services are covered under those programs.
 - 2) Adjustments/waivers will be granted based on US Department of Health & Human Services Poverty Guidelines, based on documented income that does not exceed 300% of the poverty guideline for the number of persons in the household.
 - Annual Income <100% of Poverty Guideline: Reduction of Fee up to 75%
 - Annual Income 100-200% of Poverty Guideline: Reduction of Fee up to 50%
 - Annual Income 200-300% of Poverty Guideline: Payment Plan or Reduction of Fee up to 25%
- B. Uncollected balances on patients accounts that are three years or older with no activity shall be deemed uncollectible and may be written off of the City's accounts receivable balances.

Right of First Refusal

As a condition of any lease, license or permit for the use of City property for a large gathering that may require emergency medical stand-by services, Auburn Fire Department shall have the right of first refusal to provide such services.

PROCEDURES

EMS Billing & Collection

- A. Third party billing agencies must:
- 1) Have in place a compliance program conforming to standards set forth in the Office of Inspector General's Compliance Program Guidance for Third Party Medical Billing Companies, 63 Federal Register 70138, as amended.
 - 2) Deposit funds payable to the City directly into a designated City account, through a lock box or similar arrangement.
 - 3) Not be subject to exclusion from any state or federal health care program.
 - 4) Be bonded and/or insured in amounts satisfactory to the City.
- B. A detailed listing of patients who utilize EMS will be compiled by the Auburn Fire Department. This information will be transmitted to the agency responsible for billing in the form of a patient care report. The information will however be subject to the confidentiality requirements of applicable law. This information will include, at a minimum, the following:
- 1) Name, address, and telephone number of patient.
 - 2) Name, address and claim number of insurance carrier, if applicable.
 - 3) Date, time and EMS chart number.
 - 4) Point of origin and destination.
 - 5) A Center for Medicare & Medicaid Services approved method for mileage billing.
 - 6) Reason for transport/ patient's complaint/ current condition.
 - 7) Itemization and description of services provided and charges.
 - 8) Signature of the patient (when possible) or authorized decision maker.
 - 9) Name of receiving physician.
 - 10) Names, titles, and signatures of ambulance personnel, when possible.
- C. The fee schedule for EMS is established in Chapter 2 of the City's Code of Ordinances and may be amended from time to time.
- D. The Auburn Fire Department may promulgate rules and regulations pursuant to and consistent with this Policy, state and federal law.
- E. Payments on EMS invoices may be made by mail to the City's third party billing agency, or in person at Auburn City Hall located at 60 Court Street. Auburn, Maine.

Account Adjustments

- A. All patients are to be billed for transport upon receipt of billing information from the fire department.
 - 1) Requests for Financial Assistance must be documented with a completed City of Auburn EMS Financial Assistance Request Form, along with any supporting documents.
 - 2) Financial Assistance will not be granted if complete and accurate information and supporting documentation is not provided. Any assistance granted will be rescinded if the information given on the application is inaccurate or untrue. The application and supporting documentation is to be retained by the billing vendor in the patients file for 3 years after eligibility determination.
 - 3) The billing agency shall provide a monthly report to the City of accounts adjusted under this policy.
- B. The City may, either directly or through any third party billing agency with which it has contracted for billing and/or collections for emergency medical services, make arrangements with patients and/or their financially responsible party for installment payments of bills so long as the City determines that:
 - 1) The financial condition of the patient requires such an arrangement; and
 - 2) The patient and/or financially responsible party has demonstrated a willingness to make good faith efforts towards payment of the bill.
- C. The City shall not Balance Bill when prohibited by law.
 - 1) Providers must accept the Medicare allowed charge as payment in full and may not bill or collect from the beneficiary any amount other than the unmet Part B deductible and Part B coinsurance amounts.
 - 2) For patients covered by Medicaid, the city will accept the payment from Medicaid as payment for services and will not pursue the patient for the remaining balance of the invoice.

Write Off of Uncollectible Accounts

- A. The City may contract with a private – third party billing service for the purpose of providing medical billing services. From time to time, the contractor may need direction for writing off uncollected debt. This policy is intended to provide that direction.
- B. The City authorizes the billing contractor/agent to bulk write off amounts not contractually allowed by Medicare and Medicaid and provide reports to the City of such write offs.
- C. For all commercial insurance and private pay clients; all appropriate charges shall be applied uniformly without regard to ability to pay or probability of payment.

D. Any account that has aged more than 180 days without activity or payment history shall be referred to the City for review. The billing contractor/agent must include all account documentation that demonstrates timely and efficient billing practices. This should include but not be limited to:

- 1) Account notes
- 2) Proof of billing statements and date of mailing(s) or electronic contact
- 3) Summary of amount billed and any current amount received
- 4) Summary of outstanding balances
- 5) Evidence of payment plan if applicable

E. After 180 days without payment after the third collection attempt, the billing agency will transfer uncollected balances to a collection agency designated by the City for continued collection efforts.

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