

A G E N D A

JAMES CITY COUNTY BOARD OF SUPERVISORS

WORK SESSION

County Government Center Board Room

September 28, 2004

4:00 P.M.

A. ROLL CALL

B. BOARD DISCUSSION

1. Trunked Radio System
2. Advanced Life Support/Basic Life Support Fee Report
3. Information Resources Management Update

C. ADJOURNMENT

092804bsws.age

MEMORANDUM

DATE: September 28, 2004
 TO: The Board of Supervisors
 FROM: Richard M. Miller, Fire Chief
 SUBJECT: Trunked Radio System

I would like to bring you up to date on activities and actions to date on the trunked radio system project with York County.

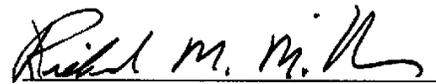
Since my last report, many components of this major project have been completed. Below I have outlined some of those major milestones:

- C **Federal Communications Commission (FCC) radio frequency licensing:** Final FCC licensing has been granted to the two counties to operate on the 800-MHz frequencies.
- C **Tower site construction:** Towers have been constructed at the Regional Jail, the Landfill, Berkeley School, and the EOC site in Toano. The tower at Hankins Industrial Park had been delayed by the Virginia Department of Historical Resources over concerns of visual impact on historic Toano, particularly the Hickory Neck Church. I met with representatives of the James City County Historical Commission and the Hickory Neck Church seeking their support for the radio project. Each provided a letter of support to the Department of Historical Resources without hesitation. After a second review by the State Department of Historical Resources, the project was approved. Construction is expected to begin in October. York County has experienced some delay on the construction of their tower in Poquoson. Construction of that tower is expected to start in October as well.
- C **Microwave system:** The microwave system was inspected at the factory in May and its performance meets our expectations. Construction of the microwave system on the towers that have been completed will begin in October.
- C **System staging and plant inspection:** Staff from both counties conducted systems overview acceptance testing in June. A secondary visit to the factory to follow up on system components not ready for testing was completed the last week of June. All equipment has been shipped to a staging point in Hampton and components have been installed in the equipment buildings at the base of each tower constructed to date. Equipment not ready for installation is being held in staging areas.
- C **Emergency Communications (9-1-1) Center:** Our architect has submitted site plans for review of the 9-1-1 Center at the EOC site. The Development Review Committee (DRC) approved the site plan pending compliance with all staff recommendations on the site plan. The architect continues to work with Development staff to comply with all site plan development requirements. Issues that are causing some difficulty include temporary parking for EOC staff while construction is underway and storm water management. This delay is not anticipated to slow down the process for systems acceptance and implementation, particularly since York County has been designated as the prime site (as the prime site, it will house all of the major integral components that will operate this regional system). An issue of concern is the significant price increases being experienced in steel and concrete in construction projects.

- C **“Subscriber” (mobile and portable radio) equipment and channel mapping:** The staffs of both Counties are in the process of finalizing planning for the removal of existing equipment and installation of the new equipment. Training of staff on how to use the new equipment has been identified and will be conducted prior to cutover.

As you can see, there are a number of complicated tasks occurring in conjunction with York County, other localities, and the vendors. While I have described in general terms some of the work on the major components of this project, it should be noted that each of these pieces have hundreds of details that must be addressed to ultimately realize a good end product. Staff is working diligently to ensure every detail is thoroughly and completely addressed. It is anticipated that final local system acceptance testing will occur in spring 2005 and that the system will be fully operational by the end of the second quarter of 2005.

I will be glad to answer any questions.



Richard M. Miller

RMM/gb
radiosystem.mem

MEMORANDUM

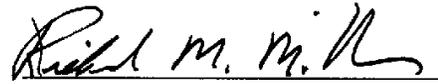
DATE: September 28, 2004
TO: The Board of Supervisors
FROM: Richard M. Miller, Fire Chief
SUBJECT: Advanced Life Support/Basic Life Support Fee Report

The Board of Supervisors directed the Fire Department staff to evaluate implementing revenue recovery for Emergency Medical Services (EMS) as part of the FY 06 Budget. In fact, the FY 06 Budget plan approved included revenue estimates based on a fee for EMS services.

The Fire Department determined a need for an expert to assist in understanding Medicare and Medicaid rules, as well as permissible charges for EMS services in the health insurance industry. As a result, James City County entered into a contract with Diversified Ambulance Billing to provide consultation services on EMS revenue recovery programs and billing for ambulance services. The Department interviewed other localities conducting revenue recovery programs and collected best practices of established fee for service programs across Virginia.

We have prepared for the Work Session a Power Point presentation that illustrates our cost to provide service, why revenue recovery is being used by more and more localities, and how revenue recovery programs are structured. Recommendations on a program for James City County are provided for your discussion during the Work Session.

I will be glad to answer any questions.


Richard M. Miller

RMM/gb
revrecovery.mem

Attachment

Revenue Recovery: Emergency Medical Services

James City County Fire Department
September 2004

Project History

- Board of Supervisors
 - Approved concept of Revenue Recovery
 - Authorized further evaluation of program
 - Revenue Recovery considered as alternative funding source for FY-06 budget

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Current Cost of Delivering EMS Service in James City County

- **Approximately \$4,244,908 Spent Last Year (FY-04)**
 - Staffing
 - Vehicles
 - Fuel
 - Buildings
 - Equipment
 - Training/Education
 - 911 Dispatch Center

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Why EMS Revenue Recovery?

- Cost of providing effective EMS continues to rise.
- New EMS Rules and Regulations.
- Demand for EMS projected to increase as population ages.
- Costs rising faster than natural revenue growth.

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Funding Options

- Can pay for these costs either by:
 - Tax revenue
 - Reduction or elimination of other less essential services
 - Pursuing untapped federal funds, health and auto insurance dollars which are currently available

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Work Completed to Date

- Vendor selected for Phase I of Project
 - Selected Diversified Ambulance Billing of Virginia Beach
 - Staff briefings underway on findings/recommendations
 - Conducted small focus group sessions
 - Citizens Fire Academy
 - CERT

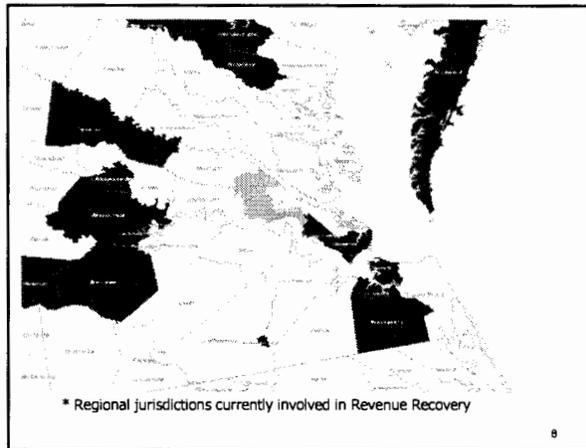
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Virginia Localities with EMS Fee's



* Jurisdictions currently involved in Revenue Recovery

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* Regional jurisdictions currently involved in Revenue Recovery

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Revenue Recovery

- Revenue recovery will also allow us to recover funds from those service users who are non-James City County residents such as:
 - Employees of businesses or industry, within James City County, who reside elsewhere
 - College students
 - Interstate traffic
 - Visitors

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Insurance

- Insurance subscribers pay their premiums to provide the benefits they may need during the covered period.
- Rebates are not given because a service is not used. It is considered an avoided payout.

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Insurance

- Ambulance transportation is considered to be a component of the health care industry.
- Insurance companies budget for the cost of ambulance transportation.
 - *included in your health care premiums*
 - *Payment for ambulance transportation is only 1% of the total insurance health care costs.*
- No historical data supports rising insurance premiums due to a Revenue Recovery program

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Medicare & Medicaid Insurance Programs

- Medicare and Medicaid programs also reimburse for medically necessary emergency ambulance transportation.
 - Medicare is provided as a medical insurance supplement for senior citizens
 - Medicaid is a medical insurance program administered, through state and local social services offices, for the financially disadvantaged.

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How does Revenue Recovery Work?

- Patient's insurance will be billed based on the level of care provided during transport to the hospital.
- Invoiced based on level of service received
 - Basic Life Support versus Advanced Life support
 - "Loaded" Mileage (fee charged per mile for each patient transported)

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How is the Patient Billed?

- All insurance options are exhausted
- Three "Billing Letters" are issued
- An adjustment application is reviewed
 - Ability to Pay (Sliding scale benefit)
 - Follow Board Revenue Guidelines for remaining balance

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What does this MEAN?

The patient has already paid for the ambulance transport through...

- **Auto Insurance Premium**
- **Medicare/Medicaid**
- **Other Health Insurance Policies**
- **Subscription Program**
- **An important Goal Is To Bill the patient as a LAST RESORT!**

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Subscription Option

- Known as "EMS Passport"
 - Designed for those who do not have sufficient medical insurance or feel that this option may be more cost effective than a co-pay requirement
 - Annual fee (less than \$100)
 - Covers all residents of the household listed on the application
 - Non-Residents and other – (an annual fee per individual)

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What Will the Impact be on the Volunteer Programs?

- Research has shown that volunteers are concerned about how they will be perceived by the public
- Historical data indicates minimal impact on contributions
- Many localities have agreed to reimburse documented lost funding to the volunteer agencies

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Allowable Rates

- Patients in need of medically necessary ambulance transportation may be charged according to the type of service they receive.
 - Basic Life Support –
 - Advanced Life Support – Level I -
 - Advanced Life Support – Level II -
 - Patient Loaded Mileage –
 - No charge if patient is evaluated and not transported.
 - Optional charges such as oxygen delivery and evaluation fees will not be charged.

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Recommendations

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Revenue Recovery

- **At no time will a citizen or visitor be denied emergency medical care based on their ability to pay!**

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Patient Insurance Expenses

- Medicaid
 - Will reimburse a flat rate, based on loaded mileage, for emergency ambulance transportation
 - reimbursement is considered payment in full
 - No co-payment requirement
- Medicare
 - The majority of Medicare patients have Medicaid or a supplemental insurance coverage which would require no co-payment expense from the patient
 - Medicare patients without secondary or supplemental insurance may require a co-payment expense from the patient

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Financial Hardship

- For citizens who do not have insurance and can demonstrate financial hardship, an ability-to-pay scale will be used to determine the amount of the bill they are responsible for paying.
 - This scale will follow established County policy.

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Volunteer Fire Department and Rescue Squad

- The Volunteer Fire Department and Rescue Squad will be encouraged to sign an agreement with the County to participate in, and benefit from, the revenue recovery process.
- Reimburse volunteers for any loss of donations which occur as documented by a third party audit.
- The revenue recovery system will help defray the replacement costs of:
 - ambulances
 - Equipment

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Eligibility Maintained

- Revenue recovery will not remove eligibility to:
 - Four-for-Life funds returned to locality
 - Participate in Rescue Squad Assistance Fund (RSAF) Grant process
 - Participate in hospital supply exchange programs

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Future Needs

- Staffing
- Additional ambulances
- Upgrade/replacement of ambulances and other technology
- On-going training expenses

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Community Information Plan

- Conduct briefings for career and volunteer staff
- Conduct public informational meetings in each voting district
- Conduct media campaign

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Getting the Message Out

- Will provide information on Revenue Recovery program to community through a variety of media opportunities
 - Print and video media
 - County web site
 - Channel 48 – Local Government channel
 - Public Informational Meetings
 - Presentations to local civic groups
 - Lions
 - Rotary
 - Kiwanis
 - Use of County Communications Office assets
 - FYI Newsletter
 - Neighborhood Connections

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The Service Remains the Same

**Regardless of their
Insurance Coverage
or their Ability to
Pay!**



A 911 Call is Received..



EMS Units Respond, Treat & Transport



Patients are quickly delivered to hospital

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Questions
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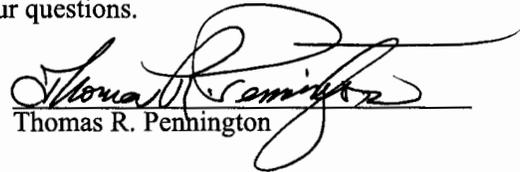
MEMORANDUM

DATE: September 28, 2004
TO: The Board of Supervisors
FROM: Thomas R. Pennington, Director, Information Resources Management
SUBJECT: IRM Update

James City County has made significant investments in Information Technology and related disciplines in order to leverage automation for productivity and to meet legal requirements. Periodic briefings to the Board furnish an opportunity for due diligence as well as a look into issues that most concern staff and Board alike. This session provides a look at the impact of moving most of the Division to new facilities, major Division accomplishments for the past year, a brief check of recent organizational changes at the State that may affect us, and a report on the status and outlook for our primary intra-County voice and data communications highway.

To promote interaction, slides will consist mainly of maps, diagrams, and photographs. A presentation of the fiber network's utility and prospects will be supported with handouts at the meeting. The presentation will close with a brief discussion of plans to evolve our software architecture over the long term to a more easily adaptable web service orientation.

You are invited to interrupt the presentation at any time with your questions.


Thomas R. Pennington

TRP/
IRMTechUpdate.mem