

**South Royalton Rescue Advisory Board  
Meeting Minutes  
February 22, 2017  
Royalton Town Offices**

Present: Dave Kimball, Phil Gates, Jerry Barcelow, Corinne Ingraham, Mary Gavin, Brenda Field (by phone)

Staff: Becky Owens, David Palmer

Guests: Anne Lowe and Jess from New England Ambulance Billing Service.

Absent: Nathan Potter, Thomas Hoyt and a Prudential Committee member

The meeting was called to order at 5:35 pm.

Introductions were made around the table. Anne and Jess from NEAB joined us to meet the AB and to answer some questions from Board members.

Anne and Jess reported that SRRS is doing a good job with accurate and timely reporting. NEAB is conducting ongoing training on the new billing program and procedures. Call information is instantly available after the call, but may be missing the hospital Face Sheet (demographics) and it may take time to get sheet.

The AB was encouraged by the collection process used by NEAB and the timely follow-up with patients, insurance companies and SRRS. The collection process includes bills at 30, 60 and 90 days, and a collection letter sent at about 100 days. NEAB handles auto accidents to obtain insurance information. NEAB attempts to get a payment plan if there is no insurance.

The AB felt that there is a good balance between aggressively collecting outstanding balances, and respecting difficult patient financial situations, and maintaining good public relations

The Provider Tax and increased Medicaid payments were discussed. Ambulance services will be assessed a 3.3% tax on gross billing for all calls originating in VT. Perhaps offsetting this expense is increased payments for Medicaid reimbursements. David and Anne will work to provide the AB with an estimate of the net impact of these changes, based on last year's calls.

Because ambulance services cannot bill insurance for the cost of paramedic intercepts if they do not have a contract with the assisting service, David P will look into contract possibilities.

NEAB reports they lose money handling our subscription service, partly because we are not a 501 (c) 3 corporation. Anne will provide a P&L on this work.

There is a large problem with delayed payments from the VA, due to a problem with one person at the VA. NEAB feels this will be resolved in time. There is also a problem with receipts from Workman's Comp, as they have outsourced pricing, and have been paying at an incorrect rate for some insurance companies. NEAB is working with the VT Dept of Labor to resolve this problem.

Anne and Jess left at 6:50 with our thanks

Contract Update: Dave Kimball presented the contract to the Tunbridge Selectboard. They are reviewing it and will discuss it again at their meeting on March 6. Mary Gavin reported the Sharon Selectboard wants to talk with other ambulance providers—this will happen after Town Meeting.

By-Laws from the Prudential Committee: Dave made a motion, 2<sup>nd</sup> by Phil to not electronically record meetings and the AB should hire someone to take minutes of the meetings. Electronic recording was requested by the Prudential Committee; the Advisory Board has already signaled that we do not want to record the meetings. It was felt that it would inhibit open discussion. On a voice vote, the motion carried.

Dave made a motion, 2<sup>nd</sup> by Jerry, that the composition of the Advisory Board be 3 voting members from each town plus a member of the Prudential Committee. It was noted that a member of the Prudential Committee was not present at the meeting as had been expected based on the schedule provided by the By-Laws from the PC. The Advisory Board feels that the composition of 3 members from each town has worked well for the past year. On a voice vote, the motion carried.

There was further discussion about the working relationship between the PC and the AB, and the roles and authority of each. We will request a meeting between the two Boards at our next meeting, on March 22<sup>nd</sup>. We will not meet on March 8<sup>th</sup>.

David Palmer indicated he would be participating in a teleconference on Feb 23 to learn about Homeland Security Grants that are now available. David will report back to the AB.

Corinne made a motion to adjourn at 7:40 pm. Second by Phil. The meeting was adjourned.