

**South Royalton Rescue Advisory Board
August 22, 2018 Meeting Minutes
Royalton Town Office**

APPROVED: 9/12/2018

Attendance

Members: Jerry Barcelow, Brenda Field, Carol Flint, Mary Gavin, Corinne Ingraham, David Kimball, Gidget Lyman, and Nathan Potter. Absent: Thomas Hoyt

Visitors: Administrator Steve Belmont and Deputy Administrator Becky Owens, and Anne Lowe and Jess from New England Ambulance, and EMT Tim Packard.

Call to Order and Vote the Agenda

Chair Jerry Barcelow called the meeting to order at 5:30 p.m., and distributed a suggested agenda at the meeting. It was noted that Carol Flint, Becky Owens, and Nathan Potter need to leave at 6:45 p.m.

Motion: Mary Gavin made a motion to approve the agenda. Gidget Lyman seconded the motion. The motion passed unanimously.

Public Comments

No comments.

Funding for an Infusion Pump

Gidget Lyman reported that there is some miscommunication with Sandy's Restaurant about their upcoming fundraiser for SRRS. Gidget asked Steve Belmont to connect with Sharon Aldrich and clear up any misunderstandings.

Fair Grounds and e911

Brenda Field reported that Tunbridge E911 Director distributed materials to SRRS and Tunbridge Selectboard as well as the Tunbridge fire chief. She noted there is a Tunbridge Selectboard next Tuesday where this may be discussed. The AB asked all Tunbridge representatives to attend this meeting. Nathan Potter will also attend as a Tunbridge resident.

Discussion with Anne Lowe of New England Ambulance Service

Anne began her discussion with a request to improve incident forms so that complete mailing addresses and telephone numbers were always captured. Even nontransports/no care calls need to be billed, so contact information is crucial for every call. Becky Owens will work with the crew to make sure physical and mailing addresses and phone numbers are all collected. For those that Anne could not locate prior to this meeting, she will give Becky the materials to research with the squad. Anne noted that she makes the decision to write off any invoices mostly due to inaccurate addresses where current information cannot be found. Anne also noted that monthly reports detail most all information needed (including write-offs in that month) for any reporting that the AB would need. Dave Kimball requested a quarterly report based on the percentage of what insurance companies pay.

Anne told the AB that she researches every bill and tried to get payment. She works with the Vermont Department of Labor if needed. Anne noted that SRRS was one of the highest billing squads. David Kimball asked Anne/Jess to work with Steve and Becky and review to possibly readjust rates.

Anne reviewed her bill collection procedure. When calls are received, three bills are sent, followed up by a phone call, which takes approximately 90 days. If still not response, a collection letter is sent, then ten days later another letter. A collection agency is considered after that along with a Financial Hardship form. Anne will look into becoming a reporting agency but she doesn't think she'll be able. Small claims court has a filing fee, so it would have be significant amount before going there to collect any outstanding bill (i.e., self-pay, thousands of dollars). None have been sent so far.

Anne distributed samples of letters. Carol Flint asked that South Royalton Rescue Squad be added to the letterhead as a d/b/a. The AB also asked that for any memberships, a bill is sent with a discounted amount shown and a zero amount due to show the effectiveness of the membership purchased.

Write-offs: Anne suggests that write-offs remain in her shop due to policies. Mary Gavin asked that additional information be sent with monthly reports that define what they have done and a suggested date of write-off so the AB knows. With no insurance an average bill could be approximately \$1200. The AB agreed to bill as is and keep track of insurance write-offs.

MOTION: Mary Gavin made a motion to increase the nontransport auto rate to \$200 effective September 1. Dave Kimball seconded. The motion was passed unanimously.

Other regular nontransports will remain at \$150.

Subscription write-offs. Would like report on activity. There have been 123 subscribers so far.

The AB will discuss if crew members receive a subscription automatically and what type of subscription – self or family.

Anne suggested distributing the subscription brochures at all events and post online. Anne will create a FAQ for subscriptions to post online.

EMT Tim Packard asked about veterans in auto accidents, and Anne says they need to know so she can bill the VA first. She noted that she can only bill one federal agency for each incident.

Medicare/Medicaid submits Steve's information, Anne's information, and vehicle information. Anne said it's not on the revalidation form and that SRRS may have to do it. Dave will connect.

Dave Kimball distributed an A/R report for July that showed an increase – due to private/self pays mostly written off. He noted that the amount for "Over 90 days" is up 69%. Anne noted that the system stops automatic process and staff need to do more research and distribute letters.

Self-pay collections go to Angela Russell, and she reconciles it to the bank. Jess matches it to the credit report. Also done monthly to make sure everything matches.

Carol Flint and Nathan Potter left the meeting. David Kimball took over recording the minutes.

Administrator Report

Steve Belmont reported on the following items:

- Steve recommended that he would create Wage Change and Report of First Injury policies and procedures. Mary moved that we accept Steve's recommendation, seconded by Corinne.
Passed
- Steve reported that an employee will be filing a Workers' Comp claim. He will also develop a training program to reduce occurrences and rates. He will be holding driver and hazmat trainings.
- Electronic door locks are being installed at the Rescue House.
- SRRS will be covering the Sprouty on 9/8
- Steve will be buying 12 SRRS jackets at \$86 each, more uniforms for \$668 and 30 winter hats at \$210.
- Background checks are being done.
- We have 2 new hires

Approval of the Minutes

On a Motion by Mary Gavin, seconded by Gidget Lyman, the Minutes of July 30 and August 8th were approved.

Meeting Adjourned

On a Motion by Mary Gavin, seconded by Jerry Barcelow, and passed unanimously. The meeting was adjourned at 7:14 PM

The next regular meeting will be Wednesday, September 12, at 5:30 p.m., at the Royalton Town Offices.

Respectfully submitted,

Carol K. Flint, Clerk
Town of Sharon Representative

David Kimball
Town of Tunbridge Representative