

## EMS|MC's Proposed Base Fee

EMS|MC is committed to delivering the highest-quality service and ensuring the City of Lee's Summit achieves industry-leading services and collections. We offer a base fee of **3.49 percent** for our comprehensive billing services. This includes, but is not limited to:

### Core Billing & Operational Services

- All hardware, software, mailing materials, envelopes, and postage required to perform EMS billing and collection services.
- A dedicated toll-free number for Lee's Summit patients, staffed by EMS|MC representatives who act as an extension of the City's billing team.
- All fees associated with national consumer demographic searches, electronic claim submissions, clearinghouse transactions, and EMS|MC system hosting.
- A fully supported electronic interface with the City's ImageTrend ePCR system, plus ongoing ePCR documentation review and regular analyses of rates, policies, and procedures.
- Comprehensive documentation-compliance training and scheduled quarterly business reviews.



### Enhanced Value Included Specifically for Lee's Summit

- Demonstrated financial improvements since transitioning to EMS|MC, including increased cash per transport, higher net collections, and improved mature cash-per-trip performance.
- Missouri specific billing expertise, including payer routing resolution for BCBS Kansas City, targeted reporting tools, holdtrack workflows, and automated corrections for Medicaid modifier and place of service accuracy.
- Full documentation support for every transport (signature validation, PCS review, "unable-to-sign" checks), with optional onsite or virtual crew training to improve documentation completeness and accelerate reimbursement.
- A dedicated Missouri POD-based support team, including a CSR with account history dating back to the Andres Medical Billing integration and a focused CSE providing revenue analysis, denial-trend monitoring, and operational guidance.
- Administration of the City's Area Resident Program, including custom billing cycles, resident/non-resident rate differentiation, and end-to-end write-off workflows.
- Proactive identification of future revenue opportunities such as rate optimization (PWW|AG guidance), improved signature capture, treat-no-transport evaluation, and denial-reduction strategies.