

THE STATE OF TEXAS)
 :
COUNTY OF WINKLER)

On this the 20th day of August, 2012, the Commissioners' Court of Winkler County, Texas, met in Special Term of Court at the Courthouse in Kermit, Texas, with the following members present, to-wit:

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|--------------------|--|
| Bonnie Leck | County Judge |
| J. R. Carpenter | Commissioner, Precinct No. 1 |
| Robbie Wolf | Commissioner, Precinct No. 2 |
| Randy Neal | Commissioner, Precinct No. 3 |
| Billy Ray Thompson | Commissioner, Precinct No. 4 |
| Shethelia Reed | County Clerk and Ex-Officio
Clerk of Commissioners' Court |

constituting the entire Court, at which time the following among other proceedings were had:

At 9:00 o'clock A.M. Judge Leck called the meeting to order.

A motion was made by Commissioner Neal and seconded by Commissioner Thompson to approve line item transfer from contingency to swimming pool salaries, Kermit and Wink, in the amount of \$25,000.00; which motion became an order of the Court upon the following vote:

Ayes: Commissioners Carpenter, Wolf, Neal and Thompson
Noes: None

A motion was made by Commissioner Neal and seconded by Commissioner Thompson to approve purchase of 2013 Ford Explorer with police package for Juvenile Probation Office in the amount of \$28,000.00 from contingency; which motion became an order of the Court upon the following vote:

Ayes: Commissioners Carpenter, Wolf, Neal and Thompson
Noes: None

A motion was made by Commissioner Neal and seconded by Commissioner Wolf to approve amending Winkler County Emergency Medical Services' fee schedule as follows:

Fees	Current	Proposed
BLS-Emergency	\$350.00	\$700.00
BLS-Non-Emergency	\$300.00	\$700.00
ALS-Emergency	\$600.00	\$800.00
ALS- Non-Emergency	\$400.00	\$800.00
ALS-2	\$850	\$850.00
Critical Care	\$1000.00	\$1000.00
Mileage	\$13.00	\$15.00

which motion became an order of the Court upon the following vote:

Ayes: Commissioners Carpenter, Wolf, Neal and Thompson

Noes: None

A motion was made by Commissioner Neal and seconded by Commissioner Wolf to approve proposal from Intermedix for billing services for Winkler County Emergency Medical Services; which motion became an order of the Court upon the following vote:

Ayes: Commissioners Carpenter, Wolf, Neal and Thompson
Noes: None



August 17, 2012

Winkler County EMS
Attention: James Everett
1310 Bellaire Street
Kermit, TX 79745

Dear James,

I am pleased to provide you with a cost quote for the Intermedix EMS Billing and Collection services as well as our TripTix Mobile ePCR solution. We are honored to have the opportunity to present Winkler County EMS with a proposal for our services and after review of all internal documents, we believe we present a solution that not only meets your operational needs and requirements but also providers for a strong partnership for optimizing revenue and keeping your agency in line with the industry.

The pricing included herein was calculated using the information you provided regarding your organization’s historical data, including but not limited to: annual transport volume, level of service mix, fee schedule, charge mix, etc. We price the account based on a percentage of net collections.

After evaluating your data we are willing to agree to the pricing contained herein with the acceptance of a fee increase as noted within this document. Our team proactively monitors regional and national fees to provide guidance to our clients. We understand that the cost of EMS is directly related to the cost of preparedness and the cost of response. And we ABSOLUTELY UNDERSTAND that your agency is not seeking to profit from these incidents at the expense of those who must call 911 for an emergency they are experiencing. We also know that you do not wish to place an undue burden on taxpayers to subsidize the cost of EMS when insurance coverage exists to fully cover the County’s cost of service. We routinely develop fee strategies as part of the services we provide to our clients in effort to optimize revenue while remaining a positive public opinion. **With that said, we have built your financial model to reflect a fee increase, proposing two separate options with associated pricing.**

Please be aware that the price quoted is subject to minor alterations if any of those provided parameters should change dramatically. Our cost proposal is deemed to be an “all-inclusive” price for the Intermedix EMS billing and collection services in addition to the TripTix Mobile solution as requested. **This price quote is based on the proposed fee increase and a minimum three year contract term because it includes the provision of hardware and a refresh/update program.**

I hope that this preliminary proposal and price quote provides all of the information you need. If you have any questions about this document or need additional information, please feel free to contact me.

Regards,
Rhonda Thomas



Intermedix Advantages

Intermedix has been providing billing services and technology to EMS agencies across the country for more than 30 years. Our focus and results have led to us becoming the largest EMS billing and technology companies in the country by a factor of more than two times that of our nearest competitor. What further sets us apart is our capabilities and market leadership spanning across both pre-hospital and hospital based emergency healthcare as well as our advanced technology that is ingrained in everything we do. **Our offering provides optimal revenue results, experienced client and patient services, best-in-class technology, compliance, and secured online reporting at a very competitive cost.** Following is a brief summary of several specific advantages of working with our company, with the intent of differentiating Intermedix in the marketplace:

- i **EMS Billing and Collection Services** –Intermedix has over 30 years of experience in EMS billing and now has seven processing centers that serve over 350 communities across the United States. **We manage billing and collections for over 8 million emergency patient encounters annually collecting nearly \$1 billion for our customers.** We have experience in handling accounts ranging from under 1,000 to over 200,000 annual transports and apply this knowledge and experience to produce the best possible results for our clients.

We pride ourselves on creating clean and timely claims by using advanced technology to locate patient information, to file electronically wherever possible and to eliminate errors in transaction processing. Our clients experience superior collections in both percentage of billing and cash flow with measurable and repeatable collection performance, all within compliance limits. We are highly invested in the EMS billing and technology industry, supporting organizations across the country, both nationally and locally, reflecting our commitment to the professionals who risk their lives to provide such honorable services.

- i **Electronic Patient Care Reporting Integrations** – Intermedix is pleased to offer our comprehensive electronic patient care management, TripTix® Mobile as an option for Winkler County EMS. The Intermedix ePCR solution is part of the overall IMX technology platform that includes billing and our client web portal. The IMX billing and ePCR system creates a seamless solution for our clients from the field to the back end billing. We believe TripTix will improve documentation, decrease integration issues and deliver a more efficient billing process that has the potential to increase revenue potential and compliance.

- i **Experience and Industry Depth**– Our experience and size offers our clients a unique perspective on the industry and our ability to pass on a vast amount of knowledge that can only come through time-tested focus. Instead of having a couple of seasoned industry experts on our team who try to distill their knowledge throughout the rest of the Company, Intermedix has over 40 management and executive management level employees who daily bring their knowledge and expertise to bear on the services and results we provide for our customers. **We process millions of EMS claims each year and have connections to Medicare, Medicaid and commercial payers that will prove to be advantageous to getting your claims paid quickly and compliantly.**

- i **Unparalleled Client Service** – Intermedix is organized using a **regional client-team** approach where each client is assigned a dedicated Clients Service Team that is committed to your agency and revenue results. **All accounts will be processed out of the Houston office and will be led by your Client Service Director and Manager, who will manage the daily activities of your account to ensure all of your needs**



are met. Your team possesses a sense of account ownership and first-hand knowledge of your community as they interact with your agency.

Beyond the Primary Client Service Manager, we have established a **second tier support for our clients with our Rapid Response Team.** The Rapid Response Team provides reliable support for more immediate client needs. They are instrumental in responding to key functions such as but not limited to: attending to day-to-day questions, responding to attorney requests, addressing collections questions, making subscription or fee updates, etc.

Our offices are supported by more than 75 seasoned managers averaging in excess of 15 years of industry experience. **Each office contains specialists in the functional areas of coding, data input, payment posting, reporting, customer service, and insurance identification.** Staffing multiple facilities with duplicate expertise is a strategic decision that aligns with our disaster recovery and business continuity plans.

i Optimized Revenue Results – Intermedix views our role as that of your subject matter expert in representing your agency. **As such, our responsibilities to you as a client extends throughout all three components of the revenue cycle** from: administrative policies (how medical protocols influence coding, transport rates, etc.), field documentation elements (to drive proper reimbursement), along with appropriate and optimal use of technology and electronic processes in the claims system to maximize results.

i Excellent Patient Service – As an **extension of your organization in a service role**, Intermedix fully recognizes our responsibility to represent your Department to your citizens and visitors. We provide your patients' access to your billing representatives through the web, over the phone or through mail. When contacting Intermedix using the toll free number, our Customer Service Representatives are **dedicated to answering your patient phone calls with a "live" customer service agent within a reasonable time.** We strongly enforce and have incentives in place to provide your patients and their representatives with the most professional and courteous customer service available. **Our "soft" billing approach honors your patients and recognizes the sensitivity associated with billing for EMS responses.** We can customize your billing program to meet the parameters set forth by your agency and remain flexible to changes due to the proprietary nature of our billing software.

i Intense Focus on Compliance – Understanding the high level of regulation in the ambulance billing industry due to the involvement of governmental agencies and the inclusion of Personal Health Information, Intermedix has executed an intensive focus on compliance that we believe is unique in our industry. **We have our own Chief Compliance Officer on staff that is certified by the Health Care Compliance Association and provides leadership and oversight for the Company.** This focus is in place to mutually protect our organizations and ensure that revenue is optimized in an environment fully compliant with the laws and regulations of our industry.

Intermedix has completed both the SAS 70 Type I and Type II audit report and is audited on a yearly basis by KPMG. Aside from internal audits, we will also provide your Department with all applicable records upon request for inspection, review, or audit by federal, state, or other duly authorized personnel.

i Financial Stability – **Our Company is very profitable with a strong balance sheet, excellent cash flows and the strong backing of credible financial sponsors.** We have the ability to fund your entire program



through the ambulance billing revenue stream and price our services based on a percentage of net collections. During the tough economic times that we are all experiencing, it is important to spend wisely and to evaluate your costs associated with the value of the services being provided. We believe that our system will exceed all of your ambulance billing, data collection and reporting expectations and likely reduce expenditures for these services.

- i Accountability through Reporting – Intermedix provides the most flexible and accessible reporting tools available. **Our powerful reporting tools offer real-time availability 24/7 via any internet-enabled computer through our Business Intelligence ad hoc reporting tools, ensuring maximum flexibility in the reports made available to your staff.** As part of our standard service, we provide both support and training for the reporting tools to ensure that you have maximum use of all that is available from your data.



Billing Methodology

The following summary provides a high level overview of the proposed scope of services including specific objectives, estimated billing cycle timelines, unique system features, and the benefits that each step of the process yields. We can certainly go into much greater details but wanted to provide you with a broad perspective of how we manage our billing process. We think it is also important to note that because our IMX Billing System is proprietary, we are able to customize your specific billing program to meet your individual needs and have done so for our other clients!

- i FRONT END PROCESSES: Billing Cycle Day 1-7: During this process transports are captured, coded, and audited for regulatory compliance PRIOR to initial billing to ensure “clean claims” are billed. Patient insurance and demographic sweeps are applied to identify COVERAGE WHEREVER IT EXISTS. As soon as the information required for submitting a claim is received (usually within 48 hours), the account moves to the billing process phase. Many times this occurs without having to even contact the patient.
- i BILLING: Billing Cycle Day 2-14: Medicare, Medicaid, and most commercial payers are electronically transmitted to the payer. Paper claims are printed and mailed if electronic delivery is not available and necessary copies of PCRs or explanation of benefits are attached when applicable. Claims are submitted within 48 hours of receipt of complete information.
- i PAYER RESPONSE: Billing Cycle Week 2-8: Payer responses can vary significantly by payer class (Medicare responds within 1 to 2 weeks; Medicaid typically responds between 2 to 3 weeks; and Commercial insurance responds anywhere from 2 to 5 weeks). We post payments and update patient and insurance correspondence within 24 hours of receipt to ensure that revenue is realized by the District as efficiently as possible. All County records are the property of your agency and will be made available for audit upon request.
- i ACCOUNT RESOLUTION: Billing Cycle Week 3-16: Accounts are submitted through secondary and even tertiary payer billing within 1 week of primary payment, timely processing of refunds, and review of all payments received to ensure they are accurately applied. Finally, all aged accounts are proactively reviewed and worked through the appeals process as appropriate – with the ultimate goal of achieving a ZERO BALANCE FOR ALL ACCOUNTS.
- i REPORTING: Available 24/7/365 of the Billing Cycle: Our Business Intelligence reporting tools provide real time access to all information entered into the IMX Billing System. Every patient account, demographic resource, financial information, etc., is continuously available via any internet capable computer which allows your agency the ability to monitor every part of the billing process.



Intermedix Revenue Analysis

When formulating plans for optimal collections, Intermedix has several main components that we focus on: **eligibility, documentation, coding, A/R management, collection rate by payer and fees.** Our financial model for Winkler County EMS was prepared with the historical data provided by the agency concerning your charges, collections, transport fees, estimated number of transports, etc.

Historical Financial Model Data

- i It was noted that your agency had 580 billable patient encounters in 2011.
- i Average miles per transport = 17mile.
- i Fee Schedule

Fees	Current	Proposed
BLS-Emergency	\$350.00	\$700.00
BLS-Non-Emergency	\$300.00	\$700.00
ALS-Emergency	\$600.00	\$800.00
ALS- Non-Emergency	\$400.00	\$800.00
ALS-2	\$850	\$850.00
Critical Care	\$1000.00	\$1000.00
Mileage	\$13.00	\$15.00

- i Level of Service Mix for billable patient encounters:

% of total Transports	2011
BLS-Emergency	18.0%
BLS-Non-Emergency	5.0%
ALS-Emergency	73.0%
ALS-Non-Emergency	1.0%
ALS-2	1.0%
Treat No Transport	2.0%

- i Charge Mix: Reported gross charges of 448,701 for 2011 with a payment mix in the chart below.

% of Charges	2011
Medicare	52.0%
Medicaid	4.0%
Commercial Insurance	35.0%
Self-Pay	9.0%

- i The financial model projects approximately \$250,000.00 net revenue for 2013 with the recommended fee increase.



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Intermedix Cost Proposal

Winkler County EMS

We have put together an all inclusive fee structure that includes the following highlighted services advantages:

<u>EMS Billing and Collection Services</u>	<u>TripTix Mobile ePCR Solution</u>
<ul style="list-style-type: none">✓ Experienced EMS Billing Staff✓ Advanced reporting capabilities✓ 24/7 online access to your patient data✓ Modeling/consulting on financial projections✓ Automatic insurance eligibility searches<ul style="list-style-type: none">✓ Hospital liaison program✓ Advanced skip tracing services✓ Automated insurance verification✓ Quality claims review to assure compliance<ul style="list-style-type: none">✓ Electronic Submission of claims✓ Medicare Electronic Remittance<ul style="list-style-type: none">✓ EFTs with available payers✓ Claims monitoring and timely follow-up<ul style="list-style-type: none">✓ Tracking and appealing denials✓ Toll Free Customer Service Number✓ Patient statements, postage and billing forms✓ Scanning of all patient documentation with long term retention program✓ Enhanced telephony system for added customer service✓ Live, bi-lingual customer service agents<ul style="list-style-type: none">✓ Documentation Training✓ Proactive Compliance Department✓ Extreme data redundancy and disaster recovery	<ul style="list-style-type: none">✓ NEMSIS Gold compliant ePCR solution<ul style="list-style-type: none">✓ Panasonic CF-19 tablet PCs✓ 3 year Panasonic hardware warranty<ul style="list-style-type: none">✓ Wireless Service Costs✓ Full installation, configuration, system modification and training✓ Efficient field incident, treatment and transport data gathering✓ Easy to use pen-based/touch-screen tablet operation with superior handwriting recognition✓ No server syncing - data is sent over the air card which we provide<ul style="list-style-type: none">✓ Cardiac monitor integration✓ Integrated fax on demand✓ USPS Demographic verification check✓ Repetitive patient look up for medical history✓ Seamless integration from the field to the back end billing operation✓ System upgrades and future enhancements<ul style="list-style-type: none">✓ QA/QI Supervisor Review✓ Medicare and HIPAA compliant signature capture<ul style="list-style-type: none">✓ Electronic Transfer of Care



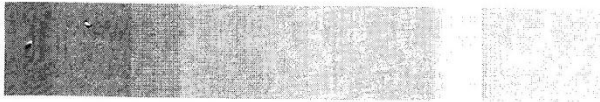
Fee Structure

OPTION 1
Based on Recommended Fee Schedule listed above.

Intermedix Billing Solution	
PLUS	
Intermedix ePCR Mobile Solution TripTix Mobile ePCR solution, (2)Panasonic CF-19 tablets, 3 year hardware warranty, Wireless Service Costs, system implementation, ePCR training, etc.	13.95% of net collections

OPTION 2
Based on Current Fees

Intermedix Billing Solution	
PLUS	
Intermedix ePCR Web based Solution Hardware not included	\$2,100.00 month


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Bottom Line

We are eager to be a key part of supporting your EMS operation and are committed to creating optimal revenue for Winkler County EMS. We are an EMS solution provider that has the exceptional experience along with advanced technology and resources that will be used to produce outstanding results for your agency. We look forward to bringing value to your organization. Please feel free to contact me with any questions or concerns.

Rhonda Thomas, Director of Business Development

intermedix
www.intermedix.com

T: 405-962-9162

rhonda.thomas@intermedix.com

At this time the Court entered into Budget Workshop.

A motion was made by Commissioner Neal and seconded by Commissioner Thompson to adjourn the meeting; which motion became an order of the Court upon the following vote:

Ayes: Commissioners Carpenter, Wolf, Neal and Thompson

Noes: None

MINUTES approved the _____ day of _____, 20_____.

 COUNTY CLERK