

# COAST LIFE SUPPORT DISTRICT

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## AGENDA

### REGULAR MEETING OF THE BOARD OF DIRECTORS

>>> 4:00 PM Monday March 28, 2016 <<<

CLSD Headquarters – Bill Platt Training Room

1. Call to Order Hughes
2. Adoption of the Agenda Hughes
3. Minutes Approval – Action Hughes
  - Feb 22, 2016 regular Board of Directors Meeting
4. Privilege of the Floor – Public Comment
5. New Business – Information Caley
  - FY 17 Budget Priorities Caley
  - Revised Billing and Collections Policy
6. Old Business – Information or Action Hughes
  - JOG Update – Information – deferred – no March meeting
  - Update CLSD Short Term & Long Term Goals – Information Bower
  - Communication Committee Charter Adoption (see Feb Minutes) Action
7. Reports Caley
  - Committee Reports Beaty
    - Finance
    - a. FY16 Expenses
    - b. Wittman data (ambulance billing)
  - District Administrator Caley
    - Reminder: Brown Act webex April 7<sup>th</sup> 10 AM – 12 PM CLSD
    - Completed 11 of 15 one-on-ones with staff – Summary Action Plan will be developed when finished
    - CLSD Run Data
    - Twice in past month CLSD staffed an ambulance north r/t Garcia River flooding
    - Last month: ALS and second-out BLS staffed 100%
    - Facilities, Vehicles & Equip – no major repairs pending. New furnace working efficiently.
    - Training: Cardiac Arrest Training (CAM) – already completed by April 1<sup>st</sup> deadline including all District Fire Departments
    - CPR: Timber Cove, Ft Ross Winery, Coast Little League plus routine CLSD
    - Falls Prevention Program update - second meeting held Feb 17, 2016
    - RCMS designation status
    - Meet and greet elected officials: Assemblymember Wood (March) and Senator Mike McGuire (April)
    - Site visit to Wittman when in Sacramento
    - District Administrator Assistant position to be advertised
    - REDCOM – elected Vice-Chair for FY 17
8. Adjournment

**NEXT MEETINGS:** Scheduled Board of Director meetings are held at the Bill Platt Training Center unless otherwise noted. *The upcoming dates are: April 25<sup>th</sup>, May 23<sup>rd</sup>, June 27. The start time of the meetings is 4:00 PM.*



**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS**  
**February 22, 2016**

**Call to Order.** Director Hughes called the meeting to order at 3:30 p.m. at the Bill Platt Training Center. Present: Directors Hughes, Beaty, André, Bower, Perry (via phone) and Schwartz. Absent: Director Dodds. Also present: District Administrator Caley, Ops Manager Evan Dilks.

**Adoption of the Agenda.** Director Schwartz moved to adopt the agenda, Director Beaty seconded, all ayes.

**Approval of Minutes:**

- **January 25th, 2015 Board Minutes:** Director Schwartz moved to approve the Minutes, Director André seconded, all ayes.

**Privilege of the Floor- Public Comment - none**

**Presentation -**

**New Business – Information:**

- David Caley reported that for Q2 FY16, 100% of ALS patient charts are compliant with QA/QI process
- 

**Old Business -Information or Action:**

- **BOD meeting – Action:** After discussion of alternative times to hold the BOD meetings introduced at the January meeting, Director Schwartz moved the regular BOD meetings be moved to the 4<sup>th</sup> Monday of the month at 4 PM. Director Hughes seconded, all ayes.
- **Joint Operating Group (JOG) Update and Information.**  
David Caley reported. The last JOG meeting was held on Feb 10<sup>th</sup>:
  - Community representative Peggy Berryhill has resigned. By unanimous approval, Leslie Tittle was selected to replace her.
  - A new Memorandum of Understanding is in draft form and under review of the Agreement Comm.
  - Diane Agee updated on Urgent Care services. She stated there were fewer respiratory cases seen in January and the flu vaccine is reported to be more effective this year. Approximately 60% of the patients seen at UC are covered by Medicaid and/or Medicare. Recent increases in reimbursement per visit has resulted in increased revenue. A total of 76 patients avoided transport to a higher level of care in January 2016. In April RCMS hope to hear if they were selected for a \$100K Rural Health Association Planning Grant. Finally, ongoing challenges in pharmacy services in the area is leading RCMS to explore options to expand such services to Gualala.
  - David Caley reported ongoing development of the Community Fall Prevention Program
  - RCMS is developing the UC budget for the coming FY. Currently, it does not appear that a tax increase will be necessary.
- **Short and Long-Term Goals**  
Director Hughes discussed the STG and LTG goals and asked the Board to help define the diversity of community engagement CLSD wants to prioritize. In discussion and TBD.

**New Business – Information or Action:**

## **Reports:**

- **Communication Committee: INFORMATION:**

Director Bower presented the Communication Committee's charter:

*The Coast Life Support District Communications Committee is charged with outreach, education, and advertising of our ambulance, urgent care, training and other healthcare services provided by CLSD to diverse audiences.*

*It is the job of the committee to ensure that all communications are in keeping with the image and positioning we want to reinforce within our community. The "community" includes those who live within the district, visitors, those with whom we work (e.g., area fire departments), and those we want to influence whether it is tax payers, district supervisors, or other elected officials.*

*It will be within the Committee's purview to ensure that communications are on message, professional, and of high quality.*

Positive conversation followed. The BOD will vote to adopt in March.

Director André gave a presentation summarizing in-depth interviews conducted with a diverse slice of our community across all demographics and geographic areas. Findings realized that CLSD has very little brand equity and there is a disconnect between awareness in CLSD and Coast Life Support District. Recommendations are to launch a branding program after lengthy conversation.

- **Finance Committee:**

- Seven months into FY16 expenses are on tract with budget.
- Revenue collection running smoothly – see Wittman YTD report
- Currently we are awaiting the results of the auditor's final adjustments
- Ground Emergency Medical Transport – post audit. There is a potential liability of overpayment after 3.5 years were audited. No action has been initiated thus far.

## **District Administrator:**

- CLSD Ambulance Run Data was presented
- ALS and second-out BLS ambulance services were staffed 100% in January
- 3 new EMTs hired are over half way through probation
- Community Engagement: CLSD was vocal at the Town Hall held in Manchester regarding the Hwy 1 closures due to the Garcia River flooding. CLSD also participated in the Disaster Preparedness Forum sponsored by the Redwood Coast Chamber of Commerce on Feb 18<sup>th</sup>. It was well attended. CLSD also was present at the Community Health Fair held at the Gualala Arts Center on Feb 20<sup>th</sup>.
- Facilities – no major repairs pending. The newly installed furnace is working very effectively.
- Vehicles/Equip: All in good working order and no major issues pending.
- Pagers: purchasing/replacing 1/3 of the inventory in FY 16 and will replace the other 2/3s in FY 17.
- New Cardiac Arrest Management (CAM) training mandated by Sonoma County is being deployed for all CLSD crews and Fire Departments.
- CPR instruction provided to approximately 60 employees at PA School District.
- EMTs are rotating through RCMS UC for increased clinical experience.
- Community Fall Prevention Program held its second meeting and progressing with development.
- CLSD received an appreciation letter from a patient who received CLSD services and flown out via REACH. He was highly complimentary of our staff, the professionalism, and empathy. He and his distant family are reassured with the services available in our remote area.
- FY 17 Budget is in development.

**Next Board of Directors Meetings:**

- Monday Mar 28, 2016, 4 PM at CLSD Headquarters
- Monday April 25, 2016
- Monday May 23, 2016


• **Adjournment:**

Director Schwartz moved for adjournment at 5:20 pm, Director Hughes seconded, all ayes.

Minutes approved.

\_\_\_\_\_  
(Date)

DRAFT

	<h1>Policy &amp; Procedure</h1> <h2>COAST LIFE SUPPORT DISTRICT BILLING &amp; COLLECTIONS POLICY</h2> <p><b>DRAFT 3/11/16</b></p>	<b>FUNCTION</b> Billing & Collections
		<b>NUMBER</b>
		<b>PRIOR ISSUE</b> Last known date 2/14/11
		<b>EFFECTIVE DATE</b> TBD ~ March 2016

The following Policy covers procedures for the collection of outstanding bills for Ambulance Services provided by the Coast Life Support District (CLSD).

### 1. OVERSIGHT ROLE OF FINANCE COMMITTEE

The Board of Directors (BOD) delegates to the Finance Committee the task of monitoring CLSD's outsourced ambulance billing through Wittman Enterprises, Inc., the granting of Resident Discounts and the selection of a Collection Agency on an annual basis.

The BOD will establish a Billing Committee that will regularly review and grant payment plan requests, the timing of accounts to be turned over to the contracted collection agency services and make recommendations to the BOD on the recognition of bad debt through write-offs.

### 2. ADMINISTRATION AND PROCEDURES

The CLSD shall engage the services of Wittman Enterprises, Inc., which will conduct regular billing activity for the District's Accounts Receivable, under the supervision of the District Administrator.

It is a primary policy of the CLSD to protect the confidentiality of client's medical, financial and personal information within accepted industry and legal standards, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA).

The Billing Process begins with transport and/or field-delivered service(s) documentation forwarded from the ambulance crew, or other department, within two days from time of service, on accepted forms in conformance with all appropriate state and local agency guidelines. At minimum, this will include all required medical information necessary for accurate billing of services, and identity information of the client and

other persons/insurance carrier(s) who may be responsible for payment of services. Insurance claims should be processed within seven days from time of service, subject to the judgment of the Administration. Bills to the patient or responsible party for any remaining balance should be processed within ten days from time insurance payments (if any) have been credited, or from time of service for uninsured patients.

It is the responsibility of the client for payment of services. CLSD shall determine methods of billing, with the goal to maximize the payments received within the shortest reasonable time. The Billing Committee shall have authority and discretion to establish payment plans of up to 24 months at not interest.

The Administration will provide regular follow-up and client/insurance carrier contacts within industry-standards billing schedule periods. Appropriate record keeping procedures will be maintained in order to document the collection process for legal and BOD review. Reasonable attempts to collect amounts due should include mail correspondence and telephone contacts with the client, hospitals and clinics, insurance carriers, attorneys, estate administrators and others who may be able to assist in the collection efforts.

### 3. PAYMENT PLAN

Patients may request a payment plan on a "*Payment Plan Request*" form and submitted to the Billing committee. Those who have established a monthly payment plan will be required to contact the billing services of Wittman Enterprises, Inc. if they are unable, for any reason, to make their monthly payment. If a monthly payment is missed and the patient does not contact Wittman Enterprises, the CLSD Billing committee will determine if a late fee will be charged to the patient account. Additional late fees for missed payments may also be accrued until such time as the account is turned over for collections.

### 4. WRITE-OFFS

Definition: To write-off an account is to remove it from outstanding Accounts Receivable records.

The following criteria will determine the circumstances that will allow an account to be written off. It is the goal of these write-off criteria to have the Accounts Receivable Records accurately reflect, in total, the amounts that the CLSD can collect within the time limits of generally accepted accounting principles.

The following write-off categories are recognized:

a. STATUTORY WRITE-OFF'S

When a client is insured through Medicare, MediCal, Medicare and MediCal-assigned HMOs, Veteran's Administration, Workman's Compensation, or TRICARE, and the Administration has processed billing paperwork according to program procedures, and has received payment from that agency, then the required contractual allowance will be written-off by CLSD without BOD or FC approval.

b. RESIDENT DISCOUNT

A Resident Discount of 50% may reduce the remaining balance on an account after any third party payments. A Resident Discount must be supported by the patient providing written proof of either 1) a mailing address within the District, and/or 2) proof of property taxes paid for real estate within the District). A Resident Discount must be approved by the Billing Committee.

A Resident Discount, as defined above, may be applied to patient accounts who do not have health insurance. Patient accounts which have been granted a Resident Discount must be paid in full with 60 days of invoicing unless a Payment Plan Request has been submitted. If a Payment Plan is established, the Resident Discount will be allowed only after timely payment of each installment under the Payment Plan.

c. COLLECTIONS AGENCY

Accounts that have no significant collection or contact activity after 90 days (or sooner, at the discretion of the Administration) shall be forwarded to the designated Collection Agency and submitted to the Board of Directors for write-off. A Collection Agency will be engaged by the CLSD to provide additional efforts beyond the scope of the Administration's duties. At minimum, the Collection Agency should place nonpayment notices on the client's credit report of National Credit Reporting agencies, such as TRW, etc. The Collection Agency shall be empowered to make collections within acceptable industry standards. It will remain the responsibility of the Administration to record any activity on the client account, after having sent that account to the Collections Agency. The selection of the designated Collection Agency shall be approved by the Finance Committee, and reviewed annually.

d. NO ESTATE

In the event a patient dies and has no estate the account proceeds through normal billing and collections prior to being written off.

5. PROTESTING A CLAIM

A patient or a patient's representative can protest a claim in writing and submit to the Billing committee to determine if a discount or write-off should be applied.

6. WAIVERS OF FEES

As a public agency funded entirely by taxpayers in the District, the CLSD does not grant discounts or waiver of fees to any person except as specifically provided in paragraph 4 above.

Approved by the Board of Directors of CLSD on \_\_\_\_\_, 2016.

\_\_\_\_\_  
Richard Hughes, President



Coast Life Supr... District  
Year to Date Report

	CHARGES	MCARE WRITE DOWNS	MCAL WRITE DOWNS	OTHER CONTRACTUAL WRITE DOWNS	NET REVENUE	PAYMENTS	REFUNDS	NET RECEIPTS	BAD DEBT WRITE OFFS	OTHER WRITE OFFS	ADJUSTMENTS	NEW A/R BALANCE
MARCH '15	\$ 195,540.00	\$ 68,874.84	\$ 32,248.82	\$ -	\$ 94,416.34	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 487,775.48
APRIL '15	\$ 231,082.50	\$ 65,610.39	\$ 24,103.07	\$ -	\$ 141,369.04	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 629,144.52
MAY '15	\$ 255,607.00	\$ 93,214.57	\$ 52,569.26	\$ -	\$ 109,823.17	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 738,967.69
JUNE '15	\$ 153,464.50	\$ 114,435.98	\$ 39,389.70	\$ 230.12	\$ (591.30)	\$ 65,766.81	\$ -	\$ 65,766.81	\$ -	\$ -	\$ -	\$ 672,609.58
JULY '15	\$ 263,387.20	\$ 140,848.32	\$ 32,396.54	\$ 3,140.02	\$ 87,002.32	\$ 46,898.13	\$ -	\$ 46,898.13	\$ -	\$ -	\$ -	\$ 712,713.77
AUGUST '15	\$ 215,744.30	\$ 121,218.04	\$ 42,648.23	\$ 17,805.07	\$ 34,072.96	\$ 91,226.51	\$ -	\$ 91,226.51	\$ -	\$ -	\$ -	\$ 655,560.22
SEPTEMBER '15	\$ 250,301.80	\$ 51,311.08	\$ 23,513.03	\$ 8,058.55	\$ 167,419.14	\$ 167,485.74	\$ -	\$ 167,485.74	\$ 40,956.00	\$ -	\$ 152.92	\$ 614,690.54
OCTOBER '15	\$ 146,082.90	\$ 54,650.53	\$ 73,494.63	\$ (2,705.13)	\$ 20,642.87	\$ 63,526.44	\$ -	\$ 63,526.44	\$ -	\$ -	\$ -	\$ 571,806.97
NOVEMBER '15	\$ 124,913.00	\$ 49,950.15	\$ 61,562.00	\$ 680.95	\$ 12,719.90	\$ 83,346.78	\$ -	\$ 83,346.78	\$ -	\$ 0.50	\$ 15.00	\$ 501,194.59
DECEMBER '15	\$ 179,477.60	\$ 55,633.94	\$ 44,209.91	\$ 5,100.64	\$ 74,533.11	\$ 55,218.36	\$ -	\$ 55,218.36	\$ -	\$ 538.40	\$ -	\$ 519,970.94
JANUARY '16	\$ 238,072.40	\$ 97,509.44	\$ 60,109.94	\$ 4,155.57	\$ 76,297.45	\$ 53,232.82	\$ -	\$ 53,232.82	\$ -	\$ 730.00	\$ 7.14	\$ 542,312.71
FEBRUARY '16	\$ 145,692.60	\$ 66,384.49	\$ 35,490.56	\$ 48.87	\$ 43,768.68	\$ 46,827.68	\$ -	\$ 46,827.68	\$ -	\$ -	\$ 7.78	\$ (539,261.49)
YEAR TO DATE TOTALS	\$ 2,399,365.80	\$ 979,641.77	\$ 521,735.69	\$ 36,514.66	\$ 861,473.68	\$ 673,529.27	\$ -	\$ 673,529.27	\$ 40,956.00	\$ 1,268.90	\$ 182.84	
YTD PERCENTAGE OF REVENUE		40.83%	21.74%	1.52%	35.90%	28.07%	0.00%	28.07%	1.71%	0.05%	0.02%	
YTD PERCENTAGE OF NET REVENUE								78.18%				

## CLSD RUN DATA for the PRECEDING 12 MONTHS

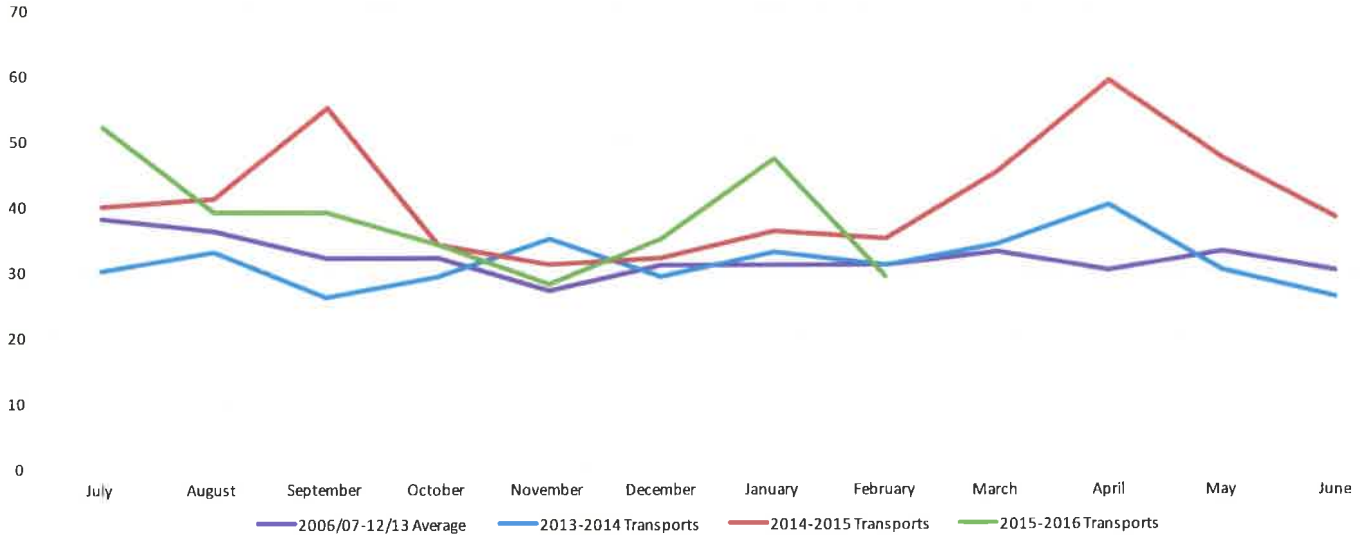
MONTH MOST CURRENT ON TOP	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LANDING		DRY RUN		T&R		TO RCMS		FROM RCMS					
	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior				
FEB	59	66	47	48	18	22	8		11	13	0		29	35	4		12	21	10	9	1	2	0	1	2	0	1	
JAN	83	79	68	62	34	26	4		12	10	1		46	36	6		15	24	16	19	5	5	1	1	4	10	5	1
DEC	67	58	57	52	29	28	3		6	4	2		35	32	5		10	20	14	16	2	1	1	1	4	3	0	1
NOV (revised)	66	59	42	45	19	26	2		9	5	0		28	31	4		24	21	12	11	4	3	2	2	2	4	2	2
OCT	72	78	50	53	28	25	2		6	9	1		34	34	7		22	29	16	12	4	2	5	3	2	3	1	
SEPT	82	93	50	71	30	44	2		9	11			39	55	5		20	17	8	8	4		7	10	2	2		
AUG	78	75	61	61	30	31	3		9	10			39	41	10		14	15	16	14	5	5	3	3	8	4	2	
JULY	96	97	82	57	36	28	7		16	12	1		52	40	10		14	21	16	15	7	2	2	7	2	2	2	
JUNE	80		57		32				6				38				23		12		3			8				
MAY	92		73		39				8				47				28		16		4		1	7	1	1	1	
APR	93		80		45				14				59				32		18		4		4	7	1	1	1	
MAR	69		62		31				14				45				12		11		5		3	3	3	3	3	
TOTAL	937	605	729	449	371	230	31		120	74	5		491	304	51		226	168	165	104	48	15	12	4	64	36	20	4

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

CLSD AMBULANCE RUN DATA (Month/Cumulative)

Monthly Transports	July	August	September	October	November	December	January	February	March	April	May	June
2006/07-12/13 Average	38	36	32	32	27	31	31	31	33	30	33	30
2013-2014 Transports	30	33	26	29	35	29	33	31	34	40	30	26
2014-2015 Transports	40	41	55	34	31	32	36	35	45	59	47	38
2015-2016 Transports	52	39	39	34	28	35	47	29				

Monthly Transport Volume by Fiscal Years



Cumulative Transports	July	August	September	October	November	December	January	February	March	April	May	June
2006/07-12/13 Average	38	73	105	137	164	195	226	257	290	320	353	383
2013-2014 Transports	30	63	89	118	153	182	215	246	280	320	350	376
2014-2015 Transports	40	81	136	170	201	233	269	304	349	408	455	493
2015-2016 Transports	52	91	130	164	192	227	274	303				

Cumulative Transport Volume by Fiscal Years

