

## EMERGENCY SERVICES BOARD

The Carroll County Emergency Services Board met on September 17, 2009.

Present were: Debby Goad, Lola Sutphin, Markel Cochran, Mike Musser, J. B. Tolbert, Andy Jackson, Manus McMillian, Joe Roma, Gary Larrowe, Ronald Newman, Nikki Shank.

The meeting was called to Order by Chairman Goad.

### CITIZEN'S TIME

Ms. Janet Tate told that she is the new acting treasurer for Laurel Fork Volunteer Fire Department. She told that Ms. Shank has been working with her on standardizing the report and commented that it is important to have written guidelines so it will be done right by all agencies that receive funds.

(Order)

### CLOSED SESSION – PURSUANT TO VA CODE SECTION 2.2-3711(A1,A4,A7)

Upon motion by Mr. Jackson, seconded by Ms. Sutphin, and passed unanimously, the Board convened a Closed Session from 6:38 p.m. until 7:38 p.m. for the discussion of specific personnel, the discussion of a personal matter not related to County business, and the discussion of legal matters.

(Order)

### RETURN TO OPEN SESSION – CERTIFICATION OF CLOSED SESSION

Upon motion by Mr. Newman, seconded by Mr. Jackson, and passed unanimously, the Board returned to Open Session and adopted the following Resolution:

WHEREAS, the Carroll County Emergency Services Board convened a Closed Session on this date pursuant to an affirmative recorded vote on the motion to close the meeting in accordance with the Virginia Freedom of Information Act;

WHEREAS, Section 2.2-3711(D) of the Code of Virginia requires a certification by the Emergency Services Board that such Closed Session was conducted in conformity with Virginia law;

NOW, THEREFORE, BE IT RESOLVED that the Carroll County Emergency Services Board hereby certifies that, to the best of each member's knowledge, (I) only public business matters lawfully exempted from open meeting requirements under the Virginia Freedom of Information Act were heard, discussed or considered in the Closed Session to which this certification applies, and (II) only such business matters as were identified in the motion by which this Closed Session was convened were heard, discussed, or considered in the meeting to which this certification applies.

(Order)

#### APPROVAL OF MINUTES

Upon motion by Mr. Cochran, seconded by Mr. Tolbert, and passed unanimously, the Board approved the minutes with the corrections of changing ISA to ISO and changing NAOA to NFPA.

#### VOLUNTEER FINANCIAL REPORTING

Mr. Newman told that the Board of Supervisors had requested reports to know how the agencies stand financially.

Mr. McMillian told that Mr. Roma and Ms. Shank had been working to determine how the agencies stand financially and that quarterly reports would be reasonable.

Mr. Jackson told that he concurred with quarterly reports and commented that monthly reports would be an undue burden on the treasurers. He told that guidelines were needed to know what equipment is needed and how the funds stand to pay for it.

Mr. McMillian told that this would help Mr. Roma in his decision making and stated that the Board of Supervisors are trying to put this mind set in all areas of the County including fire and rescue.

Ms. Goad asked if there would be a standard report that showed the income and expenses.

Mr. Larowe stated that Ms. Shank and Ms. Pam Smith were working on this.

Mr. Tolbert asked how the Board would know this information was accurate.

Ms. Goad commented that there would be a column for assets that would show things like bank accounts and CD's.

Mr. Tolbert stated that some squads have different funds.

Mr. Jackson replied that there would be columns to show this.

Mr. Tolbert commented that he would like to see surprise audits at times.

Ms. Goad suggested sending a notice that gives squads a certain number of days and then someone will come and review the records.

Mr. Musser suggested that all departments get a running total of the County appropriations for the agency.

Following discussion, Mr. Roma will provide these reports to the agencies.

Following discussion, it was a consensus of the Board to obtain quarterly financial reports from the fire and rescue agencies.

## EMS BILLING

Mr. Larrowe told that the Emergency Services Board had sent information and a request to the Board of Supervisors concerning in-house billing versus contracting with an outside firm. He told that the County Attorney has stated that the price of the contract is worth it due to liability and that he also advised not allowing a non-county employee to review information that contains patient information. He then discussed the new company that is performing billing for Twin County Regional Hospital and told that he had discussed EMS billing with this company. He told that right now it was not a part of their business but it could be in the future.

Ms. Sutphin told that some of the employees have experience in EMS billing.

Mr. Larrowe stated that the Board of Supervisors has authorized a Request for Proposals for billing services.

Mr. Cochran stated that he still had a problem of who is going to check on the company doing the billing. He stated that he had been given information that someone can be certified to comply with HIPPA and do this and told that the County Attorney should be helping with telling the Board what it can do to accomplish this.

Ms. Goad commented that she did not see that there is anyone in the County that is checking to see that everything that should be billed is being billed. She discussed 3 calls where she knows there were no bills sent out.

Mr. Cochran asked Mr. Tolbert how many times Pipers Gap Rescue had been contacted by the billing company because of insufficient information.

Mr. Tolbert replied none.

Mr. Cochran commented that Diversified was taking the low hanging fruit and the Board needed to be able to check on these.

Mr. Larrowe agreed that checks and balances were needed and commented that it needed to be included in the Request for Proposals that the Board would review the information.

Mr. Cochran commented that the County Attorney needed to help figure a way to have someone HIPPA certified and review the billing.

Ms. Goad commented that if the squads were not filling out the information for billing then money was being lost.

Mr. Cochran asked what the liability was of doing in-house billing.

Mr. Larrowe told that the County Attorney had told of one locality that had a liability issue with Medicare.

(Order)

#### NON-COUNTY EMPLOYEE HIPPA CERTIFIED TO REVIEW BILLING

Upon motion by Mr. Cochran, seconded by Mr. Tolbert, and passed unanimously, the Board authorized sending a letter to the County Attorney requesting that a system be designed where someone outside of County employment could be HIPPA certified and help audit the billing information.

Mr. Musser asked if all reports would be brought to one location before being submitted for insurance billing.

During discussion of who would review the information before submission for insurance billing, Mr. Cochran stated that if there were staff they would be doing this.

Ms. Goad stated that revenue was being lost on the calls.

Mr. Musser commented that the Board was back to where it was in February and stated that everyone needed training.

Mr. Roma told that trainings had been held and that each squad had sent someone to the training.

Mr. Larrowe contacted the County Attorney who issued an e-mail which contained the following: "HIPPA has strict controls on release of personal information. There must be a 'need to know' and the person having or reviewing the information needs to be an employee or otherwise under the control of the agency with the information."

#### RED FLAG RULE

Mr. Cochran distributed information concerning Red Flag Rules and commented that the EMS squads would fall under this and would have to have a written program in place to prevent identify theft.

#### FIRE SERVICE FEES

Mr. Cochran commented that the newspaper article was good and did discuss soft billing.

Mr. McMillian told that he questioned the charges for an auto fire at \$500, a structure fire at \$1000, and a vegetation fire at \$100/acre and discussed the equipment and man hours difference between the types of calls.

Mr. Roma stated that the fees were set at the maximum allowed by insurance.

(Order)

#### FIRE SERVICE FEES ORDINANCE

Upon motion by Mr. Jackson, seconded by Mr. McMillian, and passed unanimously, the Board approved sending the Fire Service Fee Ordinance to the Board of Supervisors in the same form and with the same fees as it was sent before.

## CALLS/BILLING DISCUSSION

Ms. Goad asked if 911 produced a report showing the number of calls.

Mr. Newman explained that they did but that it did not show if a squad missed a call and another squad responded.

Ms. Goad asked if anyone was looking to see the total calls compared to the calls being billed for.

Mr. Cochran commented that this goes back to if there was someone in-house they would have someone doing this. He stated that if there is a new contract with another company the Board will still not know if all calls are being billed for.

Mr. Roma commented that the squads were doing the paperwork but they did not know what happens when it is sent in.

Mr. Cochran told that there needs to be a structured system so the Board knows what report goes in and that someone reviews to determine what is done with the billing.

Ms. Goad stated that something was needed on this end that was reviewed to know what is billed and what is collected.

Mr. Cochran stated that even if billing is contracted out someone is still needed in-house to review the information before the billing is submitted. He stated that this needed to be someone qualified to review insurance billing.

Mr. Larrowe stated that staffing level is a concern as well as legalities and liability.

Mr. Musser stated that someone would be reviewing 10-15 calls per day.

(Order)

## REQUEST BOARD OF SUPERVISORS CREATE INSURANCE REVIEW POSITION

Upon motion by Mr. Cochran, seconded by Mr. Musser, and passed unanimously, the Board recommended that the Board of Supervisors consider creating a paid position to review all reports originating from all units for accuracy of information on reports prior to submission to the billing company and to review the disbursements collected.

Mr. McMillian commented that someone would be needed to review fire insurance billing as well and that it would make sense for the same person to do this.

Ms. Goad stated that one full-time and one part-time person could do this.

## EQUIPMENT PURCHASE PLAN DISCUSSION

Mr. Larrowe told that the Board of Supervisors discussed having a plan of equipment needs over a 5-year period before purchasing equipment. He presented a flow chart and discussed disposition of equipment and stated that the Supervisors had asked if the ambulance from Pipers Gap was needed by another squad and asked that before property is disposed of it be offered to other squads. He told that there had been discussion of reserving a percentage of the EMS billing and a percentage of the fire fees to be used for equipment purchases as listed on the equipment purchase plan. He told that there must be a place for funding in order to purchase equipment and told that the Supervisors wanted an equipment purchase plan in place before purchasing any further equipment.

Mr. Roma stated that he needed to talk with each Chief and Captain to update the equipment purchase plan.

Mr. Jackson stated that the Board of Supervisors needed in place a plan to fund the equipment purchase plan. He told that he would like to see 25% of the billing placed into an escrow account.

## VOLUNTEER INSURANCE

Mr. Musser told that a Hawks Insurance Agent was interested in offering an accident policy for volunteers.

Mr. Cochran asked that a quote be obtained from Chesterfield for term life insurance and for cosmetic surgery needs.

## ADJOURNMENT

With no other business brought forth, the meeting was adjourned until October 8, 2009 at 6:30 p.m.