

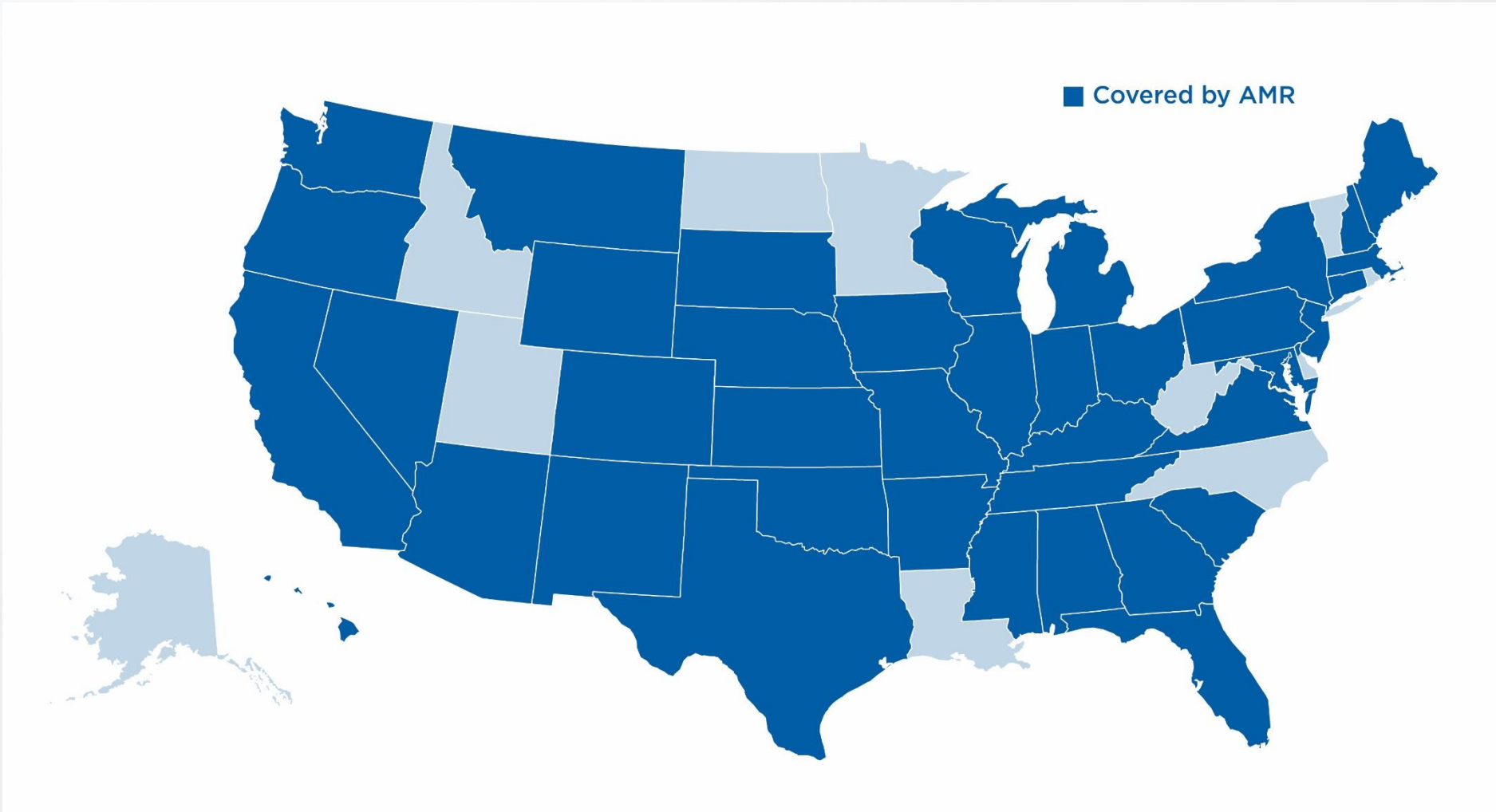


EXCLUSIVE OPERATING AREA
EMERGENCY MEDICAL
AMBULANCE SERVICES

AMBULANCE CONTRACT



AMR LOCATIONS



NEIGHBORING COUNTIES SERVICED BY AMR

Contra Costa County

Santa Cruz County

Napa County

SANTA CLARA COUNTY

Marin County

Monterey County

San Joaquin County

Stanislaus County

San Mateo County

City and County of San Francisco

Sonoma County

BACKGROUND

- AMR has been the 911 ambulance provider in San Benito County since the early 90s
- Performance & compliance continuously met or exceeded all contractual requirements

5-YEAR CONTRACT

- July 1, 2021 – June 30, 2026
- Contract may be extended for up to two additional 30-month periods

AMBULANCE COVERAGE & DEPLOYMENT

Medic 81 – Hollister Unit
24/7 365 days a year



Medic 82 – San Juan Unit
24/7 365 days a year



Unit 83

36 hours per week, 12-hour shifts, between the hours of 0800-2200
to include Saturdays, Sundays & Holidays



RESPONSE TIME COMPLIANCE

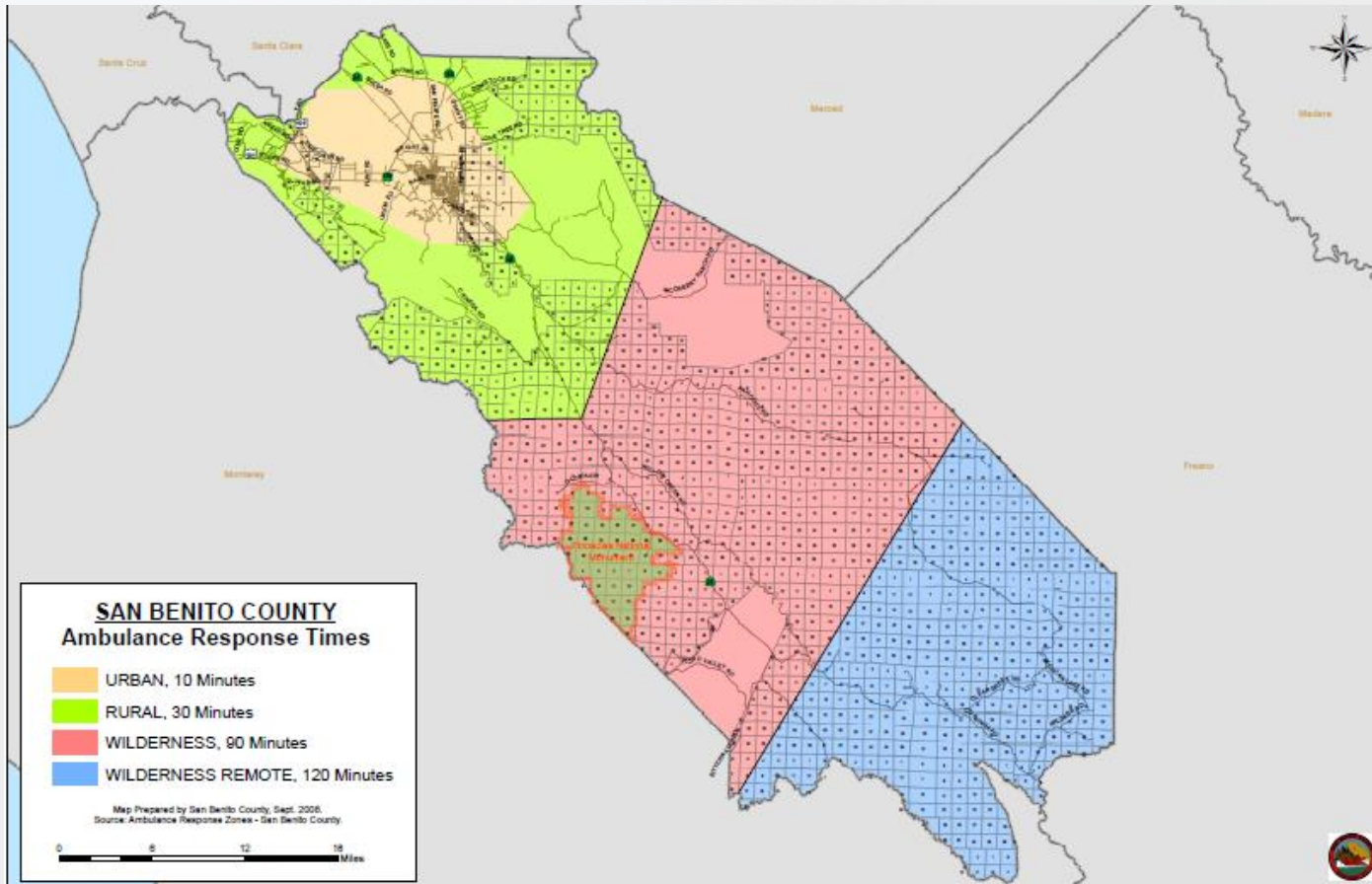
Urban – 10 Minute Response Time

Rural – 30 Minute Response Time

Wilderness – 90 Minute Response Time

Wilderness Remote – 120 Minute Response Time

ZONES — URBAN, RURAL, WILDERNESS, WILDERNESS REMOTE



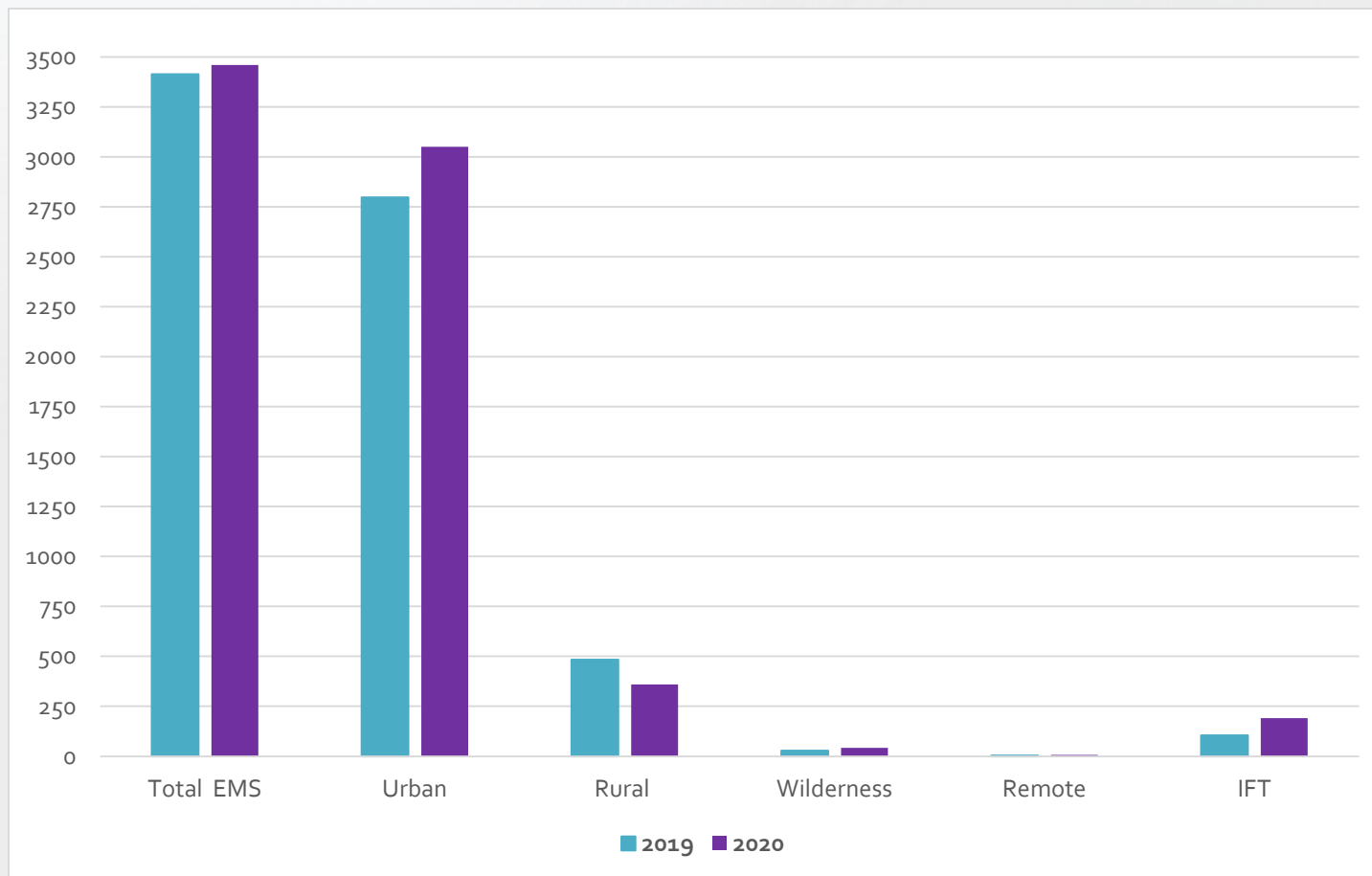
2020 CALL VOLUME & COMPLIANCE

Urban Zone	3,050
Rural Zone	360
Wilderness	42
Wilderness Remote	<u>7</u>
	3,459

96.06%
Compliant in
all Zones in
2020

CALL VOLUME COMPARISON

2019 vs. 2020



CQI MANAGEMENT

- AMR will provide an online compliance utility called FirstWatch/FirstPass
 - Automates the process of compliance, exemption requests, real-time system dashboards, QI/QA, and report creation
 - Interfaces with SCR911 for all CAD data
 - Automatically reviews every Patient Care Report (PCR)
 - Increases system efficiency
 - Ultimately providing better care for patients by identifying areas where improvement is needed



VEHICLE REQUIREMENTS

- AMR to provide three (3) new ALS-ready ambulances for front-line use within six months of new contract
- Two of the current ambulances with the lowest miles will be used as reserve ambulances

TRANSPORT RATES

Base Rate	\$3,488.70
Emergency	\$247.93
Oxygen	\$247.93
Per Mile	\$74.01

FEE FORGIVENESS PROGRAM & COMPASSIONATE CARE PROGRAM

- **Fee Forgiveness Program**
 - Reduced cost ambulance services to patients who are uninsured or underinsured
 - 50% waiver of the remaining balance in the guarantor establishes a 12-month payment plan
 - 80% waiver of the remaining balance if the guarantor makes payment in full within 30 days
- **Compassionate Care Program**
 - Based off the guarantor's income for the previous year, less medical expenses, if equal or less than 200% of the federal poverty level based on household size
 - Patient could receive a discount of 20% up to 100% of full charges

MEMBERSHIP PROGRAM

- Working with AMR to develop an Annual Membership Program for the citizens of San Benito County
- Membership Program benefits apply to medically necessary ambulance service provided by AMR in San Benito County
- Annual Membership
- Anticipate presenting to the Board within 24-months

INSURANCE PAYOR MIX

Government Payors	73%
Commercial Insurance	13%
Self-Pay	2%
No-Pay	10%
Contracts	<u>2%</u>
	100%

TRANSPORT REIMBURSEMENT RATE

- Government Payors net revenue per transport
 - Medicare - \$478
 - MediCal - \$331
- Self-Pay includes any payments directly from the patient, which also includes Fee Forgiveness (a rate discounted greater than 50%) or any discounted payment plan
- No-Pay is the grouping on any unpaid trips via insurance or self-pay collected by a collection agency
- Contracts are normally Kaiser transports

SUBSIDY – CURRENTLY

Current model was based on a 5-year contract.

Year 1: \$ 15,000 (2019)

Year 2: \$ 49,800

Year 3: \$ 90,700

Year 4: \$132,600

Year 5: \$178,600

EMS FUNDING

CSA 36

- Benefit Assessment Unit is charged countywide
- Funds are used for the essential services of the EMS Agency
- \$20.00 per unit charged (max. rate)

PROJECTIONS & SYSTEM FUNDING CALCULATIONS

2021 Projections

Revenue	2,198,297
Expenses	<u>2,223,074</u>
Income/(loss) from operations before taxes	(24,777)

Subsidy Calculations

Income/(loss) from operations before taxes	(24,777)
Allowable profit (7% of net revenue)	153,881
Subsidy required to achieve allowable profit	178,658

PROJECTIONS & SYSTEM FUNDING CALCULATIONS

Assumptions

- Payer mix unchanged from 2020
- Normal wage increases included in expenses
- Most expense estimates assume reductions from 2020

PROJECTIONS & SYSTEM FUNDING CALCULATIONS

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