

Board of County Commissioners Agenda Request 6

Date of Meeting February 13 2007

Date Submitted February 7 2007

To Honorable Chairman and Members of the Board
 From Parwez Alam County Administrator
 Vincent Long Deputy County Administrator
 Tom Quillin Chief Emergency Medical Services
 Subject Adoption of a Proposed Policy for the Collection of Delinquent Emergency Medical Services Accounts

Statement of Issue

This agenda item requests Board adoption of a proposed Policy for the collection of delinquent Emergency Medical Services (EMS) accounts (Attachment # 1)

Background

At the August 22 2006 meeting the Board approved the issuance of a Request for Proposals (RFP) for billing and collection services for the EMS Division. The RFP sought a vendor to perform billing services and as an option delinquent account collection services. The vendors who responded do not provide delinquent account collection services because providing both services to the County would create a conflict of interest on their behalf. At the November 21 2006 meeting the Board approved the selection of Advanced Data Processing Inc (ADPI) as the billing vendor for the EMS Division.

Since approximately half of the EMS Division's budget is derived from fees for services it is imperative that Leon County make every effort to collect all outstanding debts establish a policy on collection of delinquent accounts and select a vendor to provide delinquent account selection services.

Analysis

While ADPI continues to work delinquent accounts for one year it is not the primary focus of their service. A collection services agency whose primary mission is collecting on delinquent accounts can usually recover 4% - 6% of outstanding balances resulting in a potential increased collection of \$200 000 per year.

A survey was sent to Florida EMS agencies requesting information on their delinquent account collection practices. Eleven of the sixteen agencies that responded to the survey have some form of a collection practice (Attachment #2) of those only five have a written policy. Staff has been able to obtain three of the five written policies for review (Attachment #3).

The results of this survey along with recommendations obtained from the billing vendor and materials presented at training conferences were considered in the development of the proposed Policy

The proposed Policy establishes standard collection practices and requires compliance with the Federal Fair Debt Collection Practices Act and the Florida Commercial Collection Practices Act. It identifies the types of accounts that will be sent to a collections agency, authorizes the collections agency to report the debt to the credit bureau, adds a finance charge to the account balance, and authorizes the Clerk of the Court to write off debts determined to be uncollectible.

After approval of the proposed Policy, a bid will be issued in accordance with Leon County purchasing policies, and a vendor will be selected to provide collection services of delinquent EMS accounts to the County. Collection agency vendors are paid a commission based on the amount of delinquent debt collected. Therefore, there is no additional expense to the County for engaging the vendor or for services provided, unless the delinquent debt is collected.

Options

- 1 Adopt the proposed Collection of Delinquent Emergency Medical Services Accounts Policy
- 2 Do not adopt the proposed Collection of Delinquent Emergency Medical Services Accounts Policy
- 3 Board Direction

Recommendation

Option # 1

Attachments

- 1 Draft Collection of Delinquent EMS Accounts Policy
- 2 Summary of survey
- 3 Other jurisdictions written policies

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- 2 Approval of Memorandum of Understanding Between Leon County and the City of Tallahassee Regarding Joint City/County Meetings Minutes
(Clerk of the Courts/Finance – Bob Inzer/David Reid)
The Board approved Option #1 Approve the Memorandum of Understanding between Leon County and the City of Tallahassee regarding Joint City/County Meeting Minutes

- 3 Acceptance of the Leon County Research Development Authority Nominating Committee Nomination for Appointment to the Leon County Research Authority Board of Governors
(County Administrator – Parwez Alam)
The Board approved Option #1 Accept the nomination of Mr Bill Hebrock by the LCRDA Nominating Committee

- 4 Approval of Payment of Bills and Vouchers Submitted for February 13 2007 and Pre Approval of Payment of Bills and Vouchers for the Period of February 14 through February 26 2007
(Office of Management and Budget – Alan Rosenzweig)
The Board approved Option #1 Approve payment of bills and vouchers submitted for approval February 13, 2007, and pre approve payment of bills and vouchers for the period of February 14 through February 26, 2007

- 5 Adoption of Revisions to Personnel Policies and Procedures Section III – Recruitments Selection and Appointment
(Human Resources – Lillian Bennett)
The Board approved Option #1 Approve revisions to Personnel Policies and Procedures, Section III, Recruitment, Selection, and Appointment

- 6 Adoption of a Proposed Policy for the Collection of Delinquent Emergency Medical Services Accounts
(Public Services/Emergency Medial Services – Vincent Long/Tom Quillin)
The Board approved Option #1 Adopt the proposed Collection of Delinquent Emergency Medical Services Accounts Policy

- 7 Approval to Implement a Vehicle Replacement Program with Medium Duty Ambulance Remounting
(Public Services/Emergency Medial Services – Vincent Long/Tom Quillin)
The Board approved Option #1 Approve the implementation of a medium duty ambulance remounting program and approve the associated budget amendment

- 8 Approval of an Agreement Between Leon County and North Florida Community College Establishing a Student Internship Program with the Emergency Medical Services Division
(Public Services/Emergency Medial Services – Vincent Long/Tom Quillin)
The Board approved Option #1 Approve the Agreement between Leon County and North Florida Community College Establishing a Student Internship Program at the Emergency Medical Services Division