



Memorandum

To: EMSA Board of Trustees

cc: Frank Gresh, Interim Chief Operating Officer
Lora Conger, Chief Financial Officer

From: Johna Easley, Interim President and CEO

Date: 02/21/2022

Re: Professional Services Agreement – Solutions Group

Overview - On February 7, 2022, EMSA entered into a professional services agreement with Solutions Group Consulting. The purpose of the initial service agreement was to implement a short-term solution for operational oversight and management of EMSA's revenue cycle processes and to ensure minimal impact to revenue resulted from the changes in management within EMSA's Patient Business Services Department.

This portion of the Professional Services Agreement is for the term of three months with a total contract cost of \$45,000.00.

Request - The Professional Service Agreement before the Board today, expands the February 7th, agreement for short-term solutions services, to a long-term comprehensive assessment of EMSA's revenue cycle management portfolio. The assessment will include, but is not limited to:

- A complete review of the current state of all revenue cycle policies and procedures;
- Review of all relevant medical and billing documentation to ensure compliance with federal and state laws regarding reimbursement;
- Review and analyses of current ambulance chargemaster to ensure maximization of revenue opportunities and suggest recommendations, if applicable;
- Provide recommendations for and assistance in implementation of opportunities for improvements in EMSA's revenue cycle management processes, to include payer alignment initiatives, facility contracts and collection procedures;
- Assist EMSA's management team with revenue cycle management compliance initiatives for federal, state, and local payer entities.

The Professional Services Agreement extension for longer-term consulting services is for a term of nine months with an anticipated cost of \$135,000. Under EMSA purchasing policy an RFP would be required, based on a contract amount over \$50,000.00. Solutions Group is an existing EMSA vendor and



several outsourced revenue cycle services to include deductible monitoring, payor verification, early out collection automation. These routine services along with the short-term consulting services, require Solutions Group to access and work within EMSA's existing revenue cycle management systems and with EMSA PBS team members. It is unlikely that a formal RFP/RFQ would produce a vendor with the industry and organizational knowledge Solutions Group already has, and it is highly likely that the time required for a formal RFP/RFQ process would have a negative impact on the continuity of EMSA's revenue management cycle and revenue collections.

For these reasons, I am asking the EMSA Board of Trustees to waive the requirement to RFP/RFQ the professional service as outlined in the associated scope of work and approve the Solutions Group Service agreement.



SOLUTIONS GROUP
CONNECTING CARE WITH REIMBURSEMENT

WELCOME TO SOLUTIONS GROUP CONSULTING

Prepared for:
EMSA
1417 N. Lansing Avenue
Tulsa, OK 74106

Date Issued:
February 3, 2022

Contact Information:
Solutions Group
4514 Cole Ave, Suite 600
Dallas, TX 75205

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WELCOME TO SOLUTIONS GROUP

Welcome to Solutions Group! It is an honor and a privilege to provide our services to your organization. With the dramatic changes across the healthcare continuum, EMS organizations are strained unlike any other time in our 50-year history as an industry. Providers are focused on the complexities of obtaining reimbursements, all the while keeping patient care as the most important part of the mission.

Solutions Group is passionate about doing our part, not only to support our industry, but also by remaining focused on innovating solutions to help providers capture every available dollar from private and Government payers.

Our solutions are designed to be a window, providing optics and clarity on reimbursement trends, such as high-deductible plans, and deliver real-world solutions to fortify EMS providers from the rising tide of self-pay.

At the end of the day, Solutions Group is in the business of enhancing reimbursement across EMS. Our mission is to empower organizations to maximize revenue while minimizing costs in order to focus on providing quality service to the patients you serve. We are honored to partner with your organization in this mission.

ASBEL MONTES, Solutions Group, Managing Partner



INTRODUCTION

The objective of this engagement proposal is to provide a pricing agreement for consulting services for Emergency Medical Services Authority (EMSA).

OVERVIEW

Solutions Group consulting fees reflect our consultants' knowledge and expertise as well as the nature and scope of our project.

To maximize resources, Solutions Group will manage this project so that assignments are coordinated by Managing Partner, Asbel Montes. Lavenda Young, Senior Consultant, will also take lead on this project due to the requested scope of work. The fees for consultants expected to work on this engagement are shown in a subsequent section under Engagement Fees.

EXPECTED OUTCOMES

Solutions Group will provide services within based upon a short-term and long-term plan. The short-term plan will include providing oversight management and continuity of billing to ensure minimal funding impact to EMSA until internal staffing design is implemented and trained. The long-term plan will include an assessment of the current state of the Revenue Cycle Management portfolio for EMSA. The long-term assessment will include, but is not limited to, the following:

- Review of current state of revenue cycle policies and procedures;
- Review all relevant medical and billing documentation to ensure compliance with federal and state laws regarding reimbursement;
- Review and analyze current ambulance chargemaster to ensure maximization of revenue opportunities and suggest recommendations, if applicable;
- Provide assistance and recommendations for suggested improvements for revenue cycle management processes, to include payer alignment initiatives, facility contracts and collection procedures;
- Assist management team with revenue cycle management compliance initiatives for federal, state, and local payer entities.

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ENGAGEMENT RECOMMENDATION

Revenue Cycle Management Assessment, Oversight, and Consulting Services:

Consulting services for EMSA will be structured over a yearly service agreement to include a short- and long-term solution.

Short-term Solution (90 – 120 days)

Short-term solution will provide support to EMSA leadership to ensure continuity of billing for ambulance transport services due to existing leadership changes. Support services will include the following: (1) new Director of Revenue Cycle Management (RCM) onboarding; (2) provide workflow oversight for team leaders related to pre-bill, coding, and follow up; (3) review, refine, or implement solutions to ensure billing processes continue with little interruption; (4) provide billing training to personnel; and (5) provide EMSA executive leadership with ongoing analysis and updates of current revenue cycle.

Long-term Solution (120 – 365 days)

Provide an assessment of current RCM processes to EMSA's leadership team regarding best practices in revenue cycle management to include the following:

- billing workflow design;
- key performance indicators;
- payer alignment initiatives;
- charge master analysis;
- review and work with contracted Medicare compliance consultant regarding medical billing and documentation;
- federal and state payer compliance objectives;
- pre-billing, coding, and denials management;
- and facility contracts, self-pay, and collections management.

Initial assessment will take approximately 60 days to complete. Current observations and recommendations will be presented to the EMSA leadership team. Solutions Group consultants will partner with EMSA's RCM leadership team to assist with implementation of approved recommendations.

Monthly subscription fee based upon an estimated 40 hours per month in consultation hours.

All consulting services will be conducted virtually via Zoom or other virtual platform. Onsite visits incur a \$2000 per day additional charge, plus applicable travel expenses. Maximum of 4 onsite day visits per month.

Monthly Subscription Fee (12 month): \$15,000 per month/\$180,000 per year



ADMINISTRATIVE **ARRANGEMENTS**

- Solutions Group fees will be billed to EMSA for this project at standard agreed-upon rates.
- Any changes in the scope of work will be documented and agreed upon in advance.
- Travel and related expenses will be charged as actually incurred.
- Requests for additional resources related to this project will be confirmed with amendments to the Statement of Work.



THANK YOU FOR THE OPPORTUNITY

CONTACT INFO

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Dallas, TX 75205 **P:** 940.299.1093

WHY WE DO IT

Solutions Group is in the business of enhancing reimbursement across healthcare. Our mission is to empower organizations to recoup charges directly from payers – not their patients. We are proud to partner with your organization in this mission.

Statement of Work

THIS Statement of Work is made effective May 7, 2022, by and between Reimbursement Solution Group, LLC DBA Solutions Group (“Solutions Group”) and Emergency Medical Services Authority (“EMSA”), with corporate offices located at 1417 N. Lansing Avenue, Tulsa, Oklahoma, 74106.

Description of Services:

Long-term Solution (91 – 365 days)

Provide an assessment of current RCM processes to EMSA’s leadership team regarding best practices in revenue cycle management to include the following:

- billing workflow design;
- key performance indicators;
- payer alignment initiatives;
- charge master analysis;
- review and work with contracted Medicare compliance consultant regarding medical billing and documentation;
- federal and state payer compliance objectives;
- pre-billing, coding, and denials management;
- and facility contracts, self-pay, and collections management.

Initial assessment will take approximately 60 days to complete. Current observations and recommendations will be presented to the EMSA leadership team. Solutions Group consultants will partner with EMSA’s RCM leadership team to assist with implementation of approved recommendations.

Billing Rate:

Monthly Subscription Fee (9 months): \$15,000 per month / \$135,000 per 9 months

Additional Terms and Conditions:

Monthly subscription fee based upon an estimated 40 hours per month in consultation hours. All consulting services will be conducted virtually via Zoom or other virtual platform. Onsite visits incur a \$2000 per day additional charge, plus applicable travel expenses. Maximum of 4 onsite day visits per month.

Administrative Arrangements:



- Solutions Group fees will be billed to EMSA for this agreement at standard agreed-upon rates.
- Any changes in the scope of work will be documented and agreed upon in advance.
- Travel and related expenses will be charged as actually incurred.
- Requests for additional resources related to this project will be confirmed with amendments to the Statement of Work.

This Statement of Work serves as an Exhibit to the Services Agreement.

Agreed and Accepted:

Reimbursement Solutions Group, LLC

Emergency Medical Services Authority

BY:

BY:

NAME: Asbel Montes

NAME: Johna Easley

TITLE: Managing Partner

TITLE: Interim President and CEO

DATE:

DATE: