

Truman City Council Minutes September 12, 2023

A Truman City Council Work Session was held at the Municipal Building Fire Department meeting room on the 12th day of September, 2023 at 4:00 p.m.

Present: Mayor Jake Ebert, Councilors Chris Mosloski and Brian Nickerson.

Absent: Councilors Patty Truax and Ron Kelley.

Staff present: Utility Foreman Brent Brown, City Clerk/Treasurer Melissa Sirovy, Ambulance Director Joshua Kitzerow, Assistant Ambulance Director Matt Lange, Ambulance Captains Ramona Weihe and Barb Kubly.

Also present: None.

The purpose of the work session was to discuss ambulance billing services currently provided by EMS Management and Consultants. Business representative Beth Beik attended virtually.

Mayor Jake Ebert and Councilor Chris Mosloski arrived at 4:18 p.m.

Discussion took place regarding outstanding accounts billed by Expert Billing prior to August 2022, when EMS-MC contracted with the city for ambulance billing. Beik maintained that only bills from within the last year can be submitted. Those over one year can be sent to collections unless the person was on medical assistance. Expert Billing has additional accounts to return so they can be submitted to collection and the city attorney is contacting them to have that done.

EMS-MC has billed for the city since August 2022 and none of those unpaid bills have been sent to collections. The business changed hands and a new billing system was put in place, which Beik indicated was the reason for the lapse. Their normal policy is to send three notices, and if the bill isn't paid, it is sent to collections within 90 to 120 days. Beik advised social security numbers should be obtained to aid in collection but Lange stated ImageTrend no longer accepts that information as part of the run report. Beik was unaware and will look into that. Kitzerow asked Beik if they can provide reasons for insurance denials so if it is a problem with documentation it can be corrected going forward. She agreed to begin doing so. EMS-MC provides training for proper documentation and Beik will provide dates when that can take place. Beik was asked to verify if rates are current or if an increase is warranted, and she will do so. Other concerns discussed included runs that are getting billed multiple times and bills for their service that include a charge for corrections to previous bills as though they are for a new run. Beik will take the concerns back to her staff to correct problems and make sure the collection procedure is followed as discussed. The virtual meeting with Beik ended at 4:42 p.m. Discussion took place regarding how uncollected charges for service are impacting the financial status of the ambulance fund. Kitzerow advised the department is looking to purchase a mechanical stair chair and he was asked to bring it to the next meeting for consideration.

Motion made by Mosloski, seconded by Ebert to adjourn. All ayes – motion carried. Meeting adjourned at 5:12 p.m.

Melissa Sirovy, City Clerk/Treasurer