



To: Mayor Dodgen and Council Members
City Manager Steve Parker

From: Dale Skinner, Fire Chief

Date: May 23, 2023

Re: Service Agreement with Emergicon

The fire department has enjoyed a relationship with Change Health Care for the purpose of ambulance billing since 2017. However, due to continued the company's lack of ability to address continual problems with essential services, and poor customer relations, the City finds this is a material breach of the contract. Therefore, the department has sought other EMS billing options.

The department will continue its agreement with Change Healthcare for the management of the Texas Ambulance Supplemental Payment Program (TASPP), a State and Federally approved program to assist in receiving supplemental payments to offset losses incurred when treating and transporting Medicaid beneficiaries and uninsured patients.

The department researched several billing agencies and determined that Emergicon is best suited for the city. Emergicon is a Texas based company that only operates in Texas. The company has been in business since 2006.

Emergicon is proposing the management of billing services. The fee for billing services will be 7.5% of the collected amount. The contract will be in effect September 1, 2023.

Staff is recommending that Council authorizes the City Manager to enter into an agreement with Emergicon. Attached is the proposed contract and resolution for your consideration.

A handwritten signature in black ink, appearing to read "Dale Skinner".

Dale Skinner
Fire Chief