

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
IMPLEMENTATION COMMITTEE MEETING
March 10, 2025**

A Special meeting of the KCEAA Implementation Committee took place at 11:00a.m on Monday, March 10, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, WV.

Committee Members:

Mr. Harry Miller
Mr. Glenn Summers

Mr. Tim Morris

Mr. Rory Isaac

Staff/Other:

Ms. Monica Mason
Mr. Jason Wilson
Ms. Lillian Morris
Ms. Sierra Marling- Charleston Gazette

Mr. Jack Linville
Dr. Dave Seidler
Mr. Tom Susman (phone)

Ms. Jordan VanMeter
Mr. John Shaheen
Ms. Carrie Dysart
Mr. Ethan Walker

Call to Order:

Mr. Harry Miller called the meeting to order.

Approval of Minutes:

Motion made by Mr. Rory Isaac, second by Mr. Glenn Summers to approve the meeting minutes from the Implementation Committee meeting on March 4, 2025. The motion passed.

Questions to add to the RFP for Billing Service/Revenue Cycle Management:

- The committee reviewed questions for the RFP, which were shared in advance.
- The committee reviewed additional questions and considerations for the RFP.
 - Organization chart
 - Billing for treatment in place and community paramedicine
 - EMS billing team lead and specific EMS billing experience
 - Cybersecurity measures and software level used
 - Liability in case of a breach at their firm
 - File maintenance and access procedures post-contract
 - Harry Miller suggested to look into any regulatory issues in the past two years
 - Monica Mason confirmed liability coverage is included in the RFP.
 - Monica Mason suggested having our healthcare attorney review the final RFP
 - Carrie Dysart emphasized the need for clear guidelines for billing records access and a designated contact person.
 - Carrie Dysart recommended reviewing affiliations with subcontractors or other business interests to identify conflicts of interest.
 - Tom Susman advised requiring financial statements and specifying how KCEAA funds will be handled.
 - The RFP includes performance metrics such as call volume, call types, billed revenue, and the breakdown of ALS, BLS, and CCT.
 - Lillian Morris highlighted the importance of safeguards against fraud.
 - Agencies must outline the required reports as part of the RFP.
 - Tim Morris suggested considering a rating for the transition timeline.

- John Shaheen presented metrics from 2023-2024 showing a potential \$1.4M revenue increase with a 10% realization rate improvement.
- Internal billing department costs are approximately \$1M annually, requiring a comparison to new service fees.
- John Shaheen will develop an internal Billing performance projection.

Tiered Response, Priority Dispatching, and Co-locating:

- Monica Mason stated that she, Jack Linville, and Dave Seidler met with Metro to ask initial questions about feasibility.
- Dave Seidler explained the tiered response concept, emphasizing resource management and the capability of Metro 911's APCO software to support it. He noted that while co-locating would be beneficial, it is not required.
- Rory Isaac stressed that the tiered response is the most critical part of implementation and questioned Metro 911's commitment to the idea.
- Dave Seidler stated that Metro has not fully committed but aims to do the right thing.
- Monica Mason stated that Metro is working with its software vendor to determine the cost of updating its system for priority dispatch.
- Jack Linville emphasized the importance of priority dispatch, noting that unit availability is a daily challenge and that ambulances should not be tied up on low-acuity calls.
- Rory Isaac stated that a properly implemented tiered response would reduce costs, improve service, and provide better care for Kanawha County residents.
- Tim Morris questioned why the system has not already been implemented. Harry Miller added that past opposition played a role, while Carrie Dysart noted the increased frequency of minor emergency calls.
- Dave Seidler highlighted improvements in ALS care, allowing paramedics to provide more advanced treatment in the field.
- John Shaheen stated that while the current system is common statewide, implementing priority dispatch would put KCEAA ahead of the curve.
- Monica Mason explained that priority dispatching would allow more accurate triaging, initially setting conservative response times for low-acuity calls while ensuring faster responses for high-priority calls.
- Dave Seidler stated that he believes Metro will be open to collaboration. Glenn Summers suggested involving the commission in discussions.
- Monica Mason stated that she has spoken with Commissioner Wheeler about the need for a tiered response and priority dispatching. Tim Morris questioned the need for commission involvement, while Harry Miller explained that funding may be required.
- Rory Isaac asked about available grants, and Harry Miller cautioned that using grant funds could delay the process.
- Tim Morris asked for a cost estimate, and Monica Mason stated during initial conversations with Metro it was mentioned that there are no firm estimates or quotes at this time. But software and co-location costs could be around \$1 million.
- Glenn Summers questioned why KCEAA would have to cover the costs, and Monica Mason responded that payment responsibility has not yet been determined.
- Dave Seidler confirmed that Metro has the capability to provide a tiered response.
- Monica Mason stated that the next step is for Metro to obtain a quote from APCO, after which a meeting will be scheduled to review the next steps.

- Harry Miller stated that further discussion should be tabled until after the Metro meeting to determine the next steps.

Implementation Committee Meeting Schedule:

- The committee agreed to meet biweekly on Mondays, starting on March 24, 2025, at 11:30, provided there is information to cover. They requested Ethan Walker to add a placeholder to their calendars.

Adjournment:

There being no further business, a motion was made by Mr. Tim Morris, second by Mr. Rory Isaac to adjourn the meeting. The motion passed.

Respectfully submitted:



Ethan Walker