CORPORATION PROCEEDINGS

Lockport Municipal Building

Regular Meeting Official Record

> January 25, 2023 6:30 P.M.

Mayor Michelle M. Roman called the meeting to order.

ROLL CALL

The following Common Council members answered the roll call:

Aldermen Beakman, Swanson-Gellerson, Kantor, and Lupo. Alderman Fogle was absent.

INVOCATION

MAYOR'S UPDATE

RECESS

Recess for public input.

012523.1

APPROVAL OF MINUTES

On motion of Alderman Beakman, seconded by Alderman Kantor, the minutes of the Regular Meeting of December 14, 2022 and Special Meeting of December 19, 2022 are hereby approved as printed in the Journal of Proceedings. Ayes 4. Carried.

FROM THE MAYOR

Resignations:

01/07/2023 Gina Pasceri, resigned as Alderman at Large effective January 9, 2023.

01/10/2023 Kristin Barnard, resigned as the 5th Ward Alderman effective January 10, 2023.

Appointments:

12/20/22 Wade M. Andes, 6644 Sheetram Road, Lockport, NY – appointed to Heavy Equipment Operator for the City of Lockport Highways and Parks Department effective January 1, 2023. Said appointment is permanent and subject to the City of Lockport Municipal Civil Service Rules and Regulations.

1/3/23 Richard Clark, 289 Washington Street, Lockport, NY – appointed to the Building and Grounds Accessibility Committee effective January 1, 2023. Said term expires December 31, 2024.

1/20/23 Lisa A. Swanson-Gellerson, 86 Roby Street, Lockport, NY - appointed to Alderwoman at Large to fill unexpired term of Gina Pasceri. Said term expires December 31, 2023.

1/20/23 Margaret P. Lupo, 17 Bobolink Lane, Lockport, NY - appointed as 5th Ward Alderwoman to fill unexpired term of Kristin Barnard. Said term expires on December 31, 2023.

1/24/23 Rick Hamilton, 7068 Akron Road, Lockport, NY – re-appointed to the Plumbing Board effective December 24, 2022. Said term expires December 31, 2025.

Commissioner of Deeds: For the term of two years expiring on December 31, 2024.

- 1. Paul M. Beakman, Jr., 104 Caledonia Street, Lockport, NY 14094
- 2. Benjamin Briskey, 120 Grant Street, Lockport, NY 14094
- 3. Marco Notaro, 5251 Bridgeman Road, Sanborn, NY 14132
- 4. Daryl Bodewes, 2462 Woodthrush Court, Niagara Falls, NY 14304
- 5. Colin Ligamarri, 4210 Washington Street, Niagara Falls, NY 14305
- 6. John Jacoby 4621 Lower River Road, Lewiston, NY 14092
- 7. Paul Drabinski, 1495 Abington Place, North Tonawanda, NY 14120
- 8. Maggie Lupo, 17 Boblink Lane, Lockport, NY 14094
- 9. Doug Mooradian, 6964 Lakeside Drive, Niagara Falls, NY 14304
- 10. Anita Mullane, 93 Lindhurst Drive, Lockport, NY 14094
- 11. Douglas C. Nicholson, 22 Roosevelt Drive, Lockport, NY 14094
- 12. Jeanann Page, 532 Irving Drive, Lewiston, NY 14092
- 13. David Keegan, 3772 McKoon Avenue, Niagara Falls, NY 14305
- 14. Michelle M. Roman, 30 Cherry Street, Lockport, NY 14094
- 15. William C. Rutland, 5798 Locust Street, Lockport, NY 14094
- 16. Carla L. Speranza, 6438 Lincoln Avenue, Lockport, NY 14094
- 17. Sarah Waechter, 4791 Oakridge Lane, Lewiston, NY 14092
- 18. Tom Reynolds, 739 E. Robinson Street, North Tonawanda, NY 14120
- 19. Steve Allore, 154 Locust Street, Apt 2, Lockport, NY 14094
- 20. Adam Dickey, 324 Ward Road, North Tonawanda, NY 14120

Received and filed.

FROM THE CITY CLERK

The Clerk submitted payrolls, bills for services and expenses, and reported that the Department Heads submitted reports of labor performed in their departments. Referred to the Finance Committee.

Communications (which have been referred to the appropriate City officials)

12/7/22 Vinny Cappadora, Happily Running – request permission to conduct their Beast of Burden event on January 28-29th and August 12th-13th, 2023 at Wide Waters Marina.

12/8/22 Brooke Chavanne, Director of Coaching of Soccer Shots Buffalo – request permission to use Altro Park for their upcoming 2023 season.

12/15/22 Ed Sandusky, Vice President of Optimist Club of Lockport – request permission to conduct the 47th annual Lockport Optimist Outdoor Arts & Crafts Festival on June 24th & 25th, 2023.

1/18/23 Sarah K. Lanzo, City Clerk – notification of bids received on January 17, 2023 in response to the **RFP for Ambulance Consultation Services** are as follows:

Municipal Resources Inc.

\$150 per hour

Niagara Falls, NY

1/18/23 Sarah K. Lanzo, City Clerk - notification of bids received on January 17, 2023 in response to the **RFP for Emergency Medical Services Billing** are as follows:

AMB – Ambulance Medical Billing Med Ex Billing Inc.

7% / \$10 Per Medicaid Claim 6.8% / \$15 Per Medicaid Claim

Referred to the Committee of the Whole.

Notice of Claim:

1/19/23

Karlene D. Pratt, 143 Waterman Street, Lockport, NY

Referred to Corporation Counsel.

MOTIONS & RESOLUTIONS

012523.2

By Alderman Beakman:

Resolved, that the Finance Committee has reviewed orders in favor of the claimants for payrolls, bills, and services to be paid on January 12 and 19, 2023 as follows:

2022 Expenses General Fund Water Fund Sewer Fund Capital Projects Refuse Fund Self-Insurance Community Devel.	Fund A Fund FX Fund G Fund H Fund CL Fund MS Fund CD	\$302,735.81 \$99,841.34 \$109,020.72 \$1,493,300.85 \$189.72 \$7,400.00 \$36,700.00
	Total	- \$2,049,188.44
2023 Expenses		
General Fund	Fund A	\$190,753.16
Community Devel.	Fund CD	\$73,875.00
Refuse Fund	Fund CL	\$94,328.34
Water Fund	Fund FX	\$21,500.52
Sewer Fund	Fund G	\$23,527.85
Self-Insurance	Fund MS	\$78,462.90
Worker's Comp	Fund S	\$116,269.00
	Total	- \$598,716.77
Payroll	Pay Date	12/29 \$512,172.64
,	,	1/12: \$774,097.63
		17.12. \$7.71,007.00

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

1/26 \$511,681.66

012523.3

By Alderman Beakman:

Resolved, that the Mayor and Common Council do hereby extend congratulations and appreciation to the following City employees for their years of dedicated service to the City of Lockport:

Employee	Years of Service	<u>Title</u>
Clayton Dimmick	15	Director of Streets, Parks, & Water
Jason Dool	15	Chief Building Inspector
Ryan Magee	15	WWTP Operator
Jon Cavagnaro	5	HEO
Scott Sakellaris	5	Tree Trimmer
Christian Landry	5	Public Works Supervisor
Michele Gelnett	5	Senior Account Clerk

Seconded by Alderman Kantor and adopted. Ayes 4.

012523.4

By Alderman Swanson-Gellerson:

Resolved, that pursuant to their request, Soccer Shots Buffalo is hereby granted permission to conduct a Spring, Summer and Fall Soccer Program on Saturday's at Altro Park beginning April 15, 2023 through November 11, 2023, subject to Soccer Shots Buffalo filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured.

Seconded by Alderman Lupo and adopted. Ayes 4.

012523.5

By Alderman Kantor:

Resolved, that pursuant to their request, Happily Running, LLC is hereby granted permission to use the rest room facilities and pavilion at Nelson C. Goehle Wide Waters Marina on the weekends of January 28 and 29 and August 12 and 13, 2023, for the annual Winter and Summer Beast of Burden Ultra Marathons. Said permission is subject to Happily Running, LLC filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for the preparation of the restroom facilities for said event and to arrange for delivery of barricades to close off the parking lot.

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

012523.6

By Alderman Lupo:

Resolved, that permission is hereby granted the Optimist Club of Lockport to conduct their 47th Annual Lockport Optimists Arts and Crafts Festival on June 24th and 25th, 2023 from 10:00 A.M. until 5:00 P.M. (street closing from 8:00 A.M. until 7:00 P.M.) with the following provisions:

(1) The Lockport Optimist Club shall issue exhibitor's permits to arts and crafts exhibitors, vendors and peddlers, and to insure public safety and order and to avoid overcrowding of the exhibit areas, no other exhibits, displays, vendors or peddlers shall be permitted within the show area, whether located on public or

- private property, and the Lockport Optimist Club shall enforce this ban with the cooperation of the Lockport Police Department.
- (2) The Lockport Optimist Club shall obtain the required operating permits for the mobile food vehicles
- (3) The Police Department is hereby directed to enforce the removal of all concessionaires, vendors, or peddlers from the show area not possessing an exhibitor's permit.
- (4) The show area shall include the blocks on Main Street from Washburn Street west to Saxton Street and Market Street from Main Street north to Chestnut Street.
- (5) The Lockport Optimist Club shall file a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and the approval of the Corporation Counsel, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for delivery and pick-up of City barricades and trash receptacles as needed, and be it further

Resolved, that permission is granted the Optimist Club to use the Police Garage for storage of a golf cart overnight on Friday and Saturday night, June 24th and 25th subject to the approval of the Chief of Police.

Seconded by Alderman Kantor and adopted. Ayes 4.

012523.7

By Alderman Swanson-Gellerson:

Resolved, that pursuant to their request, The Historic Palace, Inc. is hereby granted permission to conduct the 51st Annual Lockport 10 Open Road Race on Saturday, February 11, 2023. The race route will require closing East Avenue between Elm and Charles Streets; closing Elm Street for the finish of the race; and, disrupting traffic flow on Market Street from 8 am – 12:30 pm. Permission is granted subject to approval of the race route by the Police Chief and subject to The Historic Palace, Inc. filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for salting the streets in the City's portion of the race route if necessary, and to deliver barricades, cones, and "street closed" signs as required, and be it further

Resolved, that the Traffic Captain is hereby directed to arrange for police support for said event.

Seconded by Alderman Kantor and adopted. Ayes 4.

012523.8

By Alderman Beakman:

Whereas, the City of Lockport is prepared to enter into a Payment In Lieu Of Tax agreement with OAHS Urban Park Housing Development Fund Corporation (hereinafter, "OAHS") pursuant to the Public Housing Finance Law regarding the property commonly known as Urban Park Tower; and

Whereas, the Project is located within the boundaries of the City of Lockport; and

Whereas, OAHS shall agree to make payments in lieu of Real Estate Taxes ("PILOT Payments") pursuant to the this Agreement with respect to the Project; and

Whereas, the PILOT Payments contemplated by this Agreement are in lieu of Real Estate Taxes which may be payable with respect to the Project during the term of this Agreement;

Now, therefore, in consideration of the matters above recited, for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the parties, the Mayor is hereby directed and authorized to enter into the PILOT agreement with OAHS, subject to Corporation Counsel review.

- (1) The payments in lieu of taxes ("PILOT") period is to commence on January 1, 2024 (the Commencement Date), and be concurrent with the Project's use as apartment units for the community, but shall in no event exceed forty (40) years from the Commencement Date as authorized in the Public Housing Finance Law.
- (2) Beginning with the first fiscal year following the Commencement Date, and continuing through the fortieth (40th) fiscal tax year following, OAHS shall make annual payments in lieu of general real estate taxes on the property located at 77 Main Street, Lockport, commonly known as Urban Park Tower, in the amount of \$61,353.00 with a two percent (2%) annual escalation. Such payments shall be due and payable on January 1st of each year.
- (3) In the event of a default in payment of the PILOT agreement contemplated by this resolution, the City shall retain all rights afforded it under law and the PILOT Agreement.

Seconded by Alderman Lupo and adopted. Ayes 4.

012523.9

By Alderman Swanson-Gellerson:

Resolved, that pursuant to their request, permission is hereby granted to Niagara Hospice to conduct the 10th Annual Hospice Gran Fondo Bike Ride, on Saturday, August 5, 2023 beginning at 7 a.m., subject to approval of the race route by the Police Chief; and be it further

Resolved, permission include the barricading of West Jackson Street to through traffic, from Plank Road to Niagara Street, from 7am until 1pm; and be it further

Resolved, that the Director of Streets, Parks and Water Distribution is hereby authorized and directed to arrange for delivery of barricades, cones and 'street closed' signs as required; and be it further

Resolved, that Niagara Hospice send a letter to affected residents informing them of the race and the closure of West Jackson to through traffic; and be it further

Resolved, that Niagara Hospice file a certificate of insurance with the City Clerk naming the City of Lockport as additional insured.

Seconded by Alderman Lupo and adopted. Ayes 4.

012523.10

By Alderman Lupo:

Whereas, in resolution 121922.2, the Common Council approved in-house ambulance services:

Whereas, said resolution included \$125,000 in FY 2023 funding for ambulance consultation services, to be primarily focused on the implementation of the first-year revenue

cycle, third-party insurance contract negotiation, and other aspects of operations to make ambulance services as effective and efficient as possible;

Where the City distributed a Request for Proposals (RFP) and collected one bid from Municipal Resources Inc. for a fee of \$150 per hour;

Now therefore be it resolved that the Mayor is hereby authorized to enter into an agreement with Municipal Resources Inc for an annual cost not to exceed the budgeted allocation.

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

012523.11

By Alderman Lupo:

Whereas, in resolution 121922.2, the Common Council approved in-house ambulance services:

Whereas, said resolution included \$53,219 in FY 2023 funding for emergency service billing service, which is a third party group that would assume billing responsibilities for the City's ambulance operations;

Where the City distributed a Request for Proposals (RFP) and collected two bids: MedEx Billing Inc for 6.8% of revenue / \$15 per Medicaid claim (estimated total of \$52,040 for the year) and Ambulance Medical Billing for either (1) 7% of revenue / \$10 per Medicaid claim (estimated total of \$49,234 for the year) or (2) \$19.50 per claim of any type (for an estimated annual total of \$44,226);

Where the City's Fire Chief and Director of Finance have reviewed the bids and recommends proceeding with MedEx Billing Inc. for their local expertise, professional experience, financial reporting capabilities, and recommendation from provided resources;

Now therefore be it resolved that the Mayor is hereby authorized to enter into an agreement with MedEx Billing Inc..

Seconded by Alderman Kantor and adopted. Ayes 4.

012523.12

By Alderman Kantor:

Whereas, 4th Generation Construction Inc., a contractor for the City's GIGP capital project, damaged a street clock located at 50 Main Street at an estimated damage of \$31,000;

Whereas, 4th Generation Construction Inc.'s insurance carrier, Wesco Insurance Co, has issued the City \$31,000 to cover the costs associated to this damage in claim number 3567192-1 with vendor "Essence of Time" on 6672 East Canal Road;

Now therefore be it resolved that the FY 2023 General Fund is hereby amended as follows:

Increase

Revenue

A.0000.32680 Insurance Recoveries

\$31,000

Expenditures

A.5182.54050

Equipment Maintenance and Repair

\$31,000

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

012523.13

By Alderman Beakman:

Resolved, that the Mayor and Common Council do hereby extend condolences to the family of Paul "Ollie" Oliver, a former laborer in the City of Lockport at Water Distribution, employed from 1972 – 1997, who recently passed away.

Seconded by Alderman Lupo and adopted. Ayes 4.

012523.14

By Alderman Beakman:

Resolved, that the Mayor and Common Council do hereby extend condolences to the family of Chuck Sattler, a former Heavy Equipment Operator with the City of Lockport Water Department from 1981 – 2004, who recently passed away.

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

012523.15

By Alderman Beakman:

Resolved, that the Mayor and Common Council do hereby extend condolences to the family of Wayne Carpenter, a former laborer with the City of Lockport Highways and Parks Department from 1972 – 1998, who recently passed away.

Seconded by Alderman Swanson-Gellerson and adopted. Ayes 4.

012523.16

ADJOURNMENT

At 7:02 P.M. Alderman Beakman moved the Common Council be adjourned until 6:30 P.M., Wednesday, February 8, 2023.

Seconded by Alderman Kantor and adopted. Ayes 4.

SARAH K. LANZO City Clerk

CITY OF LOCKPORT CORPORATION PROCEEDINGS

Lockport Municipal Building

Regular Meeting
Official Record

January 25, 2023 6:30 P.M.

Mayor Michelle M. Roman called the meeting to order.

ROLL CALL

The following Common Council members answered the roll call:

Aldermen Beakman, Devine, Fogle, Swanson-Gellerson, Kantor, and Lupo.

INVOCATION

MAYOR'S UPDATE

RECESS

Recess for public input.

012523.1

APPROVAL OF MINUTES

On motion of Alderman Beakman, seconded by Alderman ______, the minutes of the Regular Meeting of December 14, 2022 and Special Meeting of December 19, 2022 are hereby approved as printed in the Journal of Proceedings. Ayes _____. Carried.

FROM THE MAYOR

Resignations:

01/07/2023 Gina Pasceri, resigned as Alderman at Large effective January 9, 2023.

01/10/2023 Kristin Barnard, resigned as the 5th Ward Alderman effective January 10, 2023.

Appointments:

12/20/22 Wade M. Andes, 6644 Sheetram Road, Lockport, NY – appointed to Heavy Equipment Operator for the City of Lockport Highways and Parks Department effective January 1, 2023. Said appointment is permanent and subject to the City of Lockport Municipal Civil Service Rules and Regulations.

1/3/23 Richard Clark, 289 Washington Street, Lockport, NY – appointed to the Building and Grounds Accessibility Committee effective January 1, 2023. Said term expires December 31, 2024.

1/20/23 Lisa A. Swanson-Gellerson, 86 Roby Street, Lockport, NY - appointed to Alderwoman at Large to fill unexpired term of Gina Pasceri. Said term expires December 31, 2023.

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Commissioner of Deeds: For the term of two years expiring on December 31, 2024.

- 1. Paul M. Beakman, Jr., 104 Caledonia Street, Lockport, NY 14094
- 2. Benjamin Briskey, 120 Grant Street, Lockport, NY 14094
- 3. Marco Notaro, 5251 Bridgeman Road, Sanborn, NY 14132
- 4. Daryl Bodewes, 2462 Woodthrush Court, Niagara Falls, NY 14304
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- 19. Steve Allore, 154 Locust Street, Apt 2, Lockport, NY 14094
- 20. Adam Dickey, 324 Ward Road, North Tonawanda, NY 14120

Received and filed.

FROM THE CITY CLERK

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12/8/22 Brooke Chavanne, Director of Coaching of Soccer Shots Buffalo – request permission to use Altro Park for their upcoming 2023 season.

12/15/22 Ed Sandusky, Vice President of Optimist Club of Lockport – request permission to conduct the 47th annual Lockport Optimist Outdoor Arts & Crafts Festival on June 24th & 25th, 2023.

Sarah K. Lanzo, City Clerk - notification of bids received on January 17, 2023 in 1/18/23 response to the RFP for Emergency Medical Services Billing are as follows:

Municipal Resources Inc.

\$150 per hour

Niagara Falls, NY

Sarah K. Lanzo, City Clerk - notification of bids received on January 17, 2023 in 1/18/21 response to the RFP for Ambulance Consultation Services are as follows:

> AMB - Ambulance Medical Billing Med Ex Billing Inc.

7% / \$10 Per Medicaid Claim 6% / \$15 Per Medicaid Claim

Referred to the Committee of the Whole.

Notice of Claim:

1/19/23

Karlene D. Pratt, 143 Waterman Street, Lockport, NY

\$302 735.81

Referred to Corporation Counsel.

MOTIONS & RESOLUTIONS

012523.2

By Alderman Beakman:

Resolved, that the Finance Committee has reviewed orders in favor of the claimants for payrolls, bills, and services to be paid on January 12 and 19, 2023 as follows:

2022	Expenses
Gene	ral Fund

Ocheral Fullu	i unu / t	ΨΟΟΣ, 1 ΟΟ.Ο 1	
Water Fund	Fund FX	\$99,841.34	
Sewer Fund	Fund G	\$109,020.72	
Capital Projects	Fund H	\$1,493,300.85	
Refuse Fund	Fund CL	\$189.72	
Self-Insurance	Fund MS	\$7,400.00	
Community Devel.	Fund CD	\$36,700.00	
•	Tota	ıl - \$2,049,188.44	
2023 Expenses			
General Fund	Fund A	\$190,753.16	
Community Devel.	Fund CD	\$73,875.00	
Refuse Fund	Fund CL	\$94,328.34	. *
Water Fund	Fund FX	\$21,500.52	
Sewer Fund	Fund G	\$23,527.85	
Self-Insurance	Fund MS	\$78,462.90	
Worker's Comp	Fund S	\$116,269.00	
•	Tota	ıl - \$598,716.77	

Fund A

Payroll

Pay Date 12/29 and 1/12: \$512,172.64 Pay Date 1/26

Seconded by Alderman SNM SM Gellasm and adopted. Ayes 4

\$511,681.66

012523.3

By Alderman Beakman:

Resolved, that the Mayor and Common Council do hereby extend congratulations and appreciation to the following City employees for their years of dedicated service to the City of Lockport:

. Emp	oloyee Y	ears of Service	<u>Title</u>
Clayton Dir		15	Director of Streets, Parks, & Water
Jason Doo		15	Chief Building Inspector
Ryan Mage		15	WWTP Operator
Jon Cavag		5	HEO
Scott Sake		5	Tree Trimmer
Christian L		5	Public Works Supervisor
Michele Ge		5	Senior Account Clerk
Sec	onded by Alderman	Kantor	and adopted. Ayes

012523.4

By Alderman SNANSON-Gellerson

Resolved, that pursuant to their request, Soccer Shots Buffalo is hereby granted permission to conduct a Spring, Summer and Fall Soccer Program on Saturday's at Altro Park beginning April 15, 2023 through November 11, 2023, subject to Soccer Shots Buffalo filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured.

Seconded by Alderman and adopted. Ayes	Seconded by Alderman	LUPO	and adopted. Ayes <u>4</u>	
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012523.5

Resolved, that pursuant to their request, Happily Running, LLC is hereby granted permission to use the rest room facilities and pavilion at Nelson C. Co. I hereby granted Marina on the weekends of January 28 and 29 and August 12 and 13, 2023, for the annual Winter and Summer Beast of Burden Ultra Marathons. Said permission is subject to Happily Running, LLC filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for the preparation of the restroom facilities for said event and to arrange for delivery of barricades to close off the parking lot.

Seconded by Alderman S	swanson-	and adopted. Ayes <u>-</u> +
	Gellerson	

012523.6

By Alderman LUPO

Resolved, that permission is hereby granted the Optimist Club of Lockport to conduct their 47th Annual Lockport Optimists Arts and Crafts Festival on June 24th and 25th, 2023 from 10:00 A.M. until 5:00 P.M. (street closing from 8:00 A.M. until 7:00 P.M.) with the following provisions:

The Lockport Optimist Club shall issue exhibitor's permits to arts and crafts (1) exhibitors, vendors and peddlers, and to insure public safety and order and to avoid overcrowding of the exhibit areas, no other exhibits, displays, vendors or peddlers shall be permitted within the show area, whether located on public or

private property, and the Lockport Optimist Club shall enforce this ban with the cooperation of the Lockport Police Department.

- (2) The Lockport Optimist Club shall obtain the required operating permits for the mobile food vehicles
- (3) The Police Department is hereby directed to enforce the removal of all concessionaires, vendors, or peddlers from the show area not possessing an exhibitor's permit.
- (4) The show area shall include the blocks on Main Street from Washburn Street west to Saxton Street and Market Street from Main Street north to Chestnut Street.
- (5) The Lockport Optimist Club shall file a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and the approval of the Corporation Counsel, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for delivery and pick-up of City barricades and trash receptacles as needed, and be it further

Resolved, that permission is granted the Optimist Club to use the Police Garage for storage of a golf cart overnight on Friday and Saturday night, June 24th and 25th subject to the approval of the Chief of Police.

Seconded by Alderman	Kantor	and adopted. Ayes	4	- 3
Occombod by Machinan				

012523.7 By Alderman SNAMSON-Glierson

Resolved, that pursuant to their request, The Historic Palace, Inc. is hereby granted permission to conduct the 51st Annual Lockport 10 Open Road Race on Saturday, February—HP 11, 2023. The race route will require closing East Avenue between Elm and Charles Streets; closing Elm Street for the finish of the race; and, disrupting traffic flow on Market Street from 8 am – 12:30 pm. Permission is granted subject to approval of the race route by the Police Chief and subject to The Historic Palace, Inc. filing a certificate of insurance with the City Clerk naming the City of Lockport as additional insured, and be it further

Resolved, that the Director of Streets and Parks is hereby authorized and directed to arrange for salting the streets in the City's portion of the race route if necessary, and to deliver barricades, cones, and "street closed" signs as required, and be it further

Resolved, that the Traffic Captain is hereby directed to arrange for police support for said event.

Seconded by Alderman Kanton and adopted. Ayes 4.

012523.8 By Alderman Beakman

Whereas, the City of Lockport is prepared to enter into a Payment In Lieu Of Tax agreement with OAHS Urban Park Housing Development Fund Corporation (hereinafter, "OAHS") pursuant to the Public Housing Finance Law regarding the property commonly known as Urban Park Tower; and

Whereas, the Project is located within the boundaries of the City of Lockport; and

Whereas, OAHS shall agree to make payments in lieu of Real Estate Taxes ("PILOT Payments") pursuant to the this Agreement with respect to the Project; and

Whereas, the PILOT Payments contemplated by this Agreement are in lieu of Real Estate Taxes which may be payable with respect to the Project during the term of this Agreement;

Now, therefore, in consideration of the matters above recited, for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the parties, the Mayor is hereby directed and authorized to enter into the PILOT agreement with OAHS, subject to Corporation Counsel review.

- (1) The payments in lieu of taxes ("PILOT") period is to commence on January 1, 2024 (the Commencement Date), and be concurrent with the Project's use as apartment units for the community, but shall in no event exceed forty (40) years from the Commencement Date as authorized in the Public Housing Finance Law.
- + Assessors + Comm. Dev. + Cleasurer + Gnance
- (2) Beginning with the first fiscal year following the Commencement Date, and continuing through the fortieth (40th) fiscal tax year following, OAHS shall make annual payments in lieu of general real estate taxes on the property located at 77 Main Street, Lockport, commonly known as Urban Park Tower, in the amount of \$61,353.00 with a two percent (2%) annual escalation. Such payments shall be due and payable on January 1st of each year.
- (3) In the event of a default in payment of the PILOT agreement contemplated by this resolution, the City shall retain all rights afforded it under law and the PILOT Agreement.

Seconded by Alderman	LUPO	and adopted. Ayes_	4
•			

012523.9

By Alderman Sylanson-Gellerson

Resolved, that pursuant to their request, permission is hereby granted to Niagara Hospice to conduct the 10th Annual Hospice Gran Fondo Bike Ride, on Saturday, August 5, 2023 beginning at 7 a.m., subject to approval of the race route by the Police Chief; and be it further

Resolved, permission include the barricading of West Jackson Street to through traffic, from Plank Road to Niagara Street, from 7am until 1pm; and be it further

Resolved, that the Director of Streets, Parks and Water Distribution is hereby authorized and directed to arrange for delivery of barricades, cones and 'street closed' signs as required; and be it further

Resolved, that Niagara Hospice send a letter to affected residents informing them of the race and the closure of West Jackson to through traffic; and be it further

Resolved, that Niagara Hospice file a certificate of insurance with the City Clerk naming the City of Lockport as additional insured.

Seconde	ed by Alderman	Lupo	and adopted. Ayes
12523.10 By Alderman	Lulo		

Whereas, in resolution 121922.2, the Common Council approved in-house ambulance services:

Whereas, said resolution included \$125,000 in FY 2023 funding for ambulance consultation services, to be primarily focused on the implementation of the first-year revenue

cycle, third-party insurance contract negotiation, and other aspects of operations to make Where the City distributed a Request for Proposals (RFP) and collected one bid from pal Resources Inc. for a fee of \$150 per hour. ambulance services as effective and efficient as possible; Municipal Resources Inc. for a fee of \$150 per hour; Now therefore be it resolved that the Mayor is hereby authorized to enter into an agreement with Municipal Resources Inc for an annual cost not to exceed the budgeted allocation. Seconded by Alderman <u>Swanson</u> and adopted. Ayes <u>H</u>. 012523.11 By Alderman Lulo Whereas, in resolution 121922.2, the Common Council approved in-house ambulance services; Whereas, said resolution included \$53,219 in FY 2023 funding for emergency service billing service, which is a third party group that would assume billing responsibilities for the -chiefa City's ambulance operations: Where the City distributed a Request for Proposals (RFP) and collected two bids: - Finance MedEx Billing Inc for 6.8% of revenue / \$15 per Medicaid claim (estimated total of \$52,040 for the year) and Ambulance Medical Billing for either (1) 7% of revenue / \$10 per Medicaid claim (estimated total of \$49,234 for the year) or (2) \$19.50 per claim of any type (for an estimated annual total of \$44,226): Where the City's Fire Chief and Director of Finance have reviewed the bids and recommends proceeding with MedEx Billing Inc. for their local expertise, professional experience, financial reporting capabilities, and recommendation from provided resources: Now therefore be it resolved that the Mayor is hereby authorized to enter into an agreement with MedEx Billing Inc.. Seconded by Alderman _____ and adopted. Ayes _____. 012523.12 By Alderman Kantoe: Whereas, 4th Generation Construction Inc., a contractor for the City's GIGP capital project, damaged a street clock located at 50 Main Street at an estimated damage of \$31,000; Whereas, 4th Generation Construction Inc.'s insurance carrier, Wesco Insurance Co, has issued the City \$31,000 to cover the costs associated to this damage in claim number 3567192-1 with vendor "Essence of Time" on 6672 East Canal Road; Now therefore be it resolved that the FY 2023 General Fund is hereby amended as Finance follows:

Expenditures
A.5182.54050 Equipment Maintenance and Repair \$31,000

Insurance Recoveries

Increase

Revenue

A.0000.32680

Seconded by Alderman Shanson— and adopted. Ayes 4....

\$31,000

Beakman Beakman :
Resolved, that the Mayor and Common Council do nereby extend condolences to the family of Paul "Ollie" Oliver, a former laborer in the City of Lockport at Water Distribution,
employed from 1972 – 1997, who recently passed away.
Seconded by Alderman LWO and adopted. Ayes 4
By Alderman Beakman: Resolved, that the Mayor and Common Council do hereby extend condolences to the family of Chuck Sattler, a former Heavy Equipment Operator with the City of Lockport Water Department from 1981 – 2004, who recently passed away.
Seconded by Alderman <u>Swarsan</u> and adopted. Ayes 4.
By Alderman
Seconded by Alderman Swansn- and adopted. Ayes 4.
012523.16 ADJOURNMENT
At P.M. Alderman Beakman moved the Common Council be adjourned until 6:30 P.M., Wednesday, February 8, 2023.
Seconded by Alderman Kantol and adopted. Ayes 4.

SARAH K. LANZO City Clerk

CITY OF LOCKPORT COMMON COUNCIL MEETING AGENDA **REGULAR MEETING** January 25, 2023 6:00 P.M.

6:00 P.M.

Committee of the Whole Meeting

6:30 P.M.

Common Council Meeting

ROLL CALL

APPROVAL OF MINUTES

Beakman:

Approve Common Council minutes of

012523.1

December 19, 2022

COMMUNICATIONS

MOTIONS & RESOLUTIONS

Beakman:

Review bills and payrolls

012523.2

Beakman:

Congratulate employees for years of

service

012523.3

Swanson-Gellerson:

Grant permission to Soccer Shots to conduct 2023 program at Altro Park

012523.4

Kantor: Grant permission to Happily Running,

012523.5

LLC, to conduct 'Beast of Burden' Jan.

28-29 and Aug. 12-13 2023

Lupo: 0012523.6

Grant permission to the Optimist Club to conduct annual Arts & Crafts Festival

June 24th and 25th

Swanson-

Grant permission to The Palace to conduct

Gellerson:

its 51st Lockport 10 road race on February 12th

012523.7

PILOT Urban Tower Beakman:

012523.8

Swanson-

Grant permission to Niagara Hospice for

Gran Fondo bike ride August 5th Gellerson:

012523.9

Accept bid for the Emergency Medical Lupo: 012523.10

Services Billing RFP

Lupo:

Accept bid for Ambulance Consultation

012523.11 Services RFP **Kantor:** Amend budget for insurance recoveries at 50

012523.12 Main Street

Beakman: Extend condolences to the family of Paul

012523.13 "Ollie" Oliver

Beakman: Extend condolences to the family of Chuck

012523.14 Sattler

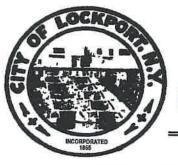
Beakman: Extend condolences to the family of Wayne

012523.15 Carpenter

ADJOURNMENT

Kantor: 012523.16

Adjourn meeting to February 8, 2023.



Office of the Mayor

LOCKPORT MUNICIPAL BUILDING One Locks Plaza Lockport, New York 14094 Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman MAYOR

December 20, 2022

TO: Common Council

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby appoint Wade M. Andes, 6644 Sheetram Road, Lockport, NY 14094 to Heavy Equipment Operator for the City of Lockport Highways and Parks Department effective January 1, 2023.

Said appointment is Permanent and subject to the City of Lockport Municipal Civil Services Rules and Regulations.

Witness by hand and the Seal of the City of Lockport this 20th day of December 2022.

Michelle M. Roman

Mayor

MMR/mal

cc: W. Andes C. Dimmick Civil Service



Office of the Lockport, New York 14094

LOCKPORT MUNICIPAL BUILDING Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman MAYOR

Mayor

January 3, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby appoint Richard Clark, 289 Washington Street, Lockport, NY 14094 to the Buildings and Grounds Accessibility Committee, effective January 1, 2023.

Said term expires on December 31, 2024.

Witness my hand and the seal of the City of Lockport, New York this 3rd day of January, 2023.

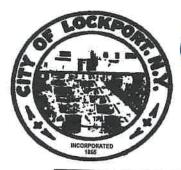
Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: R. Clark



Office of the Mayor

LOCKPORT MUNICIPAL BUILDING One Locks Plaza Lockport, New York 14094 Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman, Mayor

January 1, 2023

To: The Common Council

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby make the following appointments to the Commissioners of Deeds:

- 1. Paul M. Beakman, Jr., 104 Caledonia Street, Lockport, NY 14094
- Benjamin Briskey, 120 Grant Street, Lockport, NY 14094
- 3. Marco Notaro, 5251 Bridgeman Road, Sanborn, NY 14132
- 4. Daryl Bodewes, 2462 Woodthrush Court, Niagara Falls, NY 14304
- 5. Colin Ligamarri, 4210 Washington Street, Niagara Falls, NY 14305
- 6. John Jacoby 4621 Lower River Road, Lewiston, NY 14092
- 7. Paul Drabinski, 1495 Abington Place, North Tonawanda, NY 14120
- 8. Maggie Lupo, 17 Boblink Lane, Lockport, NY 14094
- 9. Doug Mooradian, 6964 Lakeside Drive, Niagara Falls, NY 14304
- 10. Anita Mullane, 93 Lindhurst Drive, Lockport, NY 14094
- 11. Douglas C. Nicholson, 22 Roosevelt Drive, Lockport, NY 14094
- 12. Jeanann Page, 532 Irving Drive, Lewiston, NY 14092
- 13. David Keegan, 3772 McKoon Avenue, Niagara Falls, NY 14305
- 14. Michelle M. Roman, 30 Cherry Street, Lockport, NY 14094
- 15. William C. Rutland, 5798 Locust Street, Lockport, NY 14094
- 16. Carla L. Speranza, 6438 Lincoln Avenue, Lockport, NY 14094
- 17. Sarah Waechter, 4791 Oakridge Lane, Lewiston, NY 14092
- 18. Tom Reynolds, 739 E. Robinson Street, North Tonawanda, NY 14120
- 19. Steve Allore, 154 Locust Street, Apt 2, Lockport, NY 14094
- 20. Adam Dickey, 324 Ward Road, North Tonawanda, NY 14120

Said term expires on December 31, 2024. Witness my hand and the seal of the City of Lockport, New York this day of January 2	023
Sincerely,	

Michelle M. Roman	
Mayor	

MMR/mal

Cc:

- P. Beakman
- B. Briskey
- M. Notaro
- D. Bodewes
- C. Ligamarri,
- J. Jacoby
- P. Drabinski,
- M. Lupo
- D. Mooradian
- A. Mullane
- D. Nicholson
- J. Page
- D. Keegan
- M. Roman
- W. Rutland
- C. Speranza
- S. Waechter
- T. Reynolds
- S. Allore,
- A. Dickey



LOCKPORT MUNICIPAL BUILDING Office of the Core, New York 1409

Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman MAYOR Mayor

January 19, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby accept resignation from Gina N. Pasceri, 532 Pine Street, Lockport, NY 14094 from the Alderman At Large position effective January 9, 2023.

Witness my hand and the seal of the City of Lockport, New York this 19th day of January 2023.

Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: G. Pasceri

To: Michelle Roman, Mayor

From: Gina Pasceri, Alderman-At-Large

Date:1-7-23

Re: Letter of Resignation

As of January 9th,2023, I am resigning as Alderman-At-Large for the City of Lockport.

This decision has not been easy, and it is with a heavy heart that I feel I must do so. I care very deeply for our residents, and I have strived to make the best decisions on their behalf. Our City has a rich past and I wanted to make a positive difference for its future.

Unfortunately, the work environment at City Hall has made it impossible to make progress and taken away my ability to make the best decisions for our taxpayers. I have no confidence in you nor your administration's ability to govern. I can not and will not make decisions when little to no or misinformation is provided. The lack of transparency is alarming. You perpetuate a hostile and bullying environment that I no longer choose to be a part of. The situation regarding the special meeting and the appointment of Mr. Andes has solidified my lack of confidence.

Gina N Pascefi



LOCKPORT MUNICIPAL BUILDING One Locks Plaza Onert, New York 14094 Phone (748) 4

Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman MAYOR Mayor

January 19, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby accept resignation from Kristin L. Barnard, 36 Bonner Drive, Lockport, NY 14094 from the 5th Ward Alderman position effective January 10, 2023.

Witness my hand and the seal of the City of Lockport, New York this 19th day of January 2023.

Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: K. Barnard

Molly Lawson

From:

Alderperson 5th. Ward <ward5@lockportny.gov>

Sent:

Tuesday, January 10, 2023 5:23 PM

To: Subject:

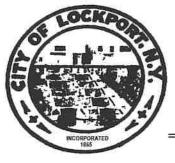
Michelle Roman Resignation

Mayor Roman,

I regret to inform you that I will be resigning from my position as 5th Ward Alderwoman due to personal reasons and ask that my privacy be respected.

I wish to terminate my position as soon as possible, but I am willing to stay until the January 25th meeting, if needed for a quorum, to ensure the City can conduct business.

Thank you, Kristin Barnard KRISTING BARRAR Sent A text to Mayor Roman Stating she was done today, meaning Tuesday, January 10th Juesday,



Office of the

LOCKPORT MUNICIPAL BUILDING
One Locks Plaza
Lockport, New York 14094
Phone (716) 439-6665
Fax (716) 439-6668

Michelle M. Roman MAYOR Mayor

January 20, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby appoint Lisa A. Swanson-Gellerson, 86 Roby Street, Lockport, NY 14094 to fill the unexpired term of Gina Pasceri for Alderman At Large effective January 20, 2023.

Said term expires on December 31, 2023.

Witness my hand and the seal of the City of Lockport, New York this 20th day of January 2023.

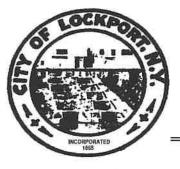
Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: L. Swanson-Gellerson



Office of the Lockport, New York 14094

LOCKPORT MUNICIPAL BUILDING Phone (716) 439-6665 Fax (716) 439-6668

Michelle M. Roman MAYOR

Mayor

January 20, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby appoint Margaret P. Lupo, 17 Bob-olink Lane, Lockport, NY 14094 to fill the unexpired term of Kristin Barnard for fifth ward Alderman effective January 20, 2023.

Said term expires on December 31, 2023.

Witness my hand and the seal of the City of Lockport, New York this 20th day of January 2023.

Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: M. Lupo



Office of the Lockport, New York 14094

LOCKPORT MUNICIPAL BUILDING
One Locks Plaza
Lockport, New York 14094
Phone (716) 439-6665
Fax (716) 439-6668

Michelle M. Roman MAYOR Mayor

January 24, 2023

To Common Council:

Under and by virtue of the authority conferred on me by the Charter of the City of Lockport, New York, I, Michelle M. Roman, Mayor of said City, do hereby reappoint Rick Hamilton, 7068 Akron Road, Lockport, New York, 14094 to the Plumbing Board.

Said term expires on December 31, 2025.

Witness my hand and the seal of the City of Lockport, New York this 24th day of December, 2022.

Sincerely,

Michelle M. Roman

Mayor

MMR/mal

Cc: R. Hamilton

CITY OF LOCKPORT, NEW YORK



LOCKPORT MUNICIPAL BUILDING ONE LOCKS PLAZA LOCKPORT, NY 14094

OFFICE OF CITY CLERK

Sarah K. Lanzo, City Clerk
Abbey Jo Polichette Dep. City Clerk/Registrar of Vital Statistics

Office (716)439-6676 Fax (716)439-6702

TO:

Greater Niagara Newspapers

WLVL Radio

The Buffalo News

LCTV

FROM:

Sarah K. Lanzo, City Clerk

DATE:

January 9, 2023

RE:

Municipal Building Closing - January

Please be advised the Lockport Municipal Offices will be closed on Monday, January 16, 2023 in observance of Martin Luther King Day.

There will be no change in the garbage pickup schedule.

CC:

Mayor

Claim

JAN 19 2023

TO: City of Lockport

FROM: Karlene D Pratt, 143 Waterman St Lockport NY 14094

CITY CLERK OFFICE

DATE: 01/12/2023

Re: notice of defect

I am sending a letter addressing a notice of defect of a tree in front of 143 Waterman St.

I have included pictures of the damage.

I have sent letters regarding notice of defect for the same tree(s) causing damage dated 12/15/2018 and 12/31/2021.

Damage of this incident include gutter downspout, china glaze siding and electrical service line from top of house to meter box. Total dollar amount of electrical line and downspout repair is \$350.00. Please make check payable to Karlene D Pratt, 143 Waterman St, Lockport NY 14094.

I look forward to a speedy removal of this tree so that my house and neighbors' homes can avoid further damage and a safer neighborhood.

Thank you,

Karlene D Pratt

Karle St hat

I HEREBY CERTIFY that the persons named	in this payroll are employed solely in and have	actually performed the duties of positions and	ample project for the period for the

Pay Day Register

in this payro

		s payroll ar ally perform	in this payroil are employed solely in and have actually performed the diffies of positions and	m		72/22/27 - 12/09/22 - 12/22/27	(121 - 67)	2012
	emp	employments indicated	dicated for the period ending			ייים	2/	27.76
	is ar	12 32 22 PAID of saperoved at dollars.	=	1 1		ğ.	ספורוו לבטי	0777
Hours Description	Hours	Gross	Withholdings and Deductions	i. I	Gross Base	Benefits	Gros	Gross Base
207A Disability - 207A Disability	240,0000	3,158.00	Gross V	512,172.64				
BERV - Bereavement	88,0000	1,902.97	Imputed Income			Workers' Comp		Gross Base
CMPE 1.0 - Comp Earned @ 1.0	365,8750	<u>6</u>	Federal	57,428.12	482,789.31	Workers Compensation - General 25,3		402,107.69
CMPU - Comp Time Used	218.2500	7,427.08	FICA	30,944.36	499,103.74	Workers Compensation - Sewer 2,6		39,294.21
COVID - CORONA VIRUS HOUR	68,0000	1,776.09	Medicare	7,236.75	499,103.74	Workers Compensation - Water 2,5	4	40,969.76
EDAY - Extra Day	176,0000	6,267.28	New York State	23,938.52	482,330,53	Workers Compensation 50% 1,2	1,218.75 8,	8,487,18
FHDB - Floating Holiday Buy Out	40,0000	1,952.70	457 % Deduction	4,953.27	62,647.50	PL 02 L 10	,,,	
FHDU - Floating Holiday Used	908,0000	25,578,63	457 Flat Dollar Deduction	11,819.94	00.	Direct Deposits		Amount
FMLS - FMLA Sick Used	110,0000	4,326.00	AFLAC POSTTAX	161.33	0	Alden State Bank	1,4	,465.11
HOL - Holiday	0000	9.	AFLAC PRETAX	317.56	9.	Bancorp Bank	1,1	1,515.58
OOT - Out of Title	746.7500	28,654.35	ALLSTATE POSTTAX	760.74	9.	Bank of Akron	2,7	2,256.87
OOT OT 1.5 - Out of Title OT at	9.0000	223.53	ALLSTATE PRETAX	632.70	0.	Bank of America	9'9	6,860.18
OT 1.0 - Overtime at Straight 1.0	35,7500	1,507.40	Child Support	375.00	750.00	BANK OF AMERICA (2)	1,1	1,425.88
OT 1.5 - Overtime @ 1.5	883,7500	36,606.72	Child Support - Maine	410.00	0.	BANK OF AMERICA (4)	t.	1,125.17
PRSU - Personal Used	277.0000	7,593.59	COLONIAL LIFE POSTTAX	55.40	0.	Bank on Buffalo	, K	3,223.29
REG - Regular	11,239,5000	324,230.99	FSA PRETAX	576.61	0.	Chase	2,	2,212.83
REG PT - Regular Part Time	233,5000	6,619.33	L&M LIFE	24.68	8	Chase Bank	;t	1,300.00
RET REF1 - Ret Refund Contrib &	0000	8,384.03	NEW YORK LIFE	301.38	0	Citizens Bank	12,	12,154.31
RETRO - Retroactive Pay	0000	1,746,12	RET ERS LOANS	1,860.00	<u>8</u>	Cornerstone Comm FCU	123,	123,629.33
RGS - Regular - Salary	70,000	· 0.	RET PF SEC 414H ARREARS	71.30	8 <u>.</u>	Evans Bank	3)(8)	3,094.21
SAL - Salary	0000.	3,806.51	Retire ERS Tier 6 <= \$100,000	389.34	6,771.11	Financial Trust FCU	2,	2,277.55
SAL PT - Salary Part Time	0000	1,865.37	Retire ERS Tier 6 <=\$45,000	1,896.20	63,206.34	Five Star Bank		656.57
SCKE - Sick Earned	10,0000	00'	Retire ERS Tier 6 <=\$45,000 OT	155.01	5,166.98	HSBC	11	1,375.52
SCKU - Sick Used	418.0000	11,778.11	Retire ERS Tier 6 <=\$55,000	547.24	16,579.91	Key Bank	28,	28,062,35
STIP - Stipend	0000	423.08	Retire ERS Tier 6 <=\$55,000 OT	44.13	1,401.84	KEY BANK (2)	1,	1,440.91
VACU - Vacation Used	958,5000	26,344.76	Retire ERS Tier 6 <=\$75,000	736.81	17,945.95	Key Bank (Formerly FNB)	14,	14,828.28
Total	17,092.8750	\$512,172.64	Retire PFRS <= \$55,000	1,302.31	37,489.74	Lockport School's FCU	1,	1,512.26
			Retire PFRS Tier 6 <= \$100,000	1,041.16	19,504.54	M&T (MD, VA, WV, and DC)		284.08
			Retire PFRS Tier 6 <= \$75,000	1,205.68	30,661.86	M&T Bank	54,	54,226.91
			ÿ 9	90.52	1,707.83	Navy FCU	3,	3,414.73
			Dotting DEDC Tion 6 1-64F 000	VC 020	10 000		(070

2,019.59 42,856.68 28,076.49

3,419,35

3,766.22 \$348,480.25

USAA Federal Savings Bank

Total

3,770.28

139.42

39.01

40.77

Retire PFRS Tier 6<=\$75,0000T

Retirem PFRS Tier 6 <=\$45,000

Retire Tier 6 <=\$75,000 OT

1,300.54

Check

00. 00. 84.00

1,547.72 297.08

UNION DUES POLICE Union Dues - OPEIU

179.04

84.40

WAGE GARNISHMENT GROSS Net Wage Garnishment - Flat \$ to

Ontario Shores FCU Northwest Bank

3,463.87 1,106.17 1,165.00

199.17 63.60

136.50

Retire PFRS Tier 6 <=\$45,000 Retire PFRS Tier 6 <=\$55,000 Retire PFRS Tier 6 > \$100,000 Retire PFRS Tier 6 >\$100,000

Niagara Regional FCU Niagara's Choice FCU

28,941,11 3,900.44 \$10,821.38

in this payroll are employed solely in and have actually performed the duties of positions and employments indicated for the period ending 115/23 PAID on date 11:2/23 I HEREBY CERTIFY that the persons named , PAID on date is approved at dollars, \$___

Pay Day RegisterPay Date Range 12/23/22 - 01/05/23
Pay Batch 1/12/23

Pav Ratch 1/12/23 Total			111014 121	THE COST	V.		
Employees in Pay Batch 214			P				
Female Employees in Pay Batch 53							
Hours Description	Hours	Gross	Withholdings and Deductions		Gross Base	Benefits	Gross Base
207A Disability - 207A Disability	240.0000	3,158.00		774,097.63		7	
BEKV - Bereavement	16.0000	453.28	Imputed Income				
CLAL - Clothing Allowance	0000'	44,850.00	rederal	89,958.26	737,827.43		
CMPE 1.0 - Comp Earned @ 1.0	76.5625	8	FICA	47,403.18	764,567,14		
CMPE 1.5 - Comp Earned @ 1.5	1,0000	8.	Medicare	11,086.34	764,567.14		
CMPU - Comp TIme Used	180.5000	5,919.58	New York State	36,334.70	747,701.71	Health Ins 298 Class 4 Single 1,217.83	.83
COVID - CORONA VIRUS HOUR	112,0000	3,782.33	457 % Deduction	5,420.05	68,870.28	Total \$131,301.17	71:
EDAY - Extra Day	160,0000	5,553,64	457 Flat Dollar Deduction	11,445.38	00'		
FHDB - Floating Holiday Buy Out	1,320,0000	48,889.47	AFLAC POSTTAX	179.03	œ.	Workers' Comp	Gross Base
FHDE - Floating Holiday Earned	4,184.3600	00.	AFLAC PRETAX	374.62	00.	Workers Compensation - General 21,512,40	.40 405,481.03
FHDU - Floating Holiday Used	715,0000	21,660.81	ALLSTATE POSTTAX	760.74	00'		.20 39,258.76
FLSA - FLSA	0000	112,41	ALLSTATE PRETAX	632,70	00.	Workers Compensation - Water 2,324.80	.80 38,448.14
FMLP - FMLA Personal Used	32.0000	707.00	Child Support	375.00	750,00	Workers Compensation 50% 965.30	.30 7,715.85
FMLS - FMLA Sick Used	128.0000	4,472.78	. Child Support - Maine	410.00	· 8	Total \$27,226.70	2
HOL - Holiday	2,291,0000	56,261.47	COLONIAL LIFE POSTTAX	55,40	œ.		
HOLIDAYPT - Holiday - Part Time	10.5000	226.10	FSA PRETAX	576.61	00.	Direct Deposits	Amount
HOLW - Holiday Worked	128,0000	6,741.17	Health Ins 298 Class 2 Family	1,990,40	8.	Alden State Bank	1,301,59
HOT 2.25 - Holiday Overtime 2.25	19,5000	1,827.39	Health Ins 298 Class 2 Single	760.84	1	Bancorp Bank	2,738.43
LONG - Longevity Payment	0000'	124,291.95	Health Ins 298 Class 3 Family	1,164.08,77	3	Bank of Akron	4,259.23
OOT - Out of Title	270,0000	23,102.15	Health Ins 298 Class 3 Single	500.15		Bank of America	7,808.70
OOT OT 1.5 - Out of Title OT at	24,5000	997,15	Health Ins 298 Class 4 Family	237.78	<u>0</u>	BANK OF AMERICA (2)	1,405.69
OT 1 SOE - Overtime at 1.0 State	4.0000	169.04	Health Ins 298 Class 4 Single	135.31	00.	BANK OF AMERICA (4)	1,764.44
OT 1.0 - Overtime at Straight 1.0	22,0000	526.58	L&M LIFE	24.68	00.	Bank on Buffalo	2,400,43
OT 1.5 - Overtime @ 1.5	2,059.5000	74,918.12	NEW YORK LIFE	301.38	0	Chase	2,229.95
OT 1.5 SOE - Overtime @ 1.5	212.7500	10,073.86	Pearl Insurance through CSEA	203.51	0.	Chase Bank	1,239.21
PRSE - Personal Earned	3,761,5000	00.	RET ERS LOANS	1,860.00	O:	Citizens Bank	19,377.82
PRSU - Personal Used	313,5000	9,806.52	RET PF SEC 414H ARREARS	21,39	00.	Cornerstone Comm FCU	194,777,36
KEG - Regular	8,958,1500	263,462.67	Retire ERS Tier 6 <= \$100,000	390.76	6,795.85	Evans Bank	4,461.38
KEG PI - Kegular Part I me	158.7500	5,495.62	Retire ERS Tier 6 <=\$45,000	1,986.41	66,214.28	Financial Trust FCU	1,824.74
KGS - Regular - Salary	70.0000	8.	Retire ERS Tler 6 <=\$45,000 OT	267.88	18,928,33	Five Star Bank	292.07
SAL - Salary	0000	3,806.51	Retire ERS Tier 6 <=\$55,000	611.29	18,698,05	HSBC	1,127.40
SAL PT - Salary Part Time	0000.	1,865.37	Retire ERS Tier 6 <=\$55,000 OT	231.94	7,409.53	Key Bank	44,513.04
SCKE - Sick Earned	1,893.6250	8	Retire ERS Tier 6 <=\$75,000	826.49	20,557.14	KEY BANK (2)	2,061,11
SCKU - Sick Used	239,0000	6,274.84	Retire PFRS <= \$55,000	1,516.24	43,602.75	Key Bank (Formerly FNB)	21,025.16
STIP - Stipend	0000	1,048.08	Retire PFRS Tier 6 <= \$100,000	1,713.96	31,967,35	Lockport School's FCU	2,315.42
VACE - Vacation Earned	16,883,0075	00.	Retire PFRS Tier 6 <= \$75,000	1,534.24	38,964.67	M&T (MD, VA, WV, and DC)	284.07
VACU - Vacation Used	1,378.0000	43,643.74	Retire PFRS Tier 6 <=	168.61	2,949.00	M&T Bank	67,420.90
i otal	46,165,7050	\$774,097,63	Retire PFRS Tier 6 <=\$45,000	877.66	29,255.03	Navy FCU	5,892.37
			Retire PFRS Tier 6 <=\$55,000	50.63	1,446.69	Niagara Regional FCU	2,084.77

Pay Day RegisterPay Date Range 01/06/23 - 01/19/23
Pay Batch 1/26/23

Left 50/30/1 Hotel well		うづ	JVI Service Harm tot to	F. LACAT				
Batch 1/20/23 lotal			-					
Employees in Pay Batch 214 Female Employees in Pay Batch 53			>					
Hours Description	Hours	Gross	Withholdings and Deductions		Gross Base	Benefits	Gr	Gross Base
207A Disability - 207A Disability	240.0000	3,158.00	Gross	511,681,66		Health Ins 298 Class 2 Family	25,134.09\	60.6
BERV - Bereavement	85.0000	3,212.63	Imputed Income					8
CMPB - Comp Buy Out	14,6250	432.21	Federal	56,595.78	477,333.95			
CMPE 1.0 - Comp Earned @ 1.0	5,639.2500	90.	FICA	31,128,79	502,076.29	Health Ins 298 Class 3 Single	4	
CMPE 1.5 - Comp Earned @ 1.5	3,2500	00.	Medicare	7,280.01	502,076.29	Health Ins 298 Class 4 Family		8
CMPU - Comp Time Used	213,5000	6,199.21	New York State	23,744.21	485,459.86	Health Ins 298 Class 4 Single		8.
COVID - CORONA VIRUS HOUR	48,0000	962.87	457 % Deduction	4,971.05	63,429.92	HRA 298 Class 3 Family	_	
EDAY - Extra Day	176,0000	6,059.19	457 Flat Dollar Deduction	11,645,38	00.	HRA 298 Class 4 Family	1,610.88	
FHDB - Floating Holiday Buy Out	80,000	3,698.84	AFLAC POSTTAX	233.75	00.	HRA 298 Class 4 Single	٥L ر	
FHDE - Floating Holiday Earned	5,482.0000	00.	AFLAC PRETAX	449.50	00.	HRA Family Flat	51,300.00	
FHDL - Floating Hollday Lost	24,0000	00.	ALLSTATE POSTTAX	760,74	00.	HRA Single \$250 Flat	10,550.00/25	8
FHDU - Floating Holiday Used	308,0000	10,325.38	ALLSTATE PRETAX	632.70	9.	Total \$2	\$219,958.69	
FLSA - FLSA	0000	426.95	Child Support	375.00	750.00			
FMLE - FMLA Extra Day	8,0000	309,93	Child Support - Maine	410.00	00:	Workers' Comp		Gross Base
FMLS - FMLA Sick Used	40,0000	1,549,65	COLONIAL LIFE POSTTAX	55.40	00.	Workers Compensation - General		398,559.88
HOL - Holiday	761.0000	19,061.06	Firefighter Life Ins	108.30	90.	Workers Compensation - Sewer		41,534.38
HOLIDAYPT - Holiday - Part Time	3.5000	76.36	FSA PRETAX	576.61	00'	Workers Compensation - Water		43,053.33
LONG - Longevity Payment	0000	3,750.00	Health Ins 298 Class 2 Family	1,990.40		Workers Compensation 50%		7,866.16
MILI - Military Time	40,0000	1,547.84	Health Ins 298 Class 2 Single	760.84	9,	Total	\$27,205.04	
OOT - Out of Title	378.5000	15,323.55	Health Ins 298 Class 3 Family	1,164.08				
OOT OT 1.5 - Out of Title OT at	2,0000	166.78	Health Ins 298 Class 3 Single	200.15	00.	Direct Deposits		Amount
OT 1.0 - Overtime at Straight 1.0	24,0000	882.38	Health Ins 298 Class 4 Family	237.78 /	90.	Alden State Bank		1,326.90
OT 1.5 - Overtime @ 1.5	671.5000	28,942.25	Health Ins 298 Class 4 Single	135.31/	0.	Bancorp Bank		1,692.71
PRSE - Personal Eamed	1,191.0000	9.	L&M LIFE	24.68	0.	Bank of Akron		2,321.47
PRSL - Personal Lost	98.5000	9.	NEW YORK LIFE	301,38	0.	Bank of America		6,148.55
PRSU - Personal Used	327,5000	10,385.19	RET ERS LOANS	1,860.00	8	BANK OF AMERICA (2)		1,374.01
REG - Regular	12,113.0000	360,524.47	RET PF SEC 414H ARREARS	21.39	00.	BANK OF AMERICA (4)		1,163.29
REG PT - Regular Part Time	236,0000	6,735.05	Retire ERS Tler 6 <= \$100,000	392.90	6,833,00	Bank on Buffalo		2,491.93
RGS - Regular - Salary	70,0000	9	Retire ERS Tier 6 <=\$45,000	2,025.57	67,519.10	Chase		2,255.60
SAL - Salary	0000	3,806.51	Retire ERS Tier 6 <=\$45,000 OT	111.58	3,719.95	Chase Bank		1,253.71
SAL PT - Salary Part Time	0000	1,342.30	Retire ERS Tier 6 <=\$55,000	590.17	17,940.31	Citizens Bank	1	11,007.32
SCKE - Sick Earned	136,0000	0.	Retire ERS Tier 6 <=\$55,000 OT	20.79	660.57	Cornerstone Comm FCU	12	124,341.92
SCKU - Sick Used	433,0000	13,467.44	Retire ERS Tler 6 <=\$75,000	786.42	19,157.49	Evans Bank		3,104.34
STIP - Stipend	0000	423.08	Retire PFRS <= \$55,000	1,336.65	38,500.74	Financial Trust FCU		1,787.78
VACB - Vacation Buy Out	80.0000	3,463.68	Retire PFRS Tier 6 <= \$100,000	1,053.78	19,748.34	Five Star Bank		676.59
VACE - Vacation Earned	5,560,0000	00.	Retire PFRS Tier 6 <= \$75,000	1,221.55	31,059.50	HSBC		1,399.40
VACL - Vacation Lost	114.5000	00.		39.69	882.07	Key Bank	2	25,461.78
VACU - Vacation Used	238,0000	5,448.86		828.69	27,623.40	KEY BANK (2)		1,357.31
Total	34,842.6250	\$511,681.66	Retire PFRS Tier 6 <=\$55,000	124.49	3,615,08	Key Bank (Formerly FNB)	Η.	15,271.30



apolichette@lockportny.gov

From:

Kristin Schubring <kschubring@lockportny.gov>

Sent:

Tuesday, January 10, 2023 3:00 PM

To:

apolichette@lockportny.gov

Cc:

cityclerk@lockportny.gov

Subject:

AP Fund Totals 12/28/22 SPC RUN, 1/11/23

Hi Abbey,

Invoices to be approved at the meeting on 1/11/23 are as follows:

2022 Expenses

Fund A General - \$227,542.01

Fund CD Community Development - \$36,700.00

Fund CL Refuse & Recycling - \$189.72 ∨

Fund FX Water - \$39,253.72 ✓

Fund G Sewer - \$51,938.42

Fund MS Health Insurance - \$7,400.00 ✓

Fund H Capital Projects - \$1,154,764.07 ✓

Total - \$1,517,787.94

2023 Expenses

Fund A General - \$51,070.02

Fund FX Water - \$3,068.73

Fund G Sewer - \$3,069.29

Total - \$57,208.04



Kristin Bernardi Schubring Principal Account Clerk Finance Department City of Lockport, NY 716.439.6620

From: Kristin Schubring <kschubring@lockportny.gov>

Sent: Tuesday, December 13, 2022 3:09 PM

To: 'apolichette@lockportny.gov' <apolichette@lockportny.gov>; 'cityclerk@lockportny.gov'

<cityclerk@lockportny.gov>

Subject: AP Fund Totals 12/14/22

Hi Abbey,

Invoices to be approved at the meeting on 12/14/22 are as follows:

Fund A General - \$91,315.29

Fund CL Refuse & Recycling - \$101,805.91

Fund FX Water - \$47,371.87





From:

Kristin Schubring <kschubring@lockportny.gov>

Sent:

Tuesday, January 24, 2023 3:05 PM

To:

apolichette@lockportny.gov

Cc:

cityclerk@lockportny.gov

Subject:

AP Fund Totals 1/20/23 spc run, 1/25/23

Hi Abbey,

Invoices to be approved at the meeting on 1/25/23 are as follows: (These figures are in addition to the totals I sent for the meeting on 1/11/23. Please let me know if you would like me to resend those.)

2022 Expenses

Fund A General - \$75,193.80 Fund FX Water - \$60,587.62 Fund G Sewer - \$57,082.30 Fund H Capital Projects - \$338,536.78 **Total** - \$531,400.50

2023 Expenses

Fund A General - \$139,683.14 Fund CD Community Development - \$73,875.00 Fund CL Refuse & Recycling - \$94,328.34 Fund FX Water - \$18,431.79 Fund G Sewer - \$20,458.56 Fund MS Health Insurance - \$78,462.90 Fund S Worker's Comp - \$116,269.00 Total - \$541,508.73



Kristin Bernardi Schubring Principal Account Clerk Finance Department City of Lockport, NY 716.439.6620

January

Employee	Primary Department	Date	Years
1025 LaSpada, Thomas M	Public Works	01/08/1999	24
1029 Hunt, Jason P	Waste Water Department	01/15/2001	22
1034 Noon, Carol K	Waste Water Department	01/04/2002	21
1214 Orton, Drew	Fire Department	01/01/2003	20
1041 Tucker, Michael E	Public Works	01/10/2006	17
1193 Plunkett, Tina L	Police Department	01/06/2007	16
1069 Belling, Aaron K	Police Department	01/16/2007	16
1133 Snyder, Julie K	Police Department	01/19/2007	16
1207 Swan, Roxane S	Police Department	01/29/2007	16
1161 Dimmick, Clayton Chirecter Of Streets	Public Works	01/11/2008	15
1003 Dool, Jason C Chief Blug Inspector	Building Inspection Department	01/11/2008	15
1048 Magee, Ryan D W WTP O Perater	Waste Water Department	01/28/2008	15
1163 Brewer, Megan K	Building Inspection Department	01/02/2009	14
1141 Vosburgh, Tricia K	Police Department	01/23/2009	14
1204 Devine, Mark S	City Council	01/01/2016	7
1010 Mawhiney, Sue A	City Treasurer	01/01/2016	7
1056 Woods, Robert J	Public Works	01/03/2017	6
1165 Turner, Robert F	Finance Department	01/04/2017	6
1062 Cavagnaro, Jon PHEO	Public Works	01/12/2018	5
1063 Sakellaris, Scott A Tree Trimmer	Public Works	01/18/2018	5
1064 Landry, Christian W Public Works Supervisor	Building Maintenance	01/22/2018	5
1170 Gelnett, Michele M Sr account Clerk	Police Department	01/26/2018	5
1213 Cafarella, Jason J	City Attorney's Office	01/01/2019	4
1211 Lawson, Molly A	Mayor's Office	01/01/2019	4
1210 Roman, Michelle M	Mayor's Office	01/01/2019	4
1216 Heiman, Adam J	Public Works	01/31/2019	4
1316 Kantor, Luke D	City Council	01/01/2020	3
1315 Miskell Benedict, Laura M	City Attorney's Office	01/01/2020	3
1209 Van de Mark, Kelly	City Council	01/01/2020	3
1314 MacKenzie, Aaron C	Fire Department	01/06/2020	3
1318 Saunders, Jason R	Water Filtration	01/24/2020	3
1463 Barnard, Kristin L	City Council	01/01/2022	1
1461 Fogle, Kathryn J	City Council	01/01/2022	. 1
1462 Pasceri, Gina N	City Council	01/01/2022	1
1466 Wojewoda, Daniel J	Building Inspection Department	01/21/2022	1
1465 Bixler, Gloria S	Police Department	01/24/2022	1
Total Employees 36			



To Whom It May Concern,

My name is Brooke Chavanne and I am the current Director of Coaching at Soccer Shots Buffalo. I am writing for a request to run our youth soccer program at Altro/Willow Park located on 201 Willow Street Lockport, NY 14094 for our spring, summer, and fall seasons. We would like to run the following days:

Saturday Morning starting at 8:30am and ending at 11:00am

- Starting 4/15/23 - 11/11/23

Please let me know if this request has been approved or denied. Just to reflect, we would like to run out youth soccer program on every Saturday morning from 8:30am – 11:00am starting on 4/15/23 and ending on 11/11/23. I look forward to your response. Thank you.

-Brooke Chavanne

Director Of Coaching

Soccer Shots Buffalo



Happily Running
PO Box 4371
Ithaca NY 14852
races@happilyrunning.com
607-376-RACE



To Whom it may concern

We would like to request using Wide Waters marina area for use of Beast of Burden event on the following dates

January 28th - 29th August 12th - 13th

Set up for both events would start around 6am on Saturday and end around 6pm on Sunday

Thank you Vinny Cappadora Happily Running

Beast of Burden 1/28-1/29 + 8/12-8/13

apolichette@lockportny.gov

From:

Vinny Cappadora <vinny@happilyrunning.com>

Sent:

Wednesday, December 7, 2022 4:37 PM

To:

Paul Oates; Abbey Polichette

Subject:

[EXTERNAL] [Possible SPAM] Beast of Burden Events

Attachments:

CityOfLockport COI _ Summer 23.pdf; City Of Lockport COI Winter 23.pdf

Hey Paul and Abbey -

I've attached the COI for the 2023 events The dates are WINTER Jan 28-29 SUMMER Aug 12-13

Please let me know if there's anything else you'll need from me.

Thanks, Vinny Capppadora HappilyRunning.com o. 607.376.7223 m. 631.334.5024

[Hr]

RECEIVED

Dec. 15, 2022

CITY CLERK OFFICE

City of Lockport City Clerk's Office One Locks Plaza Lockport, NY 14094

Re: 47th Annual Lockport Optimist Outdoor Arts & Craft Festival

This letter is a request from the Optimist Club of Lockport for permission to hold their annual arts and craft show on Main Street (Saxton St. to Washburn St.) in Lockport June 24th & 25th 2023. The show will be open from 10:00 AM to 5:00pm. The streets will be blocked off 8:00AM each day to allow vendors time to set up their booths and remove their vehicles from the show area. We will open the street back up for thru traffic as soon as it is safe to do so. We would request that the area from Market St. north to Chestnut St. as well as the immediate show area be off limits for vendors not having a valid Lockport Outdoor Arts & Crafts show permit.

We are also asking for use of the city's trash barrels and wooden barricades. As we have in the past we would like permission to keep our golf cart at the police garage overnight Friday and Saturday. We will pick it up Saturday and Sunday mornings for use during the show.

The city will be named on an insurance binder for this event as done in the past. A copy will be given to the city clerks' office before the show.

Thank you for your consideration and continued support of this event. If there are any questions regarding the above please contact me at (716)434-2207.

Sincerety

Ed Sandusky 43 Woodbury Dr.

Lockport, NY 14094

epsandusky@verizon.net





The Historic Palace, Inc.

PO Box 19 Lockport, New York 14095

Mayor of Lockport Lockport, New York 14094

January 3, 2023

On Saturday, February 11, 2023 the Historic Palace Theatre will be holding the 51st Annual Lockport 10 Open Road Race. On behalf of the Palace, I am requesting permission from the City of Lockport to continue this strong tradition. The City will be named as an additional insured under the event's insurance provided by USA Track & Field.

In 2022, nearly 300 runners from all over Western New York, Southern Ontario and Pennsylvania finished the 10-mile or 5-mile event. It is the second oldest race to be held annually in Western New York. All of the proceeds of this historic event went to the Palace Theatre to help all of its wonderful programs that benefit the greater Lockport Community.

We are requesting the city's support in providing barricades, cones, and police support in conducting a safe and successful event. We are also requesting permission to place two portable toilets in the parking lot of Widewater Marina for the runners convenience.

In addition, I would like to request the support of the Lockport Police Department and the Lockport Fire Department for traffic control during the race. The Niagara County Sheriff's Department and the New York State Police will be contacted to lend support for traffic control in addition to numerous volunteers to guide the runner safely along the course.

There will be a safety meeting with all support agencies on Wednesday, February 8 at 4:00PM at the Palace to cover logistics, event safety, and the race day timeline.

The race will be at 9:00AM on race day in front of the Palace. The runners will finish in front of the Palace. In the City the race course will travel out and back along Market Street. A course map is enclosed with this letter.

Traffic will need to be stopped on East Avenue between Elm and Charles Streets for the duration of the race (8:00AM - 12:00PM). Elm Street will need to be closed to traffic for the finish of the race. Traffic flow on Market Street will need to be disrupted to accommodate the runners. All traffic volunteers will be trained on proper procedures for conducting a safe event. From the start of the race to the time that the last finisher crosses the finish line is approximately two hours and 2:30 minutes. All closed roads will be opened to traffic as soon as possible.

The Mayor and all Common Council members are invited to either participate or join us for the ceremonial start of the race.

Sincerely,

Jeff Tracy, Race Director 716.622.9487 ScoreThisJeff@gmail.com Y10.USATE.pdf

Open with

2/13/2015

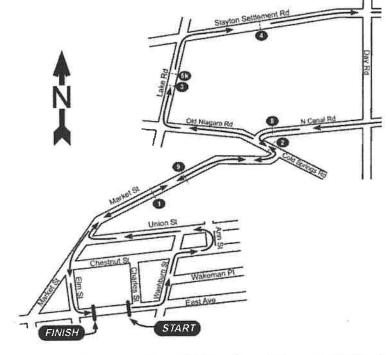
USATF - Certified Course Map

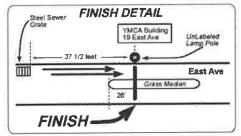


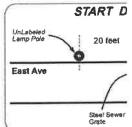


Certified Course NY15001JJ Effective: 1/02/2015 Through: 12/31/2025

Course Distance:	10 Miles
Date Measured:	Decembe
Measured By:	Jeff John BuffaloR
Calibration Course:	NY14001.
Notes:	Map not to have use of









Urban Park Towers Project Description

Orbach Affordable Housing Solutions, LLC ("OAHS") is a long-time owner in the affordable arena and has many years of experience with preservation rehabs. In 2020, LH Urban Park Towers LLC, an affiliate of OAHS, acquired Urban Park Towers Apartments ("Urban Park"). Urban Park is a 150-unit Senior Section 8 project located at 77 Main Street, Lockport, NY 14094. OAHS acquired the housing with the goal of securing financing to complete a substantial renovation of the property. The development planning process is now nearing completion and OAHS anticipates closing on the financing for this rehabilitation by the end of this year.

The proposed financing structure includes tax-exempt bonds from the Niagara County Industrial Development Agency and as-of-right 4% tax credits from NY Homes and Community Renewal. RedStone Mortgage will provide the mortgage debt financing and Raymond James will provide the tax credit equity. To facilitate the new financing, the property will be transferred to a new ownership entity that will then transfer the property's beneficial ownership to a related not-for-profit Housing Development Fund Corporation. The PILOT agreement with the City of Lockport is a critical component of this project and the financing structure and will need to be revised/redrafted to reflect the ownership structure and tax exempt financing with IDA.

The planned renovations include, but are not limited to, kitchen and bathroom renovation, parking lot repairs, exterior lighting upgrades, hallway and lobby renovation, Façade repairs and roof replacement. A preliminary construction budget is attached.

Urban Park Apartments Preliminary Scope/Budget 727/2021

72772021	1	Unit	
Item	Quantity	Cost	Sub-Total
Number of Units / ADA Units	150 / 8		
Building Interiors	12	**	
Bathrooms			
Bathroom renovation (demo, straighten walls, frame and level ceiling,			
install gfi's, sheetrock, durock, ceramic tile install, install sink, vanity,			
faucet, med cab, tub faucet and shower curtain rod, new tub and new			
toilet, new plumbing, tile stops)	150	\$7,500	\$1,125,000
Sheet Vinyl floor and base	150	\$350	\$52,500
Lighting Replacement	150	\$100	\$15,000
New Medicine Cabinets	150	\$100	\$15,000
Grab bars	150	\$250	\$37,500
New exxhaust	150	\$250	\$37,500
Bathroom accessories	150	\$150	\$22,500
ADA units	8	\$2,500	\$20,000
Kitchens			
Demo existing and supply and Install Kitchen Cabinets with Countertops			
and Backsplash	150	\$4,500	\$675,000
Supply and Install LVT flooring and dispose of existing	150	\$1,000	\$150,000
Microwave Range Hoods	150	\$300	\$45,000
Refrigerators	150	\$750	\$112,500
Stoves	150	\$500	\$75,000
CAV	150	\$250	\$37,500
Garbage Disposal and Plumbing work	150	\$750	\$112,500
Lighting Replacement	150	\$100	\$15,000
GFI outlets	150	\$250	\$37,500
ADA Units	8	\$2,500	\$20,000
General Interior (BR/LR/DR)			
Replace electic fin tube radiators and enclosures	150	\$500	\$75,000
Smoke/CO2 Detectors	150	\$500	\$75,000
Replace front door hardware	150	\$150	\$22,500
Heavy Duty Slide Track for Closet Doors	150	\$150	\$22,500
Light Fixtures in Hallway	150	\$100	\$15,000
Furnish and install intejor doors and hardware	150	\$1,000	\$150,000
Misc. Carpentry	150	\$300	\$45,000
Supply and Install new shelving and poles (3 closets)	150	\$450	\$67,500
Install and Supply 5 1/4" base molding	150	\$300	\$45,000
Painting	150	\$1,800	\$270,000
Rough and fine clean apartment	150	\$500	\$75,000
HVI unit upgrades	3	\$2,500	\$7,500
Supply and Install LVT flooring and dispose of existing	150	\$2,500	\$375,000

Urban Park Apartments Preliminary Scope/Budget 727/2021

	1 0 111	Unit	Sub-Total
Item	Quantity	Cost	Sub-10tai
Common Areas Hallway Renovation (Painting, new VCT Floor, New lighting fixtures,	-		A
install cove base 4 1/4")	12	\$25,000	\$300,000
	Lump Sum	\$400,000	\$400,000
Elevator Upgrades	Lump Sum	\$50,000	\$50,000
Community Room and bathrooms	12	\$2,500	\$30,000
Replace exit lights	Lump Sum	\$25,000	\$25,000
Lobby Renovation	Lump Sum	\$40,000	\$40,000
Stairwell painting	Lump Sum	\$75,000	\$75,000
Replace Intercom system	Lump Sum	\$100,000	\$100,000
Upgrade security system	Lump Sum	\$25,000	\$25,000
Management/Leasing Office renovations	12	\$25,000	\$3,000
Door switches at trash rooms	Lump Sum	\$100,000	\$100,000
Backup Generator	Lump Sum	\$50,000	\$50,000
replace Hot water heaters	Lump Sum	\$25,000	\$25,000
Common Area wifi	Lump Sum	\$75,000	\$75,000
Pendant Emergency Response System	Lump Sum	\$50,000	\$50,000
New Compactor	Lump Sum	\$30,000	\$50,000
Site Improvements	Lump Sum	\$25,000	\$25,000
Repair walks, curbs, ramp	Lump Sum	\$50,000	\$50,000
Asphalt Parking Lot Repairs and Seal coat/Stripe in back	Lump Sum	\$25,000	\$25,000
Landscaping, benches and fencing	Lump Sum	\$20,000	\$20,000
Exterior Lighting Upgrades Building Envelope	Lunip Sum	\$20,000	\$20,000
Update Façade, Repairs, power washing	Lump Sum	\$1,150,000	\$1,150,000
New Canopy and Signage	Lump Sum	\$35,000	\$35,000
Storefront Entrance	Lump Sum	\$25,000	\$25,000
Roof replacement	Lump Sum	\$750,000	\$750,000
New Air Handlers / Exhaust fans	Lump Sum	\$250,000	\$250,000
New Air Handlers / Exhaust lans	Lump Sum	\$230,000	\$230,000
		İ	\$7,528,000
Cost Breakdown	per unit (150)		
Building Interiors	\$25,666.67	\$3,850,000	
	\$8,986.67	\$1,348,000	
Common Areas		, ,	
Site Improvements	\$800.00	\$120,000	
Building Envelope	\$14,733.33	\$2,210,000	
	\$50,187	\$7,528,000	
General Conditions (6%)			\$451,680
Overhead (2%)			\$150,560
Profit (6%)			\$451,680
(+ -2 - 70 00
Total			\$8,581,920
Contingency (10%)			\$858,192

Urban Park Apartments Preliminary Scope/Budget 727/2021

		Unit	
Item	Quantity	Cost	Sub-Total

Total Hard Cost Budget

\$9,440,112





4675 Sunset Drive Lockport, NY 14094-1231 Phone: 716-439-4417 TDD: 1-800-662-1220 NiagaraHospice.org

Attn: Clayton Dimmick
City of Lockport Clerk's Office
1 Locks Plaza
Lockport, NY 14094
December 14, 2022

Dear Clayton,

Thank you for your continued support of the Hospice Gran Fondo.

We are planning for a great event this year and we would like to request <u>Saturday</u>.

<u>August 5th</u>, <u>2023</u> for this year's race. We plan to keep the same three routes as we did last year with our start and finish line at Niagara Hospice, 4675 Sunset Drive, Lockport. We would also like to request the closure of W. Jackson St. from 7:00am-1:00pm on Saturday, August 5th, 2023.

I would be glad to come and discuss the event if needed and answer any questions you might have. Our event continues to raise thousands of dollars for Niagara Hospice and is becoming a "bucket list" race in the area.

We are looking forward to this year and appreciate your continued support. If you have any questions or concerns, please feel free to contact me at 716-280-0766.

Sincerely,

Allison Bolt

Special Events Coordinator

Niagara Hospice

4675 Sunset Drive

Lockport, NY 14094



since 1988

apolichette@lockportny.gov

From:

Tim Russo <trusso@lockportny.gov>

Sent:

Thursday, January 19, 2023 9:49 AM

To:

apolichette@lockportny.gov

Cc:

cityclerk@lockportny.gov; 'Michelle Roman'; 'Sue Mawhiney'; 'Laura Miskell Benedict'

Subject:

RE: Resolutions for Next Week

Attachments:

Billing RFP Bid 1.pdf; Billing Bid 2.pdf; Consultation Bid.pdf; Recovery Backup.pdf;

Resolutions.docx

Hello,

Attached in the word doc are three resolutions, two to accept the RFPs and 1 for insurance recoveries. Backup is also provided in pdf files.

Thanks,



Timothy Russo Director of Finance Finance Department City of Lockport, NY 716.439.6631

From: Tim Russo <trusso@lockportny.gov>
Sent: Wednesday, January 18, 2023 12:47 PM

To: 'apolichette@lockportny.gov' <apolichette@lockportny.gov>

Cc: 'cityclerk@lockportny.gov' <cityclerk@lockportny.gov>; 'Michelle Roman' <romanforlockport@gmail.com>; 'Sue

Mawhiney' <smawhiney@lockportny.gov>; 'Laura Miskell Benedict' <lmiskell31@hotmail.com>

Subject: Resolutions for Next Week

Hello,

I will have two resolutions for next week-

- Accept bid for the Emergency Medical Services Billing RFP
- Accept bid for Ambulance Consultation Services RFP

I am pulling the resolutions for the financial policies until a later point given the status of the council.

Thanks!



Timothy Russo Director of Finance Finance Department City of Lockport, NY 716.439.6631 66 Main Street, Suite B Plymouth, NH 03264

International Drive Portsmouth, NH



Telephone: (603) 279-0352 Toll Free: (866) 501-0352

> all@mrgov.com www.mrigov.com

RESPONSE TO REQUEST FOR PROPOSAL CITY OF LOCKPORT, NY LOCKPORT FIRE DEPARTMENT AMBULANCE CONSULTATION SERVICES

January 17, 2023

SECTION 1: LETTER OF TRANSMITTAL

Municipal Resources, Inc. ("MRI") is pleased to submit this response to your Request for Information/Quotation for ambulance consultation services to provide the City of Lockport with technical assistance in the development of an ambulance transport services within the Lockport Fire Department.

MRI was established 30 years ago and is very well known for its expertise in public safety including police, fire and EMS operations. MRI has completed hundreds of projects from Madison, Georgia to Presque Isle, Maine. However, we are best known for our expertise in working with and providing viable solutions for New England municipalities. The best way to verify our proven track record is to contact the references listed under **Appendix A**. Our reputation for client satisfaction and developing attainable and fiscally realistic recommendations will speak for itself.

Alan S. Gould, President, will serve as Principal-In-Charge of this engagement, coordinating activities, interfacing directly with the Client, and participating throughout the engagement as required. Brian P. Duggan will serve as Project Manager/Senior Consultant on this project.

MUNICIPAL RESOURCES, INC.

66 Main Street, Suite B Plymouth, NH 03264 (603) 279-0352 (866) 501-0352 TOLL FREE www.mrigov.com

PROJECT MANAGER

Brian Duggan, Director Fire & EMS Services Municipal Resources, Inc. 66 Main Street, Suite B Plymouth, NH 03264 (413) 563-7610

bduggan@mrigov.com

After reviewing your e-mail and considering our conversation, we believe that we can provide practitioner based advice, consultation and technical assistance relative to the development of this fire-based EMS service. Members of our team offer a unique lens of experience as we have worked to develop a number of fire-based local and regional EMS services.

Our team has extensive experience both creating, evaluating and optimizing EMS services. This includes conducting initial and ongoing audits and fiscal analysis to determine the level of success as a separate division or business unit of a fire department.

Our fees would consist of the following:

- o \$150.00 per consulting hour
- o \$75.00 per travel hour
- o Mileage; IRS rate
- O Expenses: Actual cost plus a 10% administrative fee

Based on our conversation we would be willing to work collaboratively with the City and provide technical assistance to the Lockport Fire Department to guide the successful implementation of this fire based EMS transport system.

Respectfully submitted by Municipal Resources, Inc.,

By:

Brian P. Duggan, Director of Fire & EMS Services

(413) 563-7610 Cell



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SECTION 3: PROFILE OF PROPOSER

Municipal Resources, Inc. (MRI) provides quality service at an affordable price. We have the technical knowledge and practical experience that others cannot offer because we hire the best in the municipal consulting industry. This is evidenced by a high level of implementation of MRI's recommendations by its clients. Municipal Resources is capable of performing multiple projects at the same time because of the depth that we have acquired through the number of employees and affiliates we maintain. We also can draw upon a wide array of talent because of our unique business approach. Our clients have come to expect Municipal Resources to provide for whatever they need, and we fulfill their expectations.

Municipal Resources, Inc. was founded in 1989 by six former municipal and state government managers, with both public and private professional experience. Municipal Resources is dedicated to providing professional, technical, and management support services to municipalities and schools throughout New England. Municipal Resources operates offices in two locations in New Hampshire and one in Massachusetts. We are registered to do business in Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania.

Among the areas of expertise available are department assessments, organizational studies, personnel recruitment, personnel administration, collective bargaining, community and economic development, budget/finance, and general management. MRI has a particularly strong public safety group with nationally recognized expertise in police, fire, and emergency services.

We want to help solve problems and provide solutions for future success. We do not assess blame; rather, we simply work to gain an understanding of past events to build a framework for future success. We do not put forth idealistic, unachievable, or narrowly focused solutions. Our objectives are:

- To help agencies obtain maximum value for limited tax dollars.
- To identify and help communities manage the risks associated with public safety functions.
- To raise public awareness of the value and professionalism of their public resources.
- To help local leaders develop and execute plans that best meet their community's needs, given the resources available.

Finally, our market, focus and expertise, is New England based. We are intimately familiar with New England local government forms, culture, and issues, and pride ourselves on our ability to place our recommendations for change in a context appropriate to New England local government.



SECTION 4: REFERENCES & QUALIFICATIONS

A full listing of our fire and EMS references is contained within **Appendix A**. The list below indicates projects that have some commonality with this proposal.

Section 4.1 Previous Project Description and References

MRI has completed more than 200 similar projects involving the facilitation of input and development of strategic planning /visioning initiatives. A few of our more recent references are listed below:

Wells, Maine – 2022
EMS Service Delivery Study
Town of Wells
Wells Town Hall
Larissa Crocket, Town Manager
Tel (207) 646-5113
E-mail: lcrockett@wellstown.org

Manchester, VT - 2022
EMS Service Delivery Study
Town of Manchester
Manchester Town Hall
John O'Keefe, Town Manager
Tel (207) 646-5113
E-mail: j.okeefe@manchester-vt.gov

Chester County PA - 2019-2020

Fire EMS Model Review, Strategic Planning 2019-2020 Chester County Government Services Center Beau Crowding, Director of Operations Chester County Emergency Services tel:(610)+344-5148 gcrowding@chesco.org



Everett, MA -2021

Organizational Assessment
Fire & EMS Service Technical Assistance 2021
Eric J. Demas, CFE, MBA
Chief Financial Officer / City Auditor
City of Everett
484 Broadway, Room 14
Everett, MA 02149
617-394-2210
Eric.Demas@ci.everett.ma.us

Foxborough, MA - 2019

Public Safety Study William Keegan, Jr., Town Manager 40 South Street Foxborough, MA 02035 Town of Foxborough

Michael Kelleher
Chief of Department
Foxborough Fire & Rescue
8 Chestnut St.
Foxborough, MA 02035
O: (508)543-1230
mkelleher@foxboroughfire.com

Saco ME - 2018

Fire EMS study - 2018
Chief John Duross
Saco Fire Department
300 Main street
Saco, Maine 04072
207-282-3244
JDuross@sacomaine.org

Westborough, MA - 2019

Fire EMS Study 2019
Fire Chief Patrick Purcell
Westborough Fire Department
42 Milk Street
Westborough, MA 01581
(508) 389-2311
ppurcell@town.westborough.ma.us



Three most recent clients; how they used MRI's work; and subsequent effect on their operations:

- Manchester, VT: EMS service delivery study and development of alternative service options and a revised agreement to enhance the level of EMS service within the Town of Manchester.
- Wells, Maine: EMS operational study designed to enhance the level of service and deployment provided to the Town. This project had a focus on organizational culture and identifying relationship gaps between fire and EMS first responders.
- Everett, MA: Initiating a backup BLS service to work in conjunction with a private ALS
 provider. Report resulted in approval to move toward per diem staffing during peak
 hours of service demand.

STATEMENT QUALIFICATIONS AS IT RELATES TO EMS SERVICES

Municipal Resources, Inc. (MRI) has completed more than 200 Fire and Emergency Medical Services studies over the last quarter of a century. Please refer to our list of references for specifics on recent projects. Our experience is bolstered by the expertise of our fire/EMS staff. Brian Duggan, the project manager assigned to this engagement, directs all of MRI's fire/Rescue/EMS and emergency management consulting services. Specific qualifications of the project manager include:

- 40 years of experience within several public safety organizations;
- Provided leadership to the Massachusetts Fire & EMS Mobilization System for more than 20 years;
- Served in several positions at the Massachusetts Department of Fire Services;
- 40 years of experience as a nationally registered EMT;
- Developed several public private EMS organizations;
- Created three regional ALS services;
- Serviced as a fire/EMS chief in two Massachusetts communities for a total of 28 years;
- Worked for more than 5 public and private EMS organizations;
- Credentialed as a Chief Fire Officer;
- Holds two advanced degrees.

In addition, all members of the project team are current or previous practitioners and have been involved in the provision of EMS services for more than 25 years.

 Several project team members have served as EMS practitioners in the roles of EMT's and Paramedics for decades.



- Several project team members have led ALS services in Massachusetts.
- Several members of the project team have supervised EMS services in other States thus
 providing the ability to provide an external perspective.
- Two project team members have developed regional ALS services in Massachusetts serving populations of over 100,000.
- Three members of the Project team are currently involved in the formation of a regional ALS service in Cheshire County, New Hampshire.
- One Team member is credentialed as a Chief Medical Officer by the Center for Public Safety Excellence.
- Team members have led more than six ALS services in New England.
- All project team members have worked with GIS and performance metric-based EMS deployment analysis.
- One project team member has a doctorate while several others have advanced degrees and have been published.
- Three members of the team have been published, including Chief Duggan who was recognized for an outstanding thesis during his Master's program at the Naval Post Graduate School. In addition, Chief Duggan has written multiple editions of the Technology Chapter in the NFPA Fire Protection handbook.
- All team members have significant experience in performing fire and emergency services operational assessments.

Specific references relevant to this project include:

City of Taunton

Emergency Telecommunications Operational Study – Ongoing Taunton City Hall

Patrick D. Dello Russo Jr.

Chief Financial Officer

City of Taunton

15 Summer Street

Taunton MA 02780

508-821-1000 ext. 1126



Chester County PA - 2020

Fire EMS Model Review, Strategic Planning 2019-2020 Chester County Government Services Center

Beau Crowding, Director of Operations

Chester County Emergency Services tel:(610)+344-5148 gcrowding@chesco.org

Everett, MA -2021-2022

Organizational Assessment
Fire & EMS Service Technical Assistance 2021
EMS Billing Technical Assistance - 2022
Eric J. Demas, CFE, MBA
Chief Financial Officer / City Auditor
City of Everett
484 Broadway, Room 14
Everett, MA 02149
617-394-2210
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Foxborough, MA - 2019

Public Safety Study
William Keegan, Jr., Town Manager
40 South Street Foxborough, MA 02035
Town of Foxborough
Michael Kelleher
Chief of Department
Foxborough Fire & Rescue
8 Chestnut St.
Foxborough, MA 02035
O: (508)543-1230
mkelleher@foxboroughfire.com

Westborough, MA - 2019

Fire EMS Study 2019
Fire Chief Patrick Purcell
Westborough Fire Department
42 Milk Street
Westborough, MA 01581
(508) 389-2311
ppurcell@town.westborough.ma.us



Municipal Resources, Inc.'s Proven Track Record

MRI has completed more than 200 similar fire service assessments. The best way to verify our proven track record is to contact the references listed under **Appendix A**. Our reputation for client satisfaction and developing attainable and fiscally realistic recommendations will speak for itself. Although adoption of recommendations varies by community, we are proud to note that over time, a number of communities have adopted in excess of 80% of the recommendations put forth through an organizational assessment.

SECTION 4.2: STAFF AND PROJECT TEAM

All Principal Consultants affiliated with the firm have substantial experience in government service, a background which proves beneficial to our clients, as we are able to fully understand and address the issues and concerns of the officials and decision makers with whom we do business.

We believe that Municipal Resources has the best collection of talent that any consultant can produce at any price. Generally, our affiliates are current or recently retired practitioners in their field. They have held or hold positions at or near the top in their respective fields. All are previous veterans of consulting assignments, and have Regional, and in some cases, National reputations. We believe this team has the ability to provide your organization with a full range of services necessary to successfully address your current needs. While our technical evaluation is done by in-service experts, all of our recommendations are carefully considered by our own managers before being put forward for your consideration.

In keeping with Municipal Resources' hallmark multi-disciplinary approach to problem solving, we plan to use the following team:

Director of Fire Services - Client Service Leader

Brian P. Duggan retired from the Fire Department in Northampton, Massachusetts, where he instituted substantial changes to modernize and restructure the entire department including equipment, facilities, personnel, and training. In conjunction with his staff, Brian integrated Emergency Medical Services (EMS) into the organization and created a regional Advanced Life Support (ALS) Program that currently serves 18 communities within the Northampton Area. He formerly commanded the Northborough, Massachusetts, Fire Department, and has significant experience with the Massachusetts Department of Fire Services where over three decades, he held several key positions. Following his retirement, Brian has continued his active fire service involvement by serving as both a volunteer chief fire officer and through continuing to develop training and certification programs as a program Coordinator for the Massachusetts Department of Fire Services.



Mr. Duggan developed and directed the Graduate and Undergraduate Fire Science Programs at Anna Maria College in Paxton Massachusetts from 1995 - 2003. Mr. Duggan has a Business Management/Fire Science degree from Providence College and a Master's Degree of Business Administration (MBA) from Nichols College in Dudley, Massachusetts. He is also a graduate of the National Fire Academy Executive Fire Officer Program and the Senior Executive Program for State and Local Leaders at Harvard University. In December 2012, Mr. Duggan received a Master's Degree in Homeland Security through the Naval Post Graduate School based in Monterey, California, where his thesis entitled "Enhancing Decision-making during the First Operational Period of Surge Events" was selected as an outstanding thesis. He was one of the first fire service professionals to be designated as a Chief Fire Officer by the Commission on Fire Accreditation International.

Brian led the Massachusetts fire service through his affiliation as Chairman of the Fire Chief Association of Massachusetts Technology Committee and as a Regional Director on the Massachusetts State Fire Mobilization Committee. Mr. Duggan has authored several publications, inclusive of writing Section 7, Chapter 3, Fire Department Information Systems, in the Nineteenth and Twentieth Editions of the National Fire Protection Association's Fire Protection Handbook. Chief Duggan has been affiliated with MRI as a subject matter advisor since 2002 and he has served as Director of Fire Services since 2015. Currently, Mr. Duggan is regarded as an expert specific to fire service response to photovoltaic and battery energy storage system (BESS) emergencies. He has developed several nationwide training programs providing first responders with new insight on these emerging challenges.

Project Managers

Patrick J Purcell serves as the Fire Chief and Emergency Management Director for the Town of Westborough, Massachusetts. The Town of Westborough Fire Department, which provides full fire, rescue, emergency medical services, and public safety dispatch, is staffed by 45 career firefighters and 9 career public safety dispatchers who serve a residential population of 19,100 and a large transient population, primarily during the daytime hours. During his career Pat has administered an annual fire department budget of nearly \$5 million. Pat had also served as a paramedic for Worcester EMS and Life Flight Helicopter at Umass Memorial Health Care for 24 years. He has an associate degree in Paramedic Science from Quinsigamond Community College, a bachelor's degree in Criminal Justice and Graduate Degree in Fire Service Administration from Anna Maria College. He is a graduate of the Chief Fire Officer Program administered by the Edward J. Collins Center for Public Management at Umass Boston and the Massachusetts Department of Fire Services. He is a member of the International Association of Fire Chiefs and the New England Association of Fire Chiefs. Pat has a diverse background and expertise in Firefighting, EMS, Dispatch, Emergency Planning and Operations, Grant Writing, and Municipal In addition he has been Finance and Government and Labor/Management relations. instrumental in developing a joint public safety dispatch center for the Town of Westborough and has participated in a number of municipal assessment centers.



Peter J. Finley, Jr. most recently served as Chief of the Winslow Township Fire Department in New Jersey, where he was responsible for the planning, establishment, and initial deployment of the career component of the department. He previously served for 4 ½ years as the Chief of Department for the City of Vineland, New Jersey Fire Department where he initiated significant changes within the department including updating and modernizing equipment, providing the department's first ever formal officer training, and significantly increasing the capabilities of the regional hazardous materials response team. During his tenure the department received more than one million dollars in various grants. He formerly commanded the Vineland Rescue Squad gaining significant EMS operations and command experience, as well as completing an overhaul of that organization's operations. Chief Finley serves as an Adjunct Professor in the Fire Science Program at Camden County College. Chief Finley received his Associate in Applied Science degree from Atlantic Community College in New Jersey and earned his Bachelor of Science degree in Fire Science/Administration from the University of Maryland. He is a graduate of the National Fire Academy's Executive Fire Officer Program, earning perfect scores on three of his four Applied Research Projects. He was awarded an Outstanding Research Award for his 2002 paper titled, "Residential Fire Alarm Systems: The Verification and Response Dilemma". Chief Finley holds nearly two dozen state and national certifications and is a member of a number of fire service organizations, including achieving the prestigious Chief Fire Officer designation from the Commission on Fire Accreditation International. He is a member of a number of fire service organizations and is currently serving as President of the New Jersey Career Fire Chiefs Association where he has been involved in the development and administration of fire service promotional examinations. From 2003–2005 he served on the Training and Education Committee of the Governor's Fire Service and Safety Task Force. He also previously served on the state committee that developed New Jersey's first Firefighter I Instructor Manual.

Subconsultants

Danny K. Opperman, MBA, NRP has been involved in Emergency Medical Services since 2000, where he started in the U.S. Air Force, deploying all over the world as an Aerospace Medical Specialist. Mr. Opperman is a veteran of the Iraq War where he deployed as a medic providing medical treatment to wounded military personnel in an undisclosed location in the Middle East. At his home unit, he coordinated and conducted all training with medical personnel who were certified EMS providers. He also coordinated a military base wide training exercise to ensure all assigned personnel were trained in first-aid on a yearly basis. More recently, Mr. Opperman was a Battalion Chief of EMS Operations at AtlantiCare Health System in Atlantic City, New Jersey. Daily operations consisted of eight ALS units, three SCT critical care units, one medevac unit, ten BLS units and a medical communications center, all stretched over two counties. Mr. Opperman coordinated daily staffing, scheduling, logistical necessities with equipment and strategic oversight of EMS unit placement. While serving as Battalion Chief, he also developed the full curriculum and assisted with the oversight of daily operations for a paramedic educational program with Atlantic Cape Community College, in Atlantic City, New Jersey. He coordinated all clinical activities with AtlantiCare so that paramedic students were able to complete all hospital and field time hours prior to obtaining their paramedic certification. Mr. Opperman has worked



at several community colleges teaching various subjects such as EKG Interpretation to nursing students and Clinical Simulation with paramedic students. Currently, Mr. Opperman works for the Philadelphia College of Osteopathic Medicine as the Manager of Clinical Simulation. He has daily oversight of the simulation center's operations and coordinates all clinical simulation activities for students studying Doctor of Osteopathy and Physician Assistant studies on the Philadelphia, Pennsylvania campus. He also works per-diem in southern New Jersey with Inspira Health as a field paramedic. Mr. Opperman holds numerous certifications in EMS, Instructor of EMS and in clinical simulation. He holds three Associate Degrees, one from the Community College of the Air Force in Allied Health Science and two from Camden County College in Paramedic Science and Paramedic Education and Management. He has a Bachelor's Degree from Wilmington University in Business Management and a Master's in Business Administration specializing in Healthcare Administration from Capella University in Minneapolis, Minnesota.

Peter Burke Jr. - joined Seekonk Fire Department as a career Firefighter/EMT in 2002. During his tenure in Seekonk he developed or coordinated several programs within the department including numerous training efforts to improve firefighter safety. Chief Burke also spent time as a fire prevention officer during a period of rapid growth in the community. He served on the executive board and as president of Seekonk Firefighters Local 1931. He ended his time in Seekonk as a shift commander. In 2012 Chief Burke accepted the position as Deputy Fire Chief in Barnstable Village. While there he was successful in receiving multiple grants. He was responsible for several regional training initiatives engaging a wide variety of stakeholders. In 2017 he was appointed as the Fire Chief of the Hyannis Fire Department. Hyannis is a 9 square mile census designated urban area with a diverse population. While in Hyannis he has focused on team building and progression while improving technology, equipment, operations, staffing, and training. He has worked closely with the Coast Guard as a member of the Area Maritime Security Committee and the Army National Guard in improving cooperation and communication. Burke is a technician and steering committee member on the regional District Hazardous Materials Response Team serving 103 communities in Southeastern Massachusetts. Burke is an instructor at the Massachusetts Firefighting Academy and has taught extensively in the recruit, technical rescue, hazardous materials, and rapid intervention programs. Burke is an Adjunct Professor at Cape Cod Community College. He holds a Bachelor's Degree in Fire Science from Providence College and a Master's Degree in Emergency Management from the Massachusetts Maritime Academy, where he was the recipient of the Jerry S. Parr award for excellence. Burke is a graduate of the Chief Fire Officer Program jointly conducted by the Firefighting Academy and UMASS Boston's Collins Institute. He is also a graduate of the Harvard Kennedy School Leadership in Homeland Security Program and is completing the Suffolk University Local Government Leadership and Management certificate program. Chief Burke lives in Barnstable with his wife Jessica and three children; Brendan, Grace, and Jack.



SECTION 5: SCOPE OF SERVICES AND PROJECT GOALS

The City of Lockport, in conjunction with the Lockport Fire Department is seeking proposals from qualified and responsible consultants to obtain EMS based consultation services and technical assistance. The scope of this consultation service would include key aspects of the fire department's first year implementation of the ambulance program. This includes:

- Assist as needed in negotiations for reimbursements and billing for ambulance services and care with appropriate insurance providers with the goal of having fully executed payer contracts in place.
- Working with department to ensure that operations are implemented and developed with an appropriate framework that promotes effective and efficient ambulatory services. This includes oversight and consultation relating to personnel, training, technological needs, and other aspects as needed.
- Coordinate and help establish the revenue cycle business process, particularly as it relates to the relationship between City's required in-house billing coordinator position as well as an external billing company. Provide recommendations on how to maximize revenue and cash experience.
- Ensure that ambulance operations in the City are adhering to all regulatory requirements.
- Conduct periodic reviews and fiscal audits as directed by the Fire Committee and/or administration
 to identify issues, trends or other matters that may require financial, operational and/or regulatory
 action to ensure compliance and reasonable operational and financial outcomes.



SECTION 6: INFORMATION TO BE PROVIDED BY THE CITY

MRI structures our proposals as a partnership with a community. Although we could develop the data listed below, it would take an excessive amount of time and detract from the overall value of our analysis. As such, we ask the Mayor and the Fire Chief to assign personnel to gather a summary of this information as necessary, at the request of the MRI team. We are looking for a summary overview, not reams of data pertaining to each point listed below. It is our goal that each of our team members becomes familiar with the organization and the area so that we can arrive in your community and "hit the ground running" thus asking more informed questions and providing the community with a better value in terms of product depth and quality.

Prior to our first virtual or in-person field visit, we request that the following documents and information from the City should be developed and delivered to the project manager.

The purpose of this request is to inform our team and provide baseline data so that we can provided appropriate consultation.

The project requires a data set to determine a baseline of current operations. We request that the following documents and information be developed and delivered to the project manager.

- a. An overview of community population and demographics;
- b. An overview of expected community growth and development;
- c. An overview of the organizational structure of the Lockport Fire Department including staffing, scheduling and deployment patterns;
- d. A map indicating where units are posted and or deployed.
- e. A summary of EMS service demand
- f. A breakdown of ALS and BLS volume
- g. A copy of municipal ordinances related to EMS service delivery;

Note: All data must be provided electronically to facilitate delivery to all team members.



APPENDIX A

MUNICIPAL RESOURCES, INC FIRE, EMS, AND PUBLIC SAFETY EMERGENCY TELECOMMUNICATIONS REFERENCES | CLIENT LIST AUGUST 2021

CONNECTICUT		
Milford, CT	Fire Lieutenant Assessment 2019	(203) 783-3200
Naugatuck, CT	2 nd Assistant Chief Promotional Exam 2019	(203) 720-5265
	Assistant Fire Mechanic Promotional Exam	
	2019	Chief Paul Russell
	Fire Captain Promotional Exam 2018, 2019,	John Lawlor, Human
	2021	Resources Director
	Fire Lieutenant Promotional Exams 2018	
	Fire Mechanic Assessment 2019	
Preston, CT	Organizational Assessment 2004	(860) 887-5581
Salem, CT	Needs Study 2013	(860) 859-3873
Southington, CT	Fire Department Promo Exams 2019	(860) 621-3202
	Fire Chief Assessment Center 2017	
	Fire Chief Recruitment 2018	Fire Chief James Paul
	Firefighter Entrance Exam 2017, 2020	Maureen Frazier, Office
	Fire Inspector Exam 2015	Manager
	Lt. and Captain Promotional Process 2015	
	Firefighter Entrance Exam 2007, 2009, 2011	×
	Lt. Assessment Center 2007, 2011	
	Captain Assessment Center 2007, 2011	
University of	Fire Lt & Captain Promotional Process 2018	(860) 486-4925
Connecticut		
Westport, CT	Fire Inspector Assessment 2019	(203) 341-5000
	Assistant Fire Chief Assessment 2017, 2021	
	Fire Lieutenant Exams 2017, 2019	Fire Chief Rob Yost
	Fire Inspector Assessment Center 2016	Asst. Chief Brett Kirby
	Assistant Chief and Lieutenant Promotional	
	Process 2015	
GEORGIA		
Rincon, GA	Technical Assistance 2020-2021	John Klimm, City Manager
MAINE		
Berwick, ME	Fire Study 2012	(207) 698-1101
Dexter, ME	Capital Planning and Fire Study 2009	(207) 924-7351

Proposal: EMS Analysis – Lockport, NY Prepared by Municipal Resources, Inc. January 2023



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	T	(207) 557 2220
Gray, ME	Fire Mentoring 2020	(207) 657-3339
	Fire Service Technical Assistance 2020	(207) 522 7444
Houlton, ME	EMS Study 2016	(207) 532-7111
Kennebunk, ME	Organizational Assessment 2007	(207) 985-2102
Knox County, ME	Organizational Assessment 2013	(207) 594-0420
New Gloucester, ME	Fire, DPW Risk Assessment 2020	(207) 926-4126
Old Town, ME	Organizational Assessment 2011	(207) 827-3962
Presque Isle, ME	Fire Study 2011	(207) 760-2785
Westbrook, ME	Interim Deputy Fire Chief 2009	(207) 591-8126
Saco, ME	Fire Study 2017	(207) 282-3244
MASSACHUSETTES	THE NOTE AND ADDRESS OF THE PARTY OF THE PAR	
Acton, MA	Fire Study 2016	(978) 929-6611
	Fire Chief Recruitment 2011	
	Fire Captain Exam 2011	
	Fire Lieutenant Exam 2011	
	Fire Services Review 2008	
Amesbury, MA	Fire Lt Assessment Center 2020	(978) 388-8165
	Fire Dept Admin & Staffing Study 2019	
Andover, MA	Fire Chief Assessment Center 2006	(978) 623-8225
	Fire Study 2006	
Auburn, MA	Fire Captain Assessment Ctr 2015	(508) 832-7800
Avon, MA	Organizational Assessment 2003	(508) 588-0414
	Fire Chief Recruitment 2004 & 2006	
Barnstable, MA	Fire Department Staffing Study 2020	(508) 862-4000
	Firefighter Background Check 2016, 2018,	
	2019	
	Deputy Fire Chief Recruitment 2009 & 2012	
	Fire Lt. Assessment Center 2011	-
	Fire Captain Assessment Center 2011	
Belmont, MA	Fire Chief Recruitment, 2020	(617) 993-2610
Berlin, MA	Fire Chief Recruitment 2019	(978) 838-2442
	Organizational Assessment 2014	
Beverly, MA	Public Safety Dispatch Study 2017	(978) 922-2424
	Console Meeting Facilitation 2018	
Brookline, MA	Fire Chief Recruitment 2004 & 2011	(617) 730-2210
Carlisle, MA	Fire Chief Recruitment 2018	(978) 371-6688
	Fire Leadership Staffing Study 2015	
Chatham, MA	Organizational Assessment 2010 (including	(508) 945-2324
·	dispatch consolidation)	
Cheshire, MA	SAFER Grant Needs Assessment 2007	(413) 743-5953
Chicopee, MA	Fire and Police Job Descriptions 2017	(413) 594-1619
	Fire Chief Assessment Center 2016	
C-O-MM Fire District	Fire Lieutenant Exam 2016, 2019	(508) 790-2375
	Fire Captain Assessment 2015, 2018	
	Fire Chief Recruitment 2013	



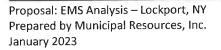
Concord, MA	Assistant Fire Chief Assessment Center 2018	(978) 318-3451
Cotuit, MA	Fire Chief Recruitment 2017	(508) 428-2210
	Fire Lt. Assessment Center 2008	
Danvers, MA	Dispatch Study 2017	(978) 777-0001
•	(Danvers, Hamilton & Manchester)	
Dedham, MA	Fire Dept. Risk Management Assessment	(978) 452- 1227
<u>, </u>	2016	
Dunstable, MA	Interim Fire Manager 2019	
Easthampton, MA	Deputy Fire Chief Assessment Center 2006	(413) 527-4200
East Longmeadow,	Fire Chief Assessment Center 2007	(413) 525-5400
MA		
Essex County	Operations, Management and Finance Audit	
Regional Emergency	2017-2018	
Communication Ctr		
Foxborough, MA	Public Safety Study 2019	
Franklin, MA	Deputy Fire Chief Assessment 2018	(508) 528-2323
	Fire Captain Promotional Process 2018	
Georgetown, MA	Fire Study 2018	(978) 352-5755
Gloucester, MA	Interim Fire Chief 2012	(978) 281-9700
	Fire Chief Recruitment & Assessment Ctr.	
	2012	
	Public Safety Study 2008	
Grafton, MA	Fire Service Technical Assistance 2019	
	Fire Study 2018	
Granby, MA	Fire Chief Assessment Center 2005	(413) 467-3101
Greenfield, MA	Deputy Fire Chief Assess. Ctr. 2006	(413) 774-4323
Groton, MA	Fire Department Strategic Plan 2016	(978) 448-6333
Groveland, MA	Fire Department Staffing Study 2018	(978) 556-7204
Hadley, MA	Fire Study 2011	(413) 586-0221
Hamilton, MA	Dispatch Study 2017	(978) 468-5572
	(Hamilton, Ipswich, and Manchester-by-the-	
	Sea)	
Hopkinton, MA	Fire Lieutenant Exam 2017, 2018, 2021	(508) 497-2323
	Fire Chief Recruitment 2016	
	Deputy Fire Chief Assessment Ctr 2016	
	Firefighter Entrance Exam 2014	
Hyannis, MA	Fire Chief Recruitment & Assess Ctr. 2017	(508) 775-1300
	Fire Lt & Captain Assessment 2018	
	Fire Study 2008	
Ipswich, MA	Dispatch Study 2016	(978) 356-6609
	Organizational Assessment 2002	



Lexington, MA	Fire Captain & Lieutenant Promo Process 2014, 2016	(781) 862-0272
	Fire Chief Recruitment 2012	
	Fire Staffing Study 2012	
	Fire Lieutenant Assessment Ctr. 2009	
	Fire Captain Assessment Ctr. 2009	
Longmeadow, MA	Fire Captain Assessment Ctr. 2015	(413) 565-4100
,	Fire Chief Recruitment and Assessment	
	Center 2015	
Manchester-by-	Fire Lt Written Exam 2018	(978) 526-2000
the-Sea, MA	Fire Services 2018	
	Police Chief Recruitment & Assessment	
	Ctr. 2016	
	Fire Chief Recruitment & Assessment Ctr.	
	2016	
	Police/Fire/EMS Studies 2015	
	Dispatch Study 2014	
	Fire Study 2008	
Marlborough, MA	Fire Chief Recruitment and Assessment	(508) 460-3703
and the state of t	Center 2015	
Mashpee, MA	Fire Study 2011	(508) 539-1401
MassDevelopment –	Fire Study 2015	(978) 772-4600
Devens	Assistance w/ Police Services RFP 2012	
	Police Services Analysis 2010	
	Dispatch Study Update 2009	
	Emergency Planning Exercise 2005	
	Fire Lt. Assessment Center 2005	
	Dispatch Study 2005	
	Emergency Operations Center 2005	
Mendon, MA	Fire Chief Recruitment 2018	(508) 473-2312
	Interim Fire Chief Recruitment 2017	
	Interim Fire Technical Assistance 2016	
	Fire Chief Recruitment 2017	
	Fire Management Letter 2016	
Metropolitan Area	Ashland/Hopkinton, MA	(508) 881-0100
Planning Comm	Combined Fire Services Study 2015	x-612
(MAPC)		
Nahant, MA	Interim Fire Chief 2016	(781) 228-7254
Natick, MA	Deputy Fire Chief Assessment 2019	(508) 647-6400
	Fire Chief Assessment Center 2014, 2018	
	Fire Lt & Captain Assessment 2019	
Newbury, MA	Service Study 2016	(978) 465-0862
•		x-301
North Andover, MA	Fire Chief Assessment Center 2016, 2021	(978) 688-9500
North Reading, MA	Organizational Assessment 2005	(978) 664-6010
Norton, MA	Fire Lt. Assessment Center 2016	(508) 285-0248



Norwood, MA	Substitution Pay and Staffing Practices 2010	(781) 762-0080
Orange, MA	Firefighter Assessment Center 2007	(978) 544-3145
Oxford, MA	Fire Management Letter 2017	(508) 987-6030
,	Deputy Fire Chief Assessment Center 2017	
Plympton, MA	Fire Study 2017	(781) 585-3220
, , ,	Interim Fire Chief Assistance 2018	
Pioneer Valley	Regional Emergency Services Study 2021	Eric Weiss
Planning Commission		Manager of Reg & Municipal
J		Programs
Rutland, MA	Fire Chief Assessment Ctr. 2017	(508) 886-4131
Salem, MA	Deputy Fire Chief Assessment Ctr. 2018	(978) 619-5633
Saugus, MA	Deployment & Organization Analysis 2021	(781) 231-4111
Scituate, MA	Fire Study 2011	(781) 545-8741
Shrewsbury, MA	Deputy Fire Chief Assessment 2019	(508) 841-8522
••		
South Hadley, MA	Fire Entrance Exam 2016	Robert Authier, Fire Chief –
•	District Clerk/Treasurer Recruitment –	District One
	District Two 2014	(413) 532-5343
	Strategic Planning 2010	Scott Bradley, Fire Chief -
	EMS Assessment 2007	District Two
	Fire Chief Recruitment- District One 2002	(413) 534-5803
	Firefighter Assessment Center- District One	
	2006	
	Fire Lt. Assessment - District Two 2006	
	Firefighter Assessment Center-District Two	
	2006	
Southampton, MA	Fire Chief Assessment Center 2006	(413) 529-0106
Southborough, MA	Fire Chief Recruitment 2018	(508) 485-0710
Sudbury, MA	Fire Chief Assessment Center 2004	(978) 443-8891
Topsfield, MA	Fire Chief Recruitment 2017	(978) 887-1599
	Interim Fire Chief 2016	
Truro, MA	Fire Chief Assessment Ctr. 2014	(508) 349-7004
	Fire Study 2013	x-10
Uxbridge, MA	Fire Chief Recruitment 2019	(508) 278-8600
Wayland, MA	Fiscal Benefit and Service Demand Analysis	(617) 357-9300
	2007	
Wellesley, MA	Deputy FC & Lt Assessment Center 2020	(781) 431-1019
	Fire Chief Recruitment 2008	
Wenham, MA	Dispatch Study 2018	Peter Lombardi, Town
	Fire Chief Assessment 2018, 2019	Administrator
		(978) 468-5520
	Fire Study 2016	(413) 232-0300
West Stockbridge,	Fire Study 2016	(413) 232-0300





West Suburban Managers Group	Regional Dispatch Study (20 Communities) 2008	(781) 455-7580
(WSMG) Westborough, MA	Fire Study 2018	(508) 366-3030
Westford, MA	Organizational Assessment 2007 (including	(978) 692-5501
westford, MA	dispatch consolidation)	
Weston, MA	Fire Chief Recruitment 2007	(781) 893-7320
Westwood, MA	Deputy Fire Chief Assessment Center 2018 Fire Captain Assessment Center 2018	(781) 320-1028
Wilbraham, MA	Fire Captain Assessment 2015, 2019 Shift Commander Assessment 2015 Fire Chief Recruitment 2009	(413) 596-3122
Williamstown, MA	Fire Study 2019	
Winchester, MA	Fire Chief Assessment Center 2019	(718) 721-7157
Woburn, MA	Public Safety Study 2012	(781) 897-5800
Yarmouth, MA	Fire Captain Promotional Exam 2016, 2020 Fire EMS Exam 2011 Fire Lieutenant Promo Exam 2010, 2012, 2014	Philip Simonian, Fire Chief (508) 398-2212
	Fire Captain Assessment Ctr. 2010, 2012, 2014	
	Deputy Chief Assessment Ctr. 2007, 2015 Fire Lt. Assessment Ctr. 2010	
NEW HAMPSHIRE	Fire Lt. Assessment Ctr. 2010	
	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017	(603) 485-4276
Allenstown, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015	(603) 485-4276 (603) 673-6041
Allenstown, NH Amherst, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment	
Allenstown, NH Amherst, NH Atkinson, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015	(603) 673-6041 David G. Cressman, Town
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020	(603) 673-6041 David G. Cressman, Town Administrator
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016	(603) 673-6041 David G. Cressman, Town Administrator (603) 483-5052
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020	(603) 673-6041 David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH Brookline, NH	Fire Lt. Assessment Ctr. 2010 Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020 PT Fire Chief Recruitment 2019	(603) 673-6041 David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town Administrator Tad Putney, Town
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH Brookline, NH	Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020 PT Fire Chief Recruitment 2019 Ambulance Chief Recruitment 2020 Review of Fire/Rescue Response 2015 Fire Chief Recruitment 2016	(603) 673-6041 David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town Administrator Tad Putney, Town Administrator
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH Brookline, NH Chester, NH Deering, NH	Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020 PT Fire Chief Recruitment 2019 Ambulance Chief Recruitment 2020 Review of Fire/Rescue Response 2015 Fire Chief Recruitment 2016 Fire Study 2016	David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town Administrator Tad Putney, Town Administrator (603) 887-4979
NEW HAMPSHIRE Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH Brookline, NH Chester, NH Deering, NH Enfield, NH Fremont, NH	Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020 PT Fire Chief Recruitment 2019 Ambulance Chief Recruitment 2020 Review of Fire/Rescue Response 2015 Fire Study 2016 Fire Study 2016 Fire Chief Recruitment 2019 Fire Chief Recruitment 2019 Fire Chief Recruitment 2016 Fire Study 2016 Fire EMS Integration Planning 2019 Fire Chief Mentoring 2018-2019	David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town Administrator Tad Putney, Town Administrator (603) 887-4979 (603) 464-3248
Allenstown, NH Amherst, NH Atkinson, NH Auburn, NH Bedford, NH Bradford, NH Chester, NH Deering, NH	Interim Fire Manager 2017 Fire Dept. Mgt. Assessment 2016 Fire Chief Recruitment and Assessment Center 2015 Fire/EMS Study 2015 Fire Study 2020 Fire Study 2016 Organizational Assessment 2006 Interim Fire Manager 2020 PT Fire Chief Recruitment 2019 Ambulance Chief Recruitment 2020 Review of Fire/Rescue Response 2015 Fire Chief Recruitment 2016 Fire Study 2016 Fire EMS Integration Planning 2019	(603) 673-6041 David G. Cressman, Town Administrator (603) 483-5052 (603) 890-2000 Karen Hambleton, Town Administrator Tad Putney, Town Administrator (603) 887-4979 (603) 464-3248 (603) 632-5026



Hebron, NH	Fire EMS Technical Assistance 2021	(603) 744-2631
	Fire Assessment Study 2015	(602) 405 0471
Hooksett, NH	Fire Location Study 2010	(603) 485-8471
Keene, NH	Fire Chief Mentoring 2013	(603) 357-9858
Kingston, NH	Organizational Assessment 2006	(603) 642-3626
Laconia, NH	Overtime Staffing & Scheduling 2013	(603) 527-1270
Littleton, NH	Fire Chief Recruitment 2020	
	Fire Mentoring 2020	(603) 444-3996
	Interim Fire Manager 2020	
	EMS Services Study 2019	
Londonderry, NH	Fire Chief Recruitment 2007	(603) 432-1100
Loudon, NH	Fire Study 2011	(603) 798-4541
Lyndeborough, NH	Firefighter Review 2020	
McGregor Memorial	Executive Director Recruitment 2012, 2018	(603) 312-2052
EMS		
Middleton, NH	Organization Assessment 2006	(603) 473-5202
Milford, NH	Dispatch Study 2018	(603) 249-0600
Newbury, NH	Organizational Assessment 2006	(603) 763-4940
Newington, NH	Fire Study 2020	(603) 382-4405
_	Fire Contract Analysis 2020	
	Fire Services Consulting 2020	
Newton, NH	Fire Chief Recruitment 2014	(603) 382-4405
New London, NH	EMS Study 2010	(603) 763-2212
North Hampton, NH	Organizational Assessment 2007	(603) 964-8087
Ossipee, NH	Organizational Assessment 2009	(603) 539-4181
Peterborough, NH	Fire Chief Recruitment 2005	(603) 924-3201
Plaistow, NH	Fire Chief Recruitment 2019	
Rochester, NH	Fire Chief Recruitment 2017, 2021	Blaine Cox, City Manager
•		(603) 332-1167
Rye, NH	Firefighter Backgrounds 2020	(603) 964-5523
, ,	Fire Chief Recruitment 2017	
Seabrook, NH	Seabrook Fire Department	(603) 474-3252
	Communications Center Study 2015	
Somersworth, NH	Fire Station Review 2018	(603) 692-4262
,	Interim Fire Chief 2011	
	Fire Chief Recruitment 2011, 2020	
Tilton, NH	Organizational Assessment 2007	(603) 286-4521
Wolfeboro, NH	Fire Chief Recruitment 2016	(603) 569-8161
MARYLAND		
Hagerstown, MD	Community Rescue Services	(301) 733-8042
	Optimization Study 2014	
	Organizational Assessment 2013	
NEW JERSEY		
Brigantine, NJ	Fire Apparatus Spec. Development 2014	(609) 266-7600
Drigantine, 143	The Apparatus specia bevelopment 2011	1,,



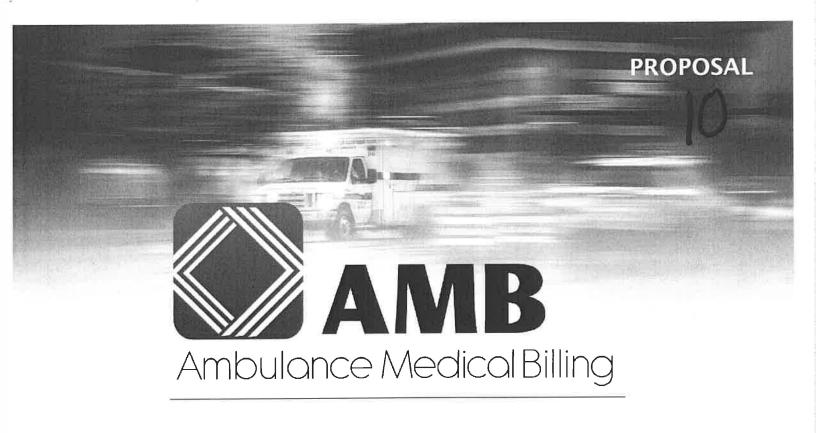
Cranford, NJ	Fire Lt. Promotional Exam and Assessment Ctr. 2013	(908) 276-6203
Hillside, NJ	Organizational Assessment 2011	(908) 352-1700
Longhill, NJ	Fire Study 2018	(908) 647-8000
Princeton, NJ	Fire Study Phases I and II 2016 Fire Study 2014	(609) 497-7632
NEW YORK		
East Marion Fire District	Fire Needs Assessment 2010	(631) 477-0163
Genesee County	Fire EMS Service Model and Strategic Plan 2021	(603) 344.0078 Timothy Yaeger Coordinator Genesee County Emergency Management Services tim.yaeger@co.genesee.ny.us
OHIO		
LION First Responder PPE	Fire Service Cancer Reduction Research 2017	Mark T. Smith Senior Vice President (937) 415-2843
Lion Group, Inc.	Incident Command Research 2017	Steve Schwartz Chief Executive Officer (800) 548-6614
PENNSYLVANIA	医乳体切除 化二甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基甲基	
Chambersburg, PA	Fire Chief Recruitment 2006	100 S. 2 nd Street Chambersburg PA 17201
Chester County, PA	Fire EMS Study 2019	Chester County Government Services Center Attn: Veronica Protesto
Keystone Valley Regional Fire District	Fire Study 2016	(484) 571-9686
Oxford, PA	Union Fire Company No. 1 Facility, Location, & Long Range Planning 2017	(610) 932-2411 Gregory T. Paxson, President
State College, PA	Fire Director Recruitment 2006	
Upper Merion Township, PA	Fire Study 2015	(610) 205-8554
RHODE ISLAND		
East Greenwich, RI	Fire Chief Recruitment 2018 Interim Fire Chief Recruitment 2017	(401) 886-8600
Jamestown, RI	EMS Services Review 2010	(401) 423-7200
Middletown, RI	Fire Chief Recruitment 2020 SAFER Grant 2020 Interest Arbitration Services 2019	Shawn Brown, Town Administrator

Proposal: EMS Analysis – Lockport, NY Prepared by Municipal Resources, Inc. January 2023



Portsmouth, RI	Fire Department Staffing Study 2012 Fire Chief Recruitment and Assessment Ctr 2012 Organizational Assessment 2013	(401) 683-3255
Warwick, RI	Interest Arbitration Services 2019	
SOUTH CAROLINA		
Aiken, SC	Public Safety Study 2016 Grant Assistance 2016	John C. Klimm, City Manager (803) 642-7654
VERMONT		
Arlington, VT	Fire Study 2020	(802) 375-6680
Ludlow, VT	EMS Study 2019	(802) 228-2841 Scott Murphy, Municipal Manager
Manchester, VT Dorset, VT	Public Safety Consolidation Study 2014	John P. O'Keefe, Town Manager (802) 362-1313 Rob Gaiotti, Town Manager (802) 362-4571, x-3
St. Albans, VT	Fire Department Study 2008	Dominic Cloud, City Manager (802) 524-1500
St. Johnsbury, VT	Fire Mentoring 2020 Fire Study 2020	802-748-3926 Chad Whitehead, Town Manager
Stowe, VT	Fire/EMS Study 2016	(802) 253-7350 Charles Safford, Town Manager
Windsor, VT	Organizational Assessment 2007	(802) 674-6786





Your Specialized EMS Billing Partner

Emergency Medical Services Billing Proposal for the City of Lockport -Lockport Fire Department January 17, 2023 2:00 PM



RFP Contact: Jeff Tassi, Director
Director, EMS Partner Solutions
Ambulance Medical Billing
Home Office: 65 Gates Street, South Boston, MA
617.799.7200 direct | jtassi@amb-ems.com



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Confidentiality Statement

The information contained in this proposal and marked as Confidential shall be held in strict confidence for use by the City of Lockport only and shall be used for the purposes of responding to and evaluating this proposal.

Compliance Statement

Ambulance Medical Billing complies with all applicable Federal, State, and local laws and regulations as they apply to the services being provided, including maintaining confidentiality for all medical and patient information in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).



A: Cover Letter

January 17, 2023
Office of the City Clerk
City Hall
I Locks Plaza
Lockport, NY 14094

Dear City of Lockport Evaluation Team:

It is our pleasure to submit a bid for Billing and Collection Services to the City of Lockport. I am confident that Ambulance Medical Billing, simply known as AMB, can positively impact Lockport Fire Department's revenue while providing superior service. Delivering the highest level of support to LFD and its community will be our top priority.

AMB has a strong East Coast presence; accounting for more than a third of our 250 EMS clients. This solid network of services allows us to stay on the forefront of trends and issues that may arise in the area. LFD will benefit from working with a well-networked national EMS billing firm who understands the intricacies of ambulance billing, but yet is small enough to be flexible and responsive for LFD and its community. Personable interactions and close working relationships with our clients set us apart from others in the EMS billing segment. Jeff Tassi, our sales director for the region, is located within hours of LFD and is prepared to support the service in any way. There is no question that the combination of our accessibility, knowledge, and understanding of the Eastern market is unmatched.

Joining AMB will open LFD to a level of communication that we are certain is not widely practiced. We specialize in getting to know our partners and working closely throughout the contract. AMB strives to learn and implement new ways of increasing revenue for you, whether that is through technology, staying abreast of new billing and compliance guidelines, or identifying opportunities to improve our processes. Because we are a tight-knit team without layers of management, we are not afraid to make immediate changes that will positively impact your revenue

Delivering a high quality of service while compliantly capturing the entitled reimbursement for your ambulance crew's performance is our priority. We know this can only be obtained through frequent, proactive communication and establishing a partnership centered on trust. We will maintain strong customer service and open dialog using the following AMB strengths:

• Direct contact information and mobile numbers to all levels of executive management (including myself). We understand the 24/7/365 nature of ambulance. You will have our cell phone numbers in order to reach us directly at any time, day or night.



- A dedicated Client Service Representative (CSR), Andria Pugh, will be your consultative ally to address any questions or concerns. Routine meetings/calls between Andria and the LFD team will ensure full transparency of LFD revenue, accounts and any trends or issues observed.
- A customized client portal with instant dashboards to view performance metrics. This provides transparency into our billing system and reassures LFD that AMB is meeting and exceeding expectations.
- Ad-hoc reporting offered in both self-serve and assisted formats to help identify or analyze any segment of work throughout the claims or billing journey.
- Web landing page and dedicated Patient Services resources to improve patient understanding of billing responsibilities. A Patient Services team trained to counsel patients; capable of offering flexible payment options; and skilled in overcoming patient fear and objection through patience and clarity.

Our goal is always to exceed your expectations and we will work hard to achieve this every day. AMB has carefully prepared a tailored proposal and competitive rate options for providing the City of Lockport with exceptional billing and collection services.

I am the individual authorized to make representations and bind AMB. I certify that all of the information contained in the proposal is true and correct. This is a firm offer that is valid for a minimum of 180 days and AMB will comply with the terms of the RFP. I acknowledge all addenda and additional information issued.

You have my personal commitment that our partnership will be a successful one. Thank you for the opportunity to submit this proposal.

Best regards,

Lloyd Ledet
President and CEO
Ambulance Medical Billing (an operating division of Credit Bureau Systems, Inc.)
100 Fulton Court, Paducah, Kentucky 42001
Incorporated in Kentucky
270.744.6778 direct | 832.754.8957 mobile | 270.744.8642 fax
Iledet@credit-bureau.com | www.amb-ems.com



A Note from Your Regional Director:

I am honored to have the opportunity to submit a proposal to LFD and am the person responsible for answering questions concerning our proposal.

The landscape of ambulance billing has changed over the past couple years. With longtime ambulance billing companies closing their doors and local fire departments discontinuing billing services, to Fire Districts now being allowed to bill for services. As a new service the City has a unique opportunity to find an established billing partner that can truly meet and exceed your revenue cycle needs.

As you review the proposals, you are likely considering each vendor and how they will benefit the City. Here are a few areas where AMB rises above the rest.

Customer Service. AMB's Customer Service is second-to-none. Our proactive approach to customer service is the backbone of our operations. You will be assigned a dedicated Client Services Representative to manage the day-to-day activities of your account and hold regular "touchbase" meetings. Our constant communication with our clients is what makes for successful relationships, as you will always know what is going on with your account at any given time.

Furthermore, as the Northeastern Regional Director of EMS Partner Services, I am located in Boston, Massachusetts, and can be in Lockport easily (plus have a current client in the Buffalo area). I can meet either on a planned schedule (monthly, quarterly, etc.) or when necessary. I have been in the ambulance revenue cycle management industry since 2006, and my passion is helping clients increase revenue and ultimately improve their operations.

Compliant Coding. Other billing companies may have certified coders on staff, but are all of the runs being coded by certified coders? Are they maintaining the level of training or audit processes desirable for claims being submitted to Medicare and Medicaid? Every AMB coder is certified by the National Academy of Ambulance Compliance. They are continuously reviewed on a regular basis to ensure that they have at least a 96% accuracy rate. This level of coding compliance allows us to recoup more ALS dollars that may have previously been missed.

Opportunity for Revenue Increase - Most new clients experience a minimum of an 8-10% increase in revenue as a result of joining AMB. AMB will analyze all of the City's current data to determine where there are areas for improvement, and then set up Key-Performance-Indicators (KPIs) to ensure we are capturing all available revenue, especially as it pertains to public and private insurance payers. With a new service like yours, we would offer the proper guidance and consulting so you may be efficient and maximize your insurance returns

For example, we have been successful in increasing the revenue for the Town of Houlton, Maine since becoming their billing partner in 2020.

I believe that the City of Lockport will benefit from choosing a national firm that specializes exclusively in ambulance billing versus using a local company. The resources and network of connections that AMB has due to our involvement in the industry is unmatched.

Respectfully Submitted,

Jeff Tassi

Regional Sales Director | 65 Gates Street, South Boston, MA 02127 | 617-799-7200



A: Scope of Services

AMB has thoroughly reviewed the Scope of Services from the RFP (Section 3) and is confident in our ability to meet and exceed all of the requirements AMB Approach section of our proposal (beginning on page 28) details how these minimum requirements shall be met and exceeded. Confirmation of our understanding and ability to meet expectations is contained in the table below, which has been modified due to space limitations. In order to reduce redundancy and create simplicity of proposal.

Scope of Services	AMB's Ability to Meet
Contract Terms	Will meet and exceed expectations
Compatibility with City's ESO ePCR	Will meet and exceed expectations
Insurance Requirements	Will meet and exceed expectations
Billing and Collections	
The Contractor will be responsible for providing billing, accounts receivable and delinquent account collection services for the City's Emergency Medical Services (EMS)	Will meet and exceed expectations*
The Contractor will review current EMS billing activities and rate schedules and make recommendations to City on any rate adjustments that may be necessary	Will meet and exceed expectations
The Contractor will use professional trained and fully compliant coders to manually review and code all run	Will meet and exceed expectations
The Contractor shall file initial client billings and customer insurance claims within five (5) working days from receipt of transport information from LFD and shall not have the right to refuse to bill and collect	Will meet and exceed expectations
The Contractor shall obtain any missing data necessary for billing through telephone or e-mail queries from the appropriate source; the ePCR provider, LFD, the receiving hospital, or the patient.	Will meet and exceed expectations



The contractor shall provide a proposed billing and collection procedure including sample bills, letters, notices, language and timelines, and shall work with the City to formalize and implement City authorized billing and collection protocol.	Will meet and exceed expectations
The Contractor shall be responsible for rebilling the insurance company for its portion of a bill if the claim is not paid in accordance with the City's terms.	Will meet and exceed expectations
To obtain prompt payment of accounts the Contractor shall request payment within 30 days.	Will meet and exceed expectations
The Contractor shall agree to implement new fee schedules from time to time as directed by the City.	Will meet and exceed expectations
The Contractor will suspend billing and collection activities as directed By LFD Chief or designee.	Will meet and exceed expectations
The Contractor will be required to bill the patient's secondary and tertiary insurance carriers (if applicable).	Will meet and exceed expectations
The Contractor must be fully compliant with all rules related to all forms of medical billing.	Will meet and exceed expectations
The Contractor will be responsible for timely submittals to Insurance Companies, Medicare and Medicaid.	Will meet and exceed expectations
The Contractor shall be equipped with electronic data submissions capabilities.	
The Contractor shall work with the City staff to implement and maintain procedures which facilitate the demands of RFP	Will meet and exceed expectations
The Contractor will work with the City of Lockport to ensure that all requirements of HIPAA are met.	Will meet and exceed expectations
The Contractor will be required to collect patient signature when necessary	Will meet and exceed expectations**
The Contractor must make every effort possible to make collection within 180 days of initial billing without jeopardizing the goodwill of the City.	Will meet and exceed expectations
Self-pay Patients and payments plans.	Will meet and exceed expectations
Collection of A/R fees.	Will meet and exceed expectations
Medicare billing guidelines.	Will meet and exceed expectations
Medicaid billing guidelines.	Will meet and exceed expectations
Returned mail.	Will meet and exceed expectations
Payment posting.	Will meet and exceed expectations



Compatibility with ESO.	Will meet and exceed expectations
Reports	See Samples Page 48
The Contractor shall be required to submit all the listed monthly reports no later than the 6 th of each month	Will meet and exceed expectations
Additional Requirements	
Record Retention.	Will meet and exceed expectations
Audits and Inspections.	Will meet and exceed expectations
Adherence to Generally Accepted Accounting Principles.	Will meet and exceed expectations
Toll-Free Number.	Will meet and exceed expectations
Customer Service.	Will meet and exceed expectations
Meetings with City and Contractor.	Will meet and exceed expectations
Training	Please see Training Section on page
24/7 Access	Will meet and exceed expectations
Industry Knowledge Sharing.	Will meet and exceed expectations
Data is property of City of Lockport	Will meet and exceed expectations
Indemnification	Will meet and exceed expectations
Contractor Responsibility	Will meet and exceed expectations

^{*} AMB performs an all-encompassing scope of billing and collection services. However, if the City is requiring past due collection activities aka Collection Agency Services, those services will be quoted at a higher fee structure as it is different type of work.

^{**} AMB will assist in obtaining patient signatures when necessary, and will provide the necessary documentation training on signature requirements. However, AMB does not bear responsibility for claims that are unable to be billed when proper signatures are not obtained.



B: Introduction

EXECUTIVE SUMMARY - WHY AMB?

Improved Service and Attention Compared to Others in the Industry: The feedback we receive from clients is consistent: the level of attention and communication from AMB is far better. We aim to keep it simple. AMB has dedicated contacts to streamline the number of touchpoints required for assistance, and direct access to all levels of management.

Improved service is also credited to the additional resources that AMB brings to the City as a national EMS billing firm. A network of clients nationwide allows for a broader understanding of revenue cycle management opportunities. Partnership with the leading EMS law firm, PWW, provides relevant and current information that will ensure that the City's practices and its rate are as current as possible. These are just a few of the resources that AMB will bring to the City.

Quick Implementation: The City will benefit from our expertise with a quick and efficient implementation of 30-45 days. A quick transition will minimize any gaps.

Highly Skilled and Dedicated EMS Billing Personnel: The dedicated members of the LFD team serve as your direct contacts, and they remain ready to assist with every aspect, simple or complex. Jeff, Dana, Andria, and the entire team is looking forward to supporting LFD.

Ambulance Experts: We are not a medical billing firm. We are not a software company or a technology company. We are an *EMS revenue company*. All of our time is devoted to increasing your revenue, reducing your days in A/R, providing opportunities for improvement, and assisting your community. Your revenue maximization and service for your community are our priority ONE.

100% of Coders Certified: Every coder employed by AMB, including those assigned to LFD, are certified by the National Academy of Ambulance Compliance (NAAC) as Certified Ambulance Coders (CACs). Having a staff of certified coders ensures the highest levels of compliance and optimal reimbursement.

Custom Reports at No Extra Cost: AMB has developed an extensive portfolio of custom reports that are presented to LFD on a regular basis. Our Reporting Department has advanced knowledge in creating any additional custom reports at no added charge. Copies of our comprehensive monthly package can be provided at any time. These reports, along with any others that LFD would like us to create, will aid in your EMS operations. Reports are created for you with immediate attention, including a simple method for requesting them...just ask!

Real-Time Dashboards and Web Portal: AMB's State-of-the-Art Technology allows for real-time, simple to use data dashboards. This provides instant access



to agency stats on multiple key performance indicators (KPIs). The dashboard is available online 24/7/365 with any internet connection or smart device using our free App, AMB Dashboard for Clients.

Web portal access is secured and available for authorized LFD personnel. Items included in the Portal are comprehensive month-end reports, daily deposit reconciliation reports, and payment summary.

Hardware Option: AMB assists many of our clients with specialized EMS billing in addition to providing industry-leading hardware for their field crew. The high expense of equipment can be an additional burden on the agency's budget, and our offering makes it simple. The cost of the hardware can be included in the monthly fee that is paid. LFD can choose from an assortment of ruggedized laptop devices that are commonly used by EMS agencies including Panasonic TOUGHBOOK and Getac. Hardware options could be added to the initial contract or during future contract extensions.

Your EMS Specialist: Focusing on EMS billing for 17 years comes with its advantages, and we share that with you. AMB partners with LFD and will work on further developing ways to increase revenue for LFD. Our team of experts doesn't just evaluate your operations at implementation; we are constantly reviewing the health of LFD's account and exploring ways to improve. Our analysis includes reviews of LFD crew members and their strengths and deficiencies. This deep understanding of the source of patient data will lead to an improvement in documentation and ultimately reimbursements.

AMB's superior claims filing experience provides advanced knowledge:

- 17 years of experience exclusively billing ambulance claims;
- 17 years of experience in guidelines, rules, and regulations for federal, state, and local regulations and standards for ambulance billing;
- 17 years of experience in medical insurance filing to include manual and electronic billing methods, with Medicare, Medicaid, private and commercial insurance and
- 17 years of experience in managing, negotiating with, and handling dispute resolution with Medicare, Medicaid and other insurance payors.

PROVIDING COMPREHENSIVE EMS BILLING SERVICES SINCE 2005



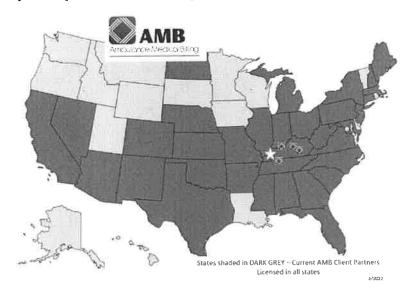
AMB PROFILE

We are a family-owned EMS revenue cycle management company founded 70 years ago with a strong work ethic and hospitality that you can count on. Our AMB division has specialized in emergency medical services billing since 2005 and for nearly 17 years, we've held strong in our commitment to provide superior service and results for you and your community.

Operating on a national level, our headquarters are located in Paducah, Kentucky and is where the LFD account will be worked. AMB has five offices located centrally in the U.S. These locations include four offices in Kentucky: Paducah (headquarters); Lexington; Hazard; and Owensboro; and one office in Clarksville (Nashville area), Tennessee.

Over 250 clients trust us to increase their revenue, provide improvement opportunities, and assist their communities. We are proud that we consistently meet all service deadlines with each of our clients, and always stand willing to go the extra mile for our partners.

AMB is 100% dedicated to EMS transport billing and collection, and currently bills for agencies in 30 states across the U.S. (client states shaded in **DARK GREY** on the map). With the central location of each AMB office, we would be proud to add the City of Lockport as a strategic partner.



AMB's management team consists of an organization which eliminates layers of management, provides improved coordination, and fosters continual communication between the staff members. This allows for easier decision-making among employees and ultimately benefits our clients. If there are



changes that need to be made, our organizational structure allows us to act fast without management red tape and make decisions that will have impact.

We do not subcontract and are not owned by an international company. The protection of your revenue and security of your patient data is of the utmost importance to us and we will not risk the integrity of your account.

AMB has key personnel who oversee each of our highly productive departments. Each manager takes care to ensure the success of LFD's account. AMB is managed by Dana Evans, a talented leader with over 30 years of healthcare, coding, billing and compliance experience.

AMB's team is committed and expertly equipped to manage LFD's claims with all healthcare providers and programs. LFD's claims and denials will be processed according to the timelines as agreed between LFD and AMB.

The seasoned AMB Accounts Receivable (A/R) Managers assigned to your account will be intricately involved with the most efficient and effective methods for how to best work all claims including Medicare, Medicaid, and private insurance. The A/R Managers acquire these skills through hands-on training based on years of billing experience and constant communication from our leadership team. Our in-house AMB Compliance Officer attorney is always available for questions or concerns.

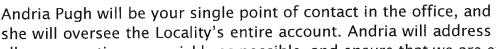
We handle all aspects of your operation including provider credentials with all insurance carriers, interfaces with ESO and the AMB Billing System, review of patient letters and correspondence for approval, and establishment of policies with LFD's guidance.





KEY PERSONNEL

Meet Andria The Locality's Account Specialist





all your questions as quickly as possible, and ensure that we are exceeding your expectations. She will work with the City of Lockport during Implementation; gathering all of the essential documents, including the current rate schedule, to get the City of Lockport account established. Andria will coordinate bi-weekly touch base calls to make sure that everything is going smoothly with your account.

Routine reviews will be scheduled with those appointed by the Locality to conduct reviews of the Locality's account including the rate schedule as compared to other similar services, changes or important highlights in billing procedures, and developments within the healthcare insurance industry. Andria will ensure that all of the Locality's forms and policies, such as hardship cases, are properly implemented. She will schedule any additional meetings as necessary and will involve the appropriate department manager when needed.



Meet Jeff The Locality's Account Representative

Jeff Tassi will be available to the Locality whenever needed. He will keep up with the status of the account and can assist with issues or questions. Jeff will be available for virtual and on-site meetings as requested along with other members of our management team.

Team Resumes

The personnel described on the following pages will be responsible for managing and servicing the Locality's account. AMB will include all officers and key managers in the engagement from pre-contract negotiations throughout the life of the contract. The executive management team directly oversees every detail of the contracting phase, implementation, education and daily account management.

Our AMB staff possess the experience and knowledge required to perform billing for the Locality as required by Maine state rules and CMS regulations.



Name and Title: Andria Pugh, City of Lockport Client Specialist,

Client Services Supervisor

Phone: 855-347-1360 ext. 349 Email: apugh@amb-ems.com



Responsibilities and Job Tasks:

Dedicated point of contact for the Locality account throughout the entire contract. Responsible for taking care of the account and coordinating assistance from other departments when needed. Manage bi-weekly meetings (or as needed) and schedule on-site visits as necessary. Andria will keep the Locality fully informed.

Years with AMB:

Years of experience: 13

Experience and education:

Andria Pugh will be your dedicated Client Services Specialist throughout the entire partnership. After joining AMB six years ago, Andria quickly progressed from Data Entry Clerk to Analyst to Supervisor and finally Manager. She then moved to Client Services where she has been since June 2019. Due to her indepth experience at AMB, Andria is constantly complimented for her billing knowledge and kindness. Andria is there to assist the Locality with any request.

As Client Services Supervisor, Andria leads the team of Client Service Specialists and supports them with the tools to provide top-notch service to all AMB clients.

Other experience and qualifications relevant to this project:

Andria is accustomed to delivering excellent service in any kind of environment. She is determined to seek out answers, even when she might not know at first. She is persistent and dependable, which is respected among the clients that she works with.



Name and Title:	Jeff Tassi, Director, EMS Partner Solutions
	Phone: 617-799-7200 Email: jtassi@amb-ems.com
Assignment for this project:	Dedicated point of contact for the City of Lockport
	account throughout the entire contract. Responsible for general oversight of the account and attendance at
	Locality meetings, virtual and on-site.
	Locality meetings, virtual and on site.
Years with AMB: 6	Years of experience: 16
Experience and education:	Bachelor's degree from Arizona State University
	Jeff has over 20 years of sales experience, and has worked in the Ambulance/EMS Revenue Cycle Management industry for over 16 years. This strong sales background helps Jeff connect with his clients and truly understand their needs. Jeff's strong financial knowledge allows him to quickly analyze a service's EMS revenue opportunity and potential.
Other experience and qualifications relevant to this project:	Jeff has extensive experience in the EMS-Revenue Cycle Management industry and has worked with multiple agencies across many states in achieving their revenue goals. From working with small rural organizations to large Locality services, Jeff has been able to assist clients in creating targeted, personalized solutions relevant to them.



		A I DOICH CO WEEK CADINERY
Name and T	itle:	Lloyd Ledet, President and CEO
		Phone: 270-744-6778 direct Email: lledet@credit-bureau.com
Responsibilities and Job Tasks:		Lloyd is responsible for the general success of LFD's contract, and the oversight of the organization and executive management team. It is not uncommon for Lloyd to reach out personally; reinforcing the strong partnership that makes AMB unique.
Years with AMB:	5	Years of experience: 34
Experience and educat		Prior to joining CBS, Mr. Ledet contracted with the Commonwealth of Massachusetts to outsource two call centers for The Massachusetts Health Connector Insurance Exchange. This project employed 250 agents providing insurance enrollment, support, and payment assistance for State citizens year-round (including three consecutive open enrollment periods). He co-managed the project with Dell Healthcare and Public Consulting Group as partners. He concurrently managed nearshore facilities for his former employer in Costa Rica employing 350 dedicated bilingual customer service agents for companies ranging from Dyson Technology to Nielsen Market Ratings.
Active registrati		Our firm is a member of several associations and
memberships or		organizations within the EMS industry.
certifications:		250
Other experience qualifications relevan this proj	t to	Lloyd leads AMB in supporting over 250 services, mostly public, in 30 states throughout the US. He is a 34-year veteran of the Healthcare Revenue Cycle Management (RCM) industry with concentrated experience in Accounts Receivable Management and Business Process Outsourcing. He has a vested interest in the success of LFD's project.



Name and Title: | Michael Lavender, CPA - Chief Financial Officer

Phone: 270-744-8139 direct

Fmail: mlavender@credit-bureau.com

Responsibilities and Job Tasks:

Michael is responsible for the financial success of LFD's account. Michael has conducted a full analysis based on the financial information provided for the RFP and will continue to monitor the account for success and/or trends that need prompt attention.

Years with AMB:

Years of experience: 16

Experience and education:

Mr. Lavender joined CBS and AMB as Chief Financial Officer in December 2019. Prior to AMB, Mr. Lavender was an audit manager with Crowe LLP, one of the nation's leading public accounting, consulting, and technology firms. Mr. Lavender is a CPA, a member of the American Institute of Certified Public Accountants, and holds an active license in Kentucky and Tennessee.

Michael has been appointed as an advisor for the National Academy of Ambulance Coding (NAAC) Financial Officer Project. As a financial officer with EMSspecific experience, Michael provides NAAC with insight and valuable guidance.

Mr. Lavender's prior experience includes, but is not limited to, audits of public and privately held not-for-profit universities companies, municipalities, and private equity investment firms; acquisition accounting, buy/sell side due diligence; business continuity planning; auditing internal controls and implementation of best practices based on industry standards; and performing cost audits to help organizations achieve greater profitability. Mr. Lavender has seven plus years' experience in the EMS billing and RCM industry, and is well versed in accounting standards as they pertain to the everchanging landscape in each respective industry.



Active registrations
memberships or
certifications:

Certified Public Accountant (CPA) NAAC Financial Officer Project

qualifications relevant to this project:

Other experience and At CBS and AMB, Michael is responsible for the financial and accounting oversight of all operating divisions, investment analysis, and risk identification and mitigation



Name and Title: Dana Evans, Managing Director

Phone: 855-347-1360 ext. 560 Fmail: devans@amb-ems.com



Responsibilities and Job Tasks: Provide executive leadership for the success of the LFD account; overall management of operations according to the contract and ensure productivity and performance measures are met and exceeded.

Years with AMB:

25

Years of experience:

30

Experience and education:

Education: Accounting and Computer Science

Dana has over 30 years of experience in Ambulance, Hospital and Physician Billing. She is active in HBMA and several industry associations. Dana attended college majoring in Accounting and Computer Science. She started her healthcare career in a local physical/occupational therapy practice and joined AMB in 1996. For 25 years, she has built a reputation on dedication to the task and attention to detail while managing various functional areas including: practice management, revenue cycle management, software documentation.

Active registrations memberships or certifications: Certified Ambulance Coder (CAC) Certified Ambulance Documentation Specialist (CADS)

Other experience and qualifications relevant to this project:

Dana was recently promoted to the role of Managing Director. Her expertise, dedication, and firsthand knowledge of the entire AMB operation allows her to lead our talented team to achieve at the highest levels.



Name and Title:	Rachel Leigh, JD – Chief Compliance Officer
	Phone: 270-744-9000 ext. 270 Email: rleigh@credit-bureau.com
Responsibilities and Job Tasks:	HIPAA Compliance Officer. Rachel will ensure the highest level of compliance for LFD's account.
Years with AMB: 5	Years of experience: 15
Experience and education:	Rachel Leigh, JD has overseen Compliance for all divisions at Credit Bureau Systems for five years. She holds multiple degrees including a Juris Doctorate and Certified Ambulance Compliance Officer (CACO). She is active in Healthcare Financial Management Association (HFMA), American Collector's Association (ACA), and IA Compliance Professionals. Her department provides HIPAA training/testing, corporate policy training, EMS user telephone monitoring, biller/collector certifications plus internal and external audit support. Rachel conducts monthly reviews against the OIG Exclusion Database of all AMB employees and Board members to ensure compliance with the list and Medicare claim submission regulations.
Active registrations memberships or certifications:	Juris Doctor (JD) Certified Ambulance Compliance Officer (CACO)
Other experience and	She will oversee the implementation electronic storage
qualifications relevant to	of all patient medical information and its proper
this project:	security; a comprehensive HIPAA compliance plan consistent with the US OIG Compliance Program Guidance for Third Party Medical Billing companies; compliance with all rules and regulations such as the Fair and Accurate Credit Transactions Act, Red Flags Rule, coding, separation of duties, annual maintenance of AMB's SSAE 16 audit, and the annual billing compliance audit for LFD.



Name and Title:	Gary Lee, Chief Information Officer Phone: 270-744-8138 direct Email: glee@credit-bureau.com
Responsibilities and Job	Responsible for overall maintenance of all IT
Tasks:	functions.
Years with AMB: 11	Years of experience: 36
Experience and education:	Gary joined CBS in 2009. He is responsible for all IT functions for Credit Bureau Systems' divisions, including AMB, MARS (our physician billing division) and US Coding. He has over 36 years of experience in the Information Technology field and proven expertise in research, development, management and implementation of cost-effective solutions in large, complex IT infrastructures. He is knowledgeable in many facets of computer and network operations including WAN/LAN network design and implementation, security (internal/external), developing policies and procedures, disaster recovery, technology research, Data Center construction and operation, and building effective relationships with vendors and customers. Gary holds a BA degree in Engineering Physics and Computer Science.
Other experience and qualifications relevant to this project:	Gary will oversee the data retention policies and disaster recovery contingencies for LFD's account.
ans project	



Name and Title: | Stacy Myers, Patient Services, System Administration, Insurance Processing, Reporting & Collections Manager

> Phone: 855-347-1360 ext. 446 Email: smyers@amb-ems.com

Responsibilities and Job Tasks:

Administration, Insurance System Reporting and Collections. Stacy manages our team of Patient Services Representatives who take care of all patient communication and requests.

Years with AMB:

Years of experience: 21

Experience and education:

Stacy's Insurance and Billing industry experience of over 21 years is a significant benefit to the clients and AMB employees that she works with. She started her insurance career with LYNX Services and was quickly promoted into management. From there, Stacy sold insurance policies and managed a branch of American General and Combined Insurance. With a solid background in insurance processing, Stacy joined the AMB team in 2008. She has been promoted into numerous roles throughout our A/R Department, and currently manages our Systems Administration, Insurance Processing, Reporting, and Collections departments. Stacy is known for her high level of detail and responsiveness. Her departments handle a large volume of workload, particularly during month end, and it is always done with professionalism.

Other experience and qualifications relevant to this project:

Under Stacy's leadership, our AMB team of analysts will provide prompt reporting to LFD along with a smooth implementation and support of collection accounts.



Name and Title	Nichole Daniel, Accounts Receivable Manager
	Phone: 855-347-1360 ext. 3102 Email: ndaniel@amb-ems.com
Responsibilities and Job Tasks	
1 43 143	Receivable specialists who continually follow-up on
	LFD's claims, work denials and appeals and ensure
	that the highest level of reimbursement is obtained.
Years with AMB: 7	·
Experience and education	healthcare industry. Her career began as an insurance billing specialist for a local hospital and she quickly moved into a supervisor role. Since commencing her employment with AMB, Nichole has worked as the Manager of Insurance Processing. Her leadership and drive were quickly recognized and she moved into the challenging role of A/R Manager, where she excels in assisting our clients achieve increased revenue.
Other experience and qualifications relevant to this project	A/R team in achieving the highest results for LFD.



		· · · · · · · · · · · · · · · · · · ·	
Name and Tit	le:	Heather Jeffrey, Coding Manager	
		Phone: 270-519-9845 direct Email: hjeffrey@uscoding.com	
Responsibilities and Job		Coding Manager for LFD's account. Heather is	
Tasks:		responsible for ensuring that all of LFD's claims are	
		coded accurately and at the highest reimbursement possible.	
Years with AMB:	5	Years of experience: 20	
Experience and education:		Heather started her career with AMB as a coder in March of 2015. By 2018, Heather was promoted to the role of Coding Manager with the primary responsibility of directing our US-based coding team. She is a Certified Ambulance Coder (CAC) and a Certified Ambulance Documentation Specialist (CADS). Prior to joining AMB, Heather worked at a local physician's office and was a certified EMT. Heather has a degree in Health Sciences.	
Active registrations		Certified Ambulance Coder (CAC)	
memberships or		Certified Ambulance Documentation Specialist (CADS)	
certifications:		Former EMT	
Other experience a	nd	Heather's practical knowledge is an asset to our coding	
		team. Heather and the coders that she manages will	
		provide compliant coding that maximizes LFD's	
		revenues.	



AMB Industry Involvement

We take pride in the EMS industry associations, certifications and affiliations that our Executive Management and key personnel represent:

- National Academy of Ambulance Coding (NAAC) 13-year member
- Better Business Bureau 11-year member
 - A+ Rating
- Medicare Contracted Advisory Committee (MCAC)
- American Ambulance Association (AAA)
- Certified Ambulance Coder (CAC)
- Certified Professional Coder (CPC)
- Certified Ambulance Compliance Officer (CACO)
- Certified Ambulance Documentation Specialist (CADS)
- Certified Ambulance Privacy Officer (CAPO)
- Certified Professional Compliance Officer (CPCO)
- American Collector's Association (ACA)
- American Academy of Professional Coders (AAPC)
- IA Compliance Professionals
- State and National Certified EMT; State and National Certified Paramedic
- Healthcare Billing and Management Association (HBMA) 25-year member*
- Healthcare Financial Management Association (HFMA) 25-year member*
- SAS 70 / SSAE 18 / SOC 1 Type II Accreditation
- Page, Wolfberg and Wirth (PWW) EMS law firm
- Medical Compliance Services, Inc., EMS compliance consulting firm
- *Membership through CBS

Outside Consultants

AMB utilizes the following industry leaders for specialized, outside third-party audits. These audits are an additional layer of security to ensure our team is operating compliantly and within payor rules.



Medical Compliance Services, Inc. – EMS Compliance consulting

Page Wolfberg & Wirth



Subcontractors

We do not subcontract and we are not owned by an international company. We won't compromise your revenue or the security of your patients' data by outsourcing or sending the information overseas.



Contact Information

AMB PERSONNEL CONTACT INFORMATION

In addition to access during the workday, the City of Lockport personnel will have the mobile phone numbers for our Managing Director, CEO, and several other key AMB managers for around-the-clock access. We understand that EMS operates 24 hours a day, seven days a week, and we are committed to assist whenever we are needed.

AMB Contact Information				
AMB Personnel	Phone	Email		
Jeff Tassi, Account Representative	617-799-7200	jtassi@amb-ems.com		
Andria Pugh, Dedicated LFD Account Specialist	855-347-1360 ext. 349	apugh@amb-ems.com		
Lloyd Ledet, President and CEO	270-744-6778	lledet@credit-bureau.com		
Michael Lavender, CPA – Chief Financial Officer	270-744-8139 direct	mlavender@credit-bureau.com		
Dana Evans, Managing Director	855-347-1360 ext. 560	devans@amb-ems.com		
Rachel Leigh, JD – Chief Compliance Officer	270-744-9000 ext. 270	rleigh@credit-bureau.com		
Gary Lee, Chief Information Officer	270-744-8138 direct	glee@credit-bureau.com		
Stacy Myers, Patient Services, System Administration, Insurance Processing, Reporting & Collections	855-347-1360 ext. 446	smyers@amb-ems.com		
Nichole Daniel, Accounts Receivable Manager	855-347-1360 ext. 3102	ndaniel@amb-ems.com		
Heather Jeffrey, Coding Manager	270-519-9845 direct	hjeffrey@uscoding.com		



D: AMB's Approach

AMB BILLING SYSTEM AND ESO INTEGRATION BILLING PROCESS



AMB is a Platinum partner with ESO as nearly 80% of our clients use ESO for patient care reporting. AMB has partnered with ESO for over 15 years. As a Platinum ESO Partner, the AMB Billing/ESO interface platform and billing are key to improving the quality of your patient care data and ease of use for your crew. Choosing AMB will assure that you are working with an experienced vendor possessing the essential tools to optimize your revenue.

An important highlight: No other vendor's billing system will integrate as effectively because our AMB Billing system is also an ESO product. This correlates to guaranteed integration from the ESO ePCR to the ESO/AMB Billing system. No missing runs and no missing patient data.

Our AMB Billing System is a fully functioning billing software product that has 100% compatibility with the ESO ePCR; eliminating the risk of losing data and providing a streamlined interface. AMB will have complete electronic access to the ePCR and the patient care records.

The billing system integrates seamlessly with ESO to import, receive, and process the patient care report, and perform the necessary billing and collections processes for documentation, tracking and reporting the progress of all claims for your account. Authorized LFD personnel will be granted access to our system online. The web-based, electronic access for LFD mirrors that of AMB personnel and LFD will have the ability 24 hours per day, 7 days a week to view and edit patient information required to successfully process accounts and communicate with AMB team members on specific accounts. This communication technique is unique to AMB and has provided great success for the billing process.

The software is updated on a regular basis, typically after-hours in an effort to minimize the disruption of work. Hands-on training will be performed at the beginning of the contract, and on an as-needed basis for your staff and crew members. While we will supply LFD with any and all reports, including any custom



report requests, having direct access to this user-friendly system by your authorized personnel will allow the ability for instant viewing of specific accounts and reports. You will be able to review a patient account directly to analyze all billing activity to date or run a report on a specific item. We are always happy to assist in obtaining any information you may need as well as provide feedback and explanation on all data. Each step of the process is documented and tracked in our AMB Billing System with full reporting capability.

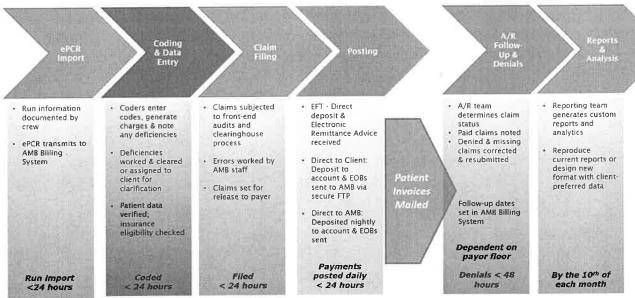
There is no special software or hardware required to access our system. A computer operating Windows and an internet connection are sufficient.

We have perfected our billing system to ensure that it successfully integrates with the ESO ePCR and transforms your runs into claims. Our processes and procedures are the reason why we are the billing choice for LFD. AMB is able to accept electronic files with ESO patient records via secured email link. Our professional and HIPAA-trained staff will ensure the appropriate transmission and processing of the files, and you will be notified of all changes or modifications.









BILLING PROCESS

Data/Charge Entry Process

This process includes coding, patient demographic verification, and insurance eligibility verification. The time that the run imports to AMB to the time that it is sent to the Waystar clearinghouse is typically 48 to 72 hours. This timeline applies to runs sent to AMB with all the proper billing information.

Coding and Certified Ambulance Coders



Our certified coders will receive the imported runs within 24 hours. The incidents are coded applying the LFD rate schedule, charges are generated, and any deficiencies are noted in validating proper documentation and medical necessity.

A report is generated monthly regarding the accuracy and efficiency of the run documentation. We have included a sample of our Deficiency Runs Report with the sample reports in the Statistical Reporting section.

All of our EMS coders hold Certified Ambulance Coder certification through the National Academy of Ambulance Compliance (NAAC). AMB coders are not only part of local communities but are up-to-date on the latest EMS billing standards



including specific Maine policies, insurance payor regulations, documentation quidelines and best coding practices.

We will assign a dedicated team of coders to LFD's account; utilizing a high standard of metrics and audits so coding outputs are accurate and within acceptable quality standards. AMB upholds compliant coding by requiring each coder to maintain an accuracy rate of 96% or higher.

AMB can conduct a documentation and coding review on your previous records in order to ascertain where improvements can be made. If necessary, detailed documentation training is provided to your EMS staff. A review of your current charge master in comparison to other regional, state, and national averages could uncover untapped revenue potential. Consultation services include regarding assistance in obtaining patient signatures and PCS forms after transport. Documentation reviews can be provided on a quarterly or otherwise agreed upon schedule throughout the contract.

Claim Submission Preparation

AMB will obtain all the required approvals and reviews required for claim submission. We will work with LFD when additional information is needed, and AMB will provide training to crew and staff on pre-billing functions, documentation and the AMB Billing system.

Verification of Patient Demographic Information

AMB will maintain relationships with hospital personnel for the data exchange process in order to obtain electronic facesheets. This exchange helps assist the pre-billing process in obtaining any necessary insurance or demographic information that may not have been originally obtained.

The relationship with the hospital is important to AMB as it allows us to gather additional information while not interrupting the patient or their family. This data verification, in turn, results in a higher rate of timely clean claim submissions.





AMB utilizes Passport Health, an industry leader in insurance discovery, to verify insurance. This system is healthcare specific with industry expertise in Emergency Medical Services. Healthcare provider revenue is increased by delivering actionable data and workflow for maximum reimbursement and patient balance resolution. The insurance discovery system is utilized daily by our team members to provide validated coverage information for claims being imported to AMB.

While our first preference is to utilize run reports or hospital facesheets, AMB also uses this software to scrub for all missing, partial or incorrect patient addresses and phone numbers. Correct demographic information is important not only for patient mail and account follow-up, but also for claim submission so insurance carriers can assign the claim to the correct patient and adjudicate the claim based upon the correct insurance plan.

By ensuring the scrubbing process is automated within AMB, we validate information quickly and submit claims to carriers in a timely manner. This, in turn, allows for expedited reimbursement and removes the possibility of account write-offs due to timely filing denials.

At times, it is difficult to obtain the patient or patient representative's signature for insurance billing at the time of treatment. AMB has a well-defined process in place to address this. If a patient signature is identified as missing, AMB has created a form with verbiage that allows a "lifetime signature" to be maintained on file. This form is produced daily and is sent to the patient. Once returned, receipt of the form is documented in the patient's account for current and future runs. After the form is generated, AMB places a note on the account indicating that a "Signature Letter" was sent to the patient. If a signed signature letter is not returned within 21 days of letter generation, AMB will send a statement to the patient. If needed, we will contact the patient via telephone to follow up on the return of the signature letter.

At any time, if new or additional information is received on a run, the run will be prepped and submitted/re-submitted.



Electronic Filing of Claims

AMB uses the top-rated Waystar clearinghouse, a third-party vendor, that allows for the HIPAA-compliant, electronic filing of your claims to include Medicare, Blue Cross Blue Shield and other insurance plans. We have found great success with our clearinghouse as they guarantee that they will have updated payer edits in place, per State, at all times. This assurance allows for more clean claims to be submitted initially, which decreases back-end denials and delays in reimbursement.



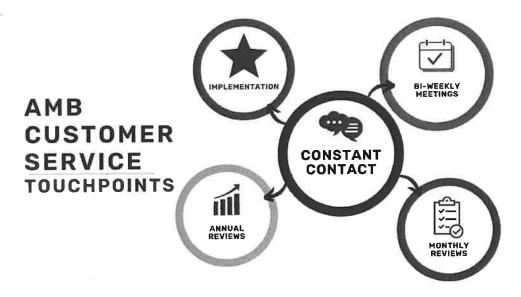
All claims are filtered through State-specific rules that include payer-defined requirements. This allows us to minimize denials on the backend. Through our clearinghouse, we have been able to increase revenue while decreasing days in A/R. AMB files batches of claims to Medicare, Medicaid, and all Commercial Insurance Agencies. AMB submits claims to the payer within 24 hours of data receipt to allow for prompt and accurate payment by the payer. When electronic submission is not possible, AMB will manually submit claims as needed.

Billing and Insurance Updates

Putting LFD and its patients first is paramount to our operations because you are not just our client; you are our partner. This is achieved through strong communication, and our communication is second-to-none. We do not have multiple layers of management that make it difficult to reach us. In fact, you will have direct phone numbers to reach any member of our executive team, including their mobile numbers. We understand that the ambulance industry is 24/7/365 and we are here to assist you, day or night. Our team will be available to meet virtually or in-person as often as LFD would like, and we look forward to scheduling on-site meetings throughout the year to discuss the account and solidify our partnership.

AMB takes a proactive approach in knowledge-sharing. We update our clients on upcoming payer rule changes, requirements, trends, issues and system changes as soon as we are notified. We believe that open communication and transparency are key to a successful partnership. This communication comes in all forms ranging from email blasts targeting all clients, individual emails, phone calls, newsletters, regular touch-base meetings, monthly and annual reviews, text messages and lastly through our client portal.





AMB partners with EMS attorney and industry leader Chris Kelly, with the EMS firm PWW, to offer quarterly webinars to our clients. These webinars target identified trends, such as medical necessity, ALS assessment documentation, or developments in EMS covering the COVID-19 pandemic, ET3 and Cost Data Reporting. A recent webinar discussed funding available for EMS agencies in response to the pandemic; how to report costs; how to document ePCRs in relation to suspected or confirmed COVID-19 patients; and reimbursement.

Accounts Receivable Process

The LFD accounts will be classified by type: Medicare, Medicaid, commercial, self-pay, etc., to include separate classifications per payor. Transactions are posted on a daily basis to ensure accuracy. The A/R follow-up process includes claims that have had no response from the insurance payor within a 45-to-60-day period from initial claim submission, depending on the insurance carrier. Reports are run weekly for claims that fall within these limits and status. AMB's dedicated team works these accounts to ensure the claims are on file with the appropriate payer and are paid in a timely manner, including self-pay teams.

Denial Management / Rejected Claims Process

Denial assignments are determined in our Billing System as a result of the denial code from the explanation of benefits (EOB). Our Denial Management team determines the appropriate action:



- The claim needs correction and resubmission;
- · Additional information is needed from the payer regarding the denial; or
- · Additional information is needed from LFD for the claim

Our team works, corrects, and re-bills denied or rejected claims on a priority basis. Once the denial is posted to the account, it is entered into the A/R Team's denial workflow. This workflow is continuously monitored and worked daily by LFD's specifically dedicated AMB team. We utilize our CAC certified coders, telephone calls to the insurance carrier, insurance carrier web portals, and information from LFD to correct and re-bill the claims. Denials received are worked and resubmitted within a 48-hour timeframe. Medicare claims are also worked as a priority within the denial team. AMB utilizes all MAC sites to help aid in the prompt refiling and proper correction of denied claims.

Posting and Treasury Process

A full understanding of the Posting requirements will be discussed upon implementation. AMB will make any necessary accommodations to fit the needs of LFD.

Payments and denials are posted immediately upon receipt. Our dedicated team will conduct bank account reconciliations on a daily basis. This is a control that AMB has established to verify every transaction that occurs. Contractual write-offs will be promptly posted and categorized according to type.

Our Posting and Treasury process includes the receipt, batching, and deposit of lockbox payments, as well as the posting of any denied (no-pay) claims. AMB has the capability to receive and process funds from many different resources. The main payment resources are EFT (electronic funds transfer), paper checks mailed directly to LFD, and paper checks mailed directly to AMB. Regardless of the fund type, payments are pulled daily from all resource areas, batched, and forwarded to the payment posting team to enter onto the individual patient's account. All funds received must be posted within 24 hours of receipt. Any paper checks received at AMB are deposited and swept to LFD bank account daily.

Reports will include deposits through the last day of the month. Our month-end reports are not generated until after the month has been closed within our system. All reports will include all payments posted during each business day of that reported month. On the last business day of the month, LFD will report deposits to AMB in order to have the deposit(s) batched and posted on that same day.



Reconciliation Process

LFD's account will be promptly reconciled each month. This means that at each month end, the dollar amount on AMB's reports reconciles to all deposits made to LFD bank account during the month. Fees charged by AMB will be based upon net cash collections. Payments will be separated and categorized depending on the source so you can see what was received from AMB, your former billing vendor, or a designated collection agency.

Patient Refunds

When a credit balance or overpayment is identified on an account, AMB will review the account to validate that a payment refund is needed, to whom the refund is due, and the circumstances which created the credit. We will provide a refund packet to LFD which contains our findings, as well as the specific account information including patient name, run number, and date of service.

The packet will detail the action needed in order to resolve the credit balance. For example, it will detail whether a physical check is needed to distribute the refund, or whether a request can be sent for a payor to offset the credit balance from future payments owed to LFD.

AMB offers two different options for completing refunds. The first option is for AMB to handle the repayment of all refunds to the insurance carrier and/or patient. AMB will send an invoice for the total amount of refunds to be issued and LFD will remit a check directly to AMB. After receiving the check from LFD, AMB will initiate the refunds to the appropriate payee. The second option is for LFD to handle the repayment of all refunds directly to the insurance carrier and/or patient. AMB will provide the refund packet to LFD, including all of the information referenced above and LFD will initiate the refunds to the appropriate payee. LFD will then advise AMB once the refunds have been completed so we can update each account with the action taken.

AMB will assist with any questions that arise and will be available for regular calls, typically conducted monthly, to review the refund packets with the authorized LFD representative.

Write-offs, Hardships and Collections

Hardship adjustments and the establishment of payment plans will be taken on accounts at the direction of LFD. Accounts will be applied accordingly or when contractually required or dictated by law. A monthly report of all collection activity will be provided, including a report of any outstanding claims with no



activity. Claims identified as not pending payment, along with the status and explanation, will be shared with LFD.

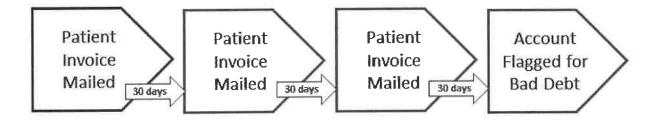
We take care in addressing each patient as if they were our own family member. Taking the time to explain the bill to the patient, why they are receiving it and the options they have are what we specialize in. While our goal is to collect maximum revenue for your service, these are your neighbors and community members, and we want to enhance their experience. Our approach has resulted in a self-pay collection rate of 8-10%, while the industry standard is 3-4%.



Patient Invoices

Patient Invoices or Statements

Invoices are mailed throughout the billing process and copies of the invoices are available 24/7 in AMB's system to authorized employees.



Patient statements will be sent every 30 days, or according to LFD's guidelines. If no payment is made upon completion of the statement process, AMB will pursue a collection agency process or bad debt write off as instructed by LFD. AMB can work to ensure the process for transferring collection accounts. In addition, AMB can work with any collection agency that LFD may choose or upon award of the contract, AMB can assist with the assignment of a collection agency and establish the processes to be implemented.

We will work together with LFD to discuss the format of the invoices as well as documentation and distribution of the billing process to patients. The patient invoices can be customized with LFD logo; this and other details will be discussed during implementation.

A sample of our easy-to-read and understand patient invoice is included below. The effective use of invoices is critical in the collection of patient payments and insurance information. Our clear and well-designed statements are proven to be extremely successful in attracting patient response. Envelopes are included with each invoice mailed.

All patient invoices are in accordance with Medicare, Medicaid, and other applicable laws and regulations including the Fair Debt Collection Practices Act (although this Act primarily applies to past-due debt, which is handled by a bad debt collection agency).



Sample Patient Invoice - First & Second Statement, Front

Your logo here



This is a bill for Ambulance Transportation Services

Patient JOHN DOE
Account # 123456789

Statement Date 2/22/22

All Insurance has been filed.
The remaining balance is
your responsibility.

3 Ways To Pay

@ Online

http://www.ambmarspayment.com

(1) Phone

USA: 844-889-7701 Calling Outside the USA: 270-744-9000 Office Hours: 7:30AM - 4:00PM OST

Mail

Detach coupon & Mail Payment

Here is what you owe for these services



-\$358.90



\$77.10

*Include your customized message

Si usted habla español y tienen dificultades interpreting su cuenta, por favor communíquese con nuestra oficiana al 844-889-7701 para una aclaracion.

Please return BOTTOM portion with payment in supplied envelope

\$436.00



Please check box if address is incorrect or if insurance information has changed. Please make corrections on the reverse side.

Stmt ID#: 1132402479

JOHN DOE 12345 MAIN STREET ANYWHERE, KY 40245 Please call 844-889-7701 to pay by Credit Card or pay online at https://www.credit-bureau.com/amb/pay

PAYMENT COUPOR

Statement Date: Account Number: Patient Name:

123456789 John Doe AMOUNT DUE \$77.10

Arapid \$

Please make checks payable and mail to the address below:

Provider PO Box 9150 Paducah, KY 42002-9150 12/28/21



36.00

First & Second Statement, Back

Here is a breakdown of your charges.

Important Message

Questions or concerns regarding your bill: Please call patient services at 844-889-7701 or email at questions@marsbilling.com

Please note the following regarding this statement ...

This statement has been sent to you by Ambulance Medical Billing (AMB). AMB is the authorized billing agent for Provider. Please contact AMB directly for all billing related matters.

If we received your insurance information, we have filed to your insurance. You are receiving this statement as a result of one of the following:

- The balance showing due is an amount not covered by your insurance carrier or we have no insurance on file.
- Your claim has been denied by your carrier due to an error. It is very important that you contact us as soon as possible so that we can re-file your claim with the correct information.
- We have filed your claim on at least three occasions with your carrier and they have failed to respond.

If you believe that your insurance carrier should have paid the balance shown due, please contact us as soon as possible to discuss the matter.

ABC-12345	6-1111-00:1		
12/28/21	A0427 - ADVANCED LIFE SUPPORT EMER	JOHN	400.00

A0425 - GROUND MILEAGE (ALS)

JOHN

Please contact AMB Patient Services to obtain an itemized list of payments and adjustments

IF WE DO NOT HAVE YOUR INFORMATION, OR IF ANY OF THE FOLLOWING HAS CHANGED SINCE YOUR LAST STATEMENT, PLEASE INDICATE...

PATIENT INFORMATION			INSU
Your Name (Last, First, Middle Initial)	Date of Bir	ih.	Your P
Address			Primar
City	State	Zıp	City
Telephone			Policyn
Social Security #			Policyh
Employer's Name	Telepische	(Your S
Employer's Address			Second
Cuy	State	Zp	Спу
Please Indicate if Applicable:	Date of Injury		Policyt
ELAUTO ACCIDENT			Policy:
WORKER'S COMPENSATION			

Primary Insurance Company's Ad-	dress	
City	Stale	Zip
Policynolder Name	Date of Birth	Sax
Policyholder's ID Number	Group Pla	un Number
Yeur SECONDARY Insurance Con	mpany's Name	
Secondary Insurance Company's	Address	
Crty	State	Zip
Policyholder Name	Date of Birth	Sex
Policyholdar's I() Number	Group Pla	an Number



Third Statement, Front

Your logo here Provider 12345 Main Street Anywhere KY 40245

THIRD NOTICE - FINAL NOTICE

This is a bill for Ambulance Transportation Services

Patient JANE DOE

Account # 987654321

Statement Date 2/22/22

All Insurance has been filed. The remaining balance is your responsibility.

3 Ways To Pay

@ Online RECOMMENDED

http://www.ambmarspaymenl.com

(III) Phone

USA: 844-889-7701

Calling Outside the USA: 270-7/44-9600 Office Hours: 7:30AM - 4:00PM CST

Detach coupon & Mail Payment

Here is what you owe for these services



Payments & Adjustments \$652.00

-\$587.86



\$64.14

*Include your customized message

Si usted habla español y tienen dificultades interpreting su cuenta, por favor communíquese con nuestra oficiana al 844-889-7701 para una aclaracion.

Please return BOTTCM portion with payment in supplied envelope



☐ Please check box if address is incorrect or if insurance information has changed. Please make corrections on the reverse side.

Stmt ID#: 1132402480

JANE DOE 12345 EAST MAIN STREET ANYWHERE, KY 40245

Please call 844-889-7701 to pay by Credit Card or pay online at https://www.creditbureau.com/amb/pay

PAYMENT COUPON

Statement Date: 2/22/22 Account Number: 987654321 Patient Name: JANE DOE

AMOUNT DUE \$64.14

Please make checks payable and mail to the address below:

Provider PO Box 1050 Paducah, KY 42002-9150



Third Statement, Back

Important Message

Questions or concerns regarding your bill: Please call patient services at 844-889-7701 or email at questions@marsbilling.com

Please note the following regarding this statement ...

This statement has been sent to you by Ambulance Medical Billing (AMB). AMB is the authorized billing agent for Provider. Please contact AMB directly for all billing related matters.

If we received your insurance information, we have filed to your insurance. You are receiving this statement as a result of one of the following:

- The balance showing due is an amount not covered by your insurance carrier or we have no insurance on file.
- Your claim has been denied by your carrier due to an error. It is very important that you contact us as soon as possible so that we can re-file your claim with the correct information.
- We have filed your claim on at least three occasions with your carrier and they have failed to respond.

If you believe that your insurance carrier should have paid the balance shown due, please contact us as soon as possible to discuss the matter.

Here is a breakdown of your charges.

Please contact AMB Patient Services to obtain an itemized list of payments and adjustments

IF WE DO NOT HAVE YOUR INFORMATION, OR IF ANY OF THE FOLLOWING HAS CHANGED SINCE YOUR LAST STATEMENT, PLEASE INDICATE...

Your Name (Last First, Middle Initial)		Date	of Birth
Address			
City	State		Z:μ
Telephone			
40 9			
Social Security #			
Employer's Name		Telep	hone
			3
Employers Address			
Employer's Address City	Stora		Zp
		ı of Injury	Ζp
City		ı of Injury	Zp

Your PRIMARY Insurance Compan	y's Name	
Primary Insurance Company's Add	ress	
City	State	Zip
Policyholder Name	Date of Birth	Sex
Policyholder's ID Number	Group Pla	ırı Number
Your SECONDARY Insurance Com	npany's Name	
Secondary Insurance Company's A	Add:ess	
City	State	Zip
	Date of Birth	Sex
Policyholder Name		



CUSTOMER SERVICE

Our number one area of satisfaction is customer service. I can't remember any vendors during my tenure here that provided, or came close to what AMB has, in customer service.

- Chris L., EMS Director

The level of professionalism maintained by our Patient Service Representatives as well as our Account Receivables Representatives is unparalleled, whether working with you, your patients, patient representatives, providers or insurance company representatives.

AMB's U.S.-based Service Center is state-of-the-art. LFD's staff, its patients, and insurance companies are provided with a toll-free phone number for direct access to AMB's service team, Monday through Friday (excluding major holidays) 8:30 am to 6:00 pm Eastern Standard Time. All calls are promptly answered in-person by our live Specialists, not an automated attendant. Should the need arise during high call volume times or after hours, a message can be taken through our voicemail system which will initiate a returned call from an LFD-dedicated representative. All calls are returned by the next business morning.

Patients and patient representatives are treated with courtesy and respect. We understand that our interactions are a reflection of LFD. Every patient is treated like family...with compassion and care. Our professional Patient Services Specialists are prepared to handle any questions, complaints or concerns presented to them, and can easily manage requests from English or non-English speaking patients. AMB utilizes a translation service that is available within minutes of need for non-English speaking patients.

A convenient feature offered by AMB is our online patient portal. Patients can view their account through our website where they can perform updates to their insurance information, make online payments, and ask questions. This is a safe and secure way for patients and patient representatives to contact us 24/7.

Patients can make payments online through the portal at any time or by contacting our Patient Services Department. We take all major credit cards and ACH payments.



PERFORMANCE STANDARDS

In order to meet performance goals, AMB has performance measures to ensure the timely delivery of LFD's ambulance billing services. Please see the table below for details.

AMB Performance Measures

Billing Function	Key Quality Indicator / Turnaround
PAY	MENT HANDLING
1	00% Accuracy
Mail Credit Card Lockbox	1-2 business days
ACCO	DUNTS RECEIVABLE
Correspondence (Non-Cash EOBs)	100 % Accuracy
	Two business days
Monthly Net Collection Percentage	100% or Greater
	Gross Charge - Contractuals =
	Net Rev/Cash Collection
Days Outstanding	65 days or less
Outstanding Insurance Aging	10% or less of total A/R 120 days or Greater
Appeals	100% Accuracy
Appeals	Two business days
EDI / BII	LLING / STATEMENTS
Claim Release	100% Day One - Claim Eligible for Release
Claim Submission	Daily; Recon/Audit - One business day; Rejected Claims - One business day
Secondary Claims	Two business days from Primary Payment
CR	REDIT BALANCES
Refund Processing	To Client at Month End
Refund Amounts	According to Payer Guidelines
	MONTH END
Month End Close	Hard Close Last Day of the Month
Month End Reports	Ten business days from Month Close
	HARGE ENTRY
Charge Entry	100% of Complete Charges entered
Charge Life,	One business day
Charge Entry Accuracy	99% or Greater
일다 그 바라이 없다 모습을 때 않면 하루다 [일반편]	STAFF AUDITS
Audits	Review Performed on Coding, Data Entry staff, A/R Reps and Payment Posting Clerks Quarterly Results to Client



PROJECT SUCCESS

Evidence of Experience and Success

From the beginning, key AMB managers meet with each client to learn and understand their concerns and goals for the future. From there, an outline of the issues and attainable benchmarks are established. This partnership of open communication sets the groundwork for transparency and client satisfaction.

In an effort to increase and maintain steady revenue, AMB employs a process to ensure not only timeliness in filing claims, but also accuracy of claim submission the first time. If claims are submitted quickly but ultimately deny, this could add 60 days or more to your revenue timeline.

Our current clean claim rate, after our claims process through the edits in our clearinghouse, is 99.4%. This leaves a small fraction of AMB claims that result in a denial from the insurance carrier. An extra day or two in the beginning of a claim's lifecycle is tantamount to increasing both revenue and timeliness of the payment. A denial not only delays revenue but increases the risk that the claim will never achieve full adjudication resulting in the loss of revenue all together.

Key Claims Metrics

Clearinghouse Rejections	Payer Rejections	Perfect Pass Claims	Clean After Waystar
5.3%	0.5%	94.1%	99.4%

AMB's high clean claim rate is attributed to our attention to detail in the following areas:

- Narrow Submission Window Claims are filed to insurance within 48 hours of receiving all information necessary to bill the account. This expedites reimbursement, allows for denied claim appeals and eliminates timely filing write offs.
- Provider Enrollment Audits Ensure each payor has the correct client information in their system, the appropriate network participation status of the provider, and whether participation is a benefit in maximizing the clients' revenue.
- Clearinghouse Audits We examine the submission patterns of all client claims for proper routing through the clearinghouse and update any edits that may prematurely deny claims. Taking a proactive approach to fix the underlying problem by looking at the big picture will create a large financial impact.



- Short Pays A thorough review of accounts to ensure full and proper payment was received. If the payment was determined to be short, our team will follow up and fight for the additional entitled reimbursement.
- Insurance Scrubs Insurance scrubs are performed several times throughout the billing process. This allows AMB to quickly capture complete patient information and eliminate accounts lacking insurance or incorrect patient information for prompt payment.

Additionally, AMB focuses on areas we know make a direct impact on client revenue. We have developed specialized teams to support our clients and their revenue.

- **Documentation Review Team** Focused on quality of documentation over quantity. We provide options such as DRATT or CHART for documentation techniques, but also provide subtle, yet simple, tips or changes perfected by AMB that make a significant difference between claim payment or claim denial.
- Pre-Authorization Team Our specially-tasked Authorization Teams help identify runs that require pre-authorizations as well as provide education on how to best obtain them.
- Patient Balance Team Works directly with patients to collect out-of-pocket balances as well as gather or correct insurance information. The Patient Balance Team approaches each account with understanding and empathy. We realize that we represent LFD, so when your patients have already endured a medical trauma, we do not wish to further their experience with a financial trauma.

TRAINING

AMB has a robust proprietary training program provided to our clients as part of our contracted partnership. Our program details ePCR documentation focusing on documenting smarter, not longer.

In relation to the City's requirement for initial training, will provide the City with training on AMB reports, dashboard, as well as documentation and health care requirements as they relate to billing. However, we reserve the right to hold these trainings in a remote atmosphere due to ongoing COVID concerns.

We want to reduce the workload of ambulance providers, not add to it. We tie this directly to reimbursement and the effects on the overall budget so providers can see how their documentation impacts the overall financial health of the agency

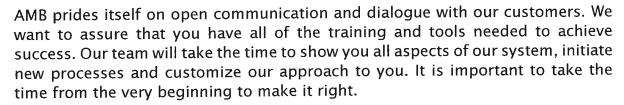


and ultimately their paycheck. AMB will provide specialized training that will fully prepare LFD staff for migration to our AMB Billing system.

In addition, education will be provided to staff members on the overall system in order to review accounts and obtain data and run reports. Custom reports can be set up during this time as well as specific billing processes as stipulated by LFD staff.

Topics for training may include:

- Understanding Financial Reports
- Customizing Reports
- Billing Best Practices
- ePCR specific training
- ADRS Dashboard
- AMB Portal & AMB Billing System
- HIPAA
- Documentation Training
- Medical Necessity and Reasonableness
- CMS & Red Flags Rule Compliance
- BLS, ALS1, ALS2 Determination
- Emergency vs Nonemergency
- PCS forms and accurate completion
- AOB Signature validity



AMB is able to provide the training that is most conducive to LFD with the consideration of the health and safety of LFD and AMB staff. We will discuss the details upon contract award. We will routinely review training protocols and identify potential areas of deficiency based on any billing issues. AMB utilizes both in house staff experts on coding, billing and documentation, and contracted trainers who are current and retired EMS service directors. Our clinical providers are able to relate to your EMS providers and share their expertise in documentation, QA processes, insurance payer guidelines and develop best practices.





BILLING AND COLLECTION REPORTS

It is nice to know that there are real people monitoring our account on a daily basis and are only a phone call away.

- Chris L., EMS Chief

We want our processes and your financial information to be transparent. As such, we provide a large packet of reports each month. However, if you are needing additional information, we will create any report for you. Whether this is a once-in-a-while report or a weekly report, we are happy to oblige. If you have a report which you currently utilize and don't want to change, we can mimic that report and continue providing it; all we need is a sample. We will design an exact copy of the report and automate it going forward. There's no need to change a report that already works.

Our reporting department is second to none:

- Comprehensive user-friendly and easy-to-understand reports at the end of each month
- Accessible through a secure web portal to authorized personnel
- Supplement with additional reports
- Keep any reports that you currently utilize
- Let us share ideas from other services similar to LFD
- No long delays in receiving your reports made exclusively for LFD
 - Quick turnaround
 - 9 out of 10 are developed and delivered to you within 24 hours of request

We adapt to you. Use any reports you like. No extra fees. No problem!

AMB can accommodate any format that LFD requires for uploading reports. Most standard AMB reports are typically generated using Adobe Portable Document Format (PDF) to retain the integrity of the original data. However, AMB will accommodate any request from LFD regarding specific formats such as Microsoft Excel, CSV, txt format, Word, or otherwise.

We encourage LFD to develop specifically designed reports that are tailored to LFD's specifications. The reporting provided to you needs to be easy-to-understand and useful in your operations, and our team is here to help with building the report in Excel or any format that is most suitable for LFD.



Dashboard, Reporting, and Samples

AMB exclusively provides real-time data dashboards accessible 24/7 through a secure web portal. There is a free "AMB Client Dashboard" app downloadable from the Apple App Store. AMB developed this proprietary Ambulance Dashboard Revenue System or "ADRS" tool that allows your staff to view multiple data points of interest in easy-to-read charts and graphs on a smart device. The real-time information means that LFD will see every dollar as it is posted throughout the day.

Samples of the standard monthly and dashboard reports are provided on the following pages.



Sample Monthly Financial Summary - Standard Packet

American de Alexandra Belinia			Summary				
NELIDINA PARAMANIA DAN NA	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Totals
1.		\$3,172,540.71	the state of the state of the state of		\$3,333,471.05	The state of the s	\$4,633,200.17
Beginning A/R	\$3,300,A43.30	40,172,040.71	40,400,200.00		44,000,110	30,000,000	
Charges	\$1 710 678 02	\$2 103 110 03	\$1,772,769,96	\$2,056,324,44	\$1,228,333.08	\$2,365,096.74	\$21,467,611.43
Contractual Adjustments	(\$969,541,81)			(\$1,094,814.30)	(\$882,350.69)		(\$11,846,511.31
Gross Net Charges	The second limited by	\$1,168,439.92	\$769,718.96		and determined to the second second	\$1,374,802.73	\$9,621,100.1
noss reconliges	3413014190045	10 M. J. A. H. M. M. A. A. M.	35,830,100,000	**************************************	157 158 7577 FW	00004200004(000002420)	100000
Courtesy Discounts	(\$985,49)	(\$661.67)	(\$2,470.27)	(\$975.88)	(\$838.02)	(\$1,149.74)	(\$13,130.80
and Debt Write Off	(\$303,021,33)	1100000	, , ,	Grant Construction (5)	(\$202,591.37)	(\$105,337.58)	(\$2,333,394.63
Bankruptcy	\$0.00	(\$345.45)		\$0.00	(\$1,292.46)	(\$3,836,71)	(\$15,209.37
Misc Adjustments	(\$13,706.33)	(\$10,684,15)		(\$23,366,10)	(\$18,643.59)	(\$41,045.29)	(\$533,935.02
Adjusted Charges	\$423,423.06	\$889,797.30	\$736,437.63	\$517,595.05	\$122,616.95	\$1,223,433 41	\$6,725,430.25
aljusted Orlanges	0.25,120.00	0000,101,00					
nsurance Refunds	\$17,518.40	\$0.00	\$437.02	\$6,848,12	\$0.00	\$2,550.04	\$51,879.77
Patient Refunds	\$34,573.15	\$0.00	\$2,677.16	\$4,023.58	\$0.00	\$4,808.73	\$76,779.6
Returned Checks	\$25.00	\$50.00		\$25.00	\$0.00	\$0.00	\$175.00
Total Refunds	\$52,116.55	\$50.00	the second secon	\$10,896.70	\$0.00	\$7,358.77	\$128,834.3
out Netwo	402,114,55	400.00	300			18.11	
nsurance Payments	(\$534,472.78)	(\$523,B81,41)	(\$534,581,43)	(\$520,470.26)	(\$531,758.12)	(\$463,752.67)	(\$6,275,618.47
Patient Payments	(\$136,972.02)	(\$132,218,10)			(\$92,912,98)	(\$150,093.44)	(\$1,763,483.41
Bad Debt Recovery	(\$142.69)	(\$1,051.85)	(\$546.62)	(\$3,270.97)	(\$2,328.01)	(\$4,176.07)	(\$18,117.91
Total Payments	(\$671,587.49)				(\$626,999.11)	(\$618,022.18)	(\$8,057,219,79
iciai r aymena	pear mean say	(*Contraction of	A SATISFIED BY A SATI			
Net Payments	(\$671,444.60)	(\$656,099.51)	(\$677,005.57)	(\$663,880.44)	(\$624,671.10)	(\$613,846.11)	(\$8,039,101.88
Ending A/R	\$3,172,540.71	\$3,406,288.50	\$3,468,859.74	\$3,333,471.05	\$2,831,416.90	\$3,448,362.97	\$3,448,362.9
		-					
COLLECTION ACCOUNTS ACTIVITY		04 004 404 00	e4 cen 200 00	64 650 747 00	ec 070 045 43	\$5,276,308.48	\$3,066,456.1
PRIOR ACCTS IN COLL	THE PERSON NAMED IN COLUMN TWO IS NOT THE OWNER.	\$4,394,481.30	1				\$2,423,005.2
ACCOUNTS SENT TO COLL	\$305,763.24	\$273,992.80					(\$93,873.46
ADJUSTMENTS	(\$3,016.91)	(\$7,041.45)			(\$3,449.61)		(\$18,117.91
BAD DEBT RECOVERY	(\$142.69)	(\$1,051.85)			(\$2,328.01)		\$5,377,469.9
ENDING ACCITS IN COLL	\$4,394,481.30	\$4,660,380.80	\$4,659,742.98	\$5,076,045.12	\$5,276,308.48	\$5,377,469.99	40,377,400,5
MONTHLY OPERATING RATIOS							
Primary Claims (Total # of CLAIMS filed)	1,733	2.040	1,587	1,856	1,314	1,783	21,47
Total # of LINES filed on all claims	3,426	4,040	11(2222)		2,599	3,524	42,49
Runs	1,314	1,616	PER 1 (1975)		947	1,824	16,49
tuis	1,011	,,,,,,		1			
Denials (# of Runs)	256	245	325	377	256	302	3,70
Gross Days in AR	52.95	55.97		50.57	50.39	54,93	
District Days III / III	3000		1				
Avg Mileage/Transport	5.01	4.76	4_80	5.19	4.60	4.63	4.9
Avg Charge/Transport	\$1,301.89	\$1,301.43	\$1,300.64	\$1,306.43	\$1,297.08	\$1,296.65	\$1,301.7
Avg Revenue/Transport	\$511.10			\$423.86	\$662.09	\$338,83	\$488.5
A0100-NON MEDICAL WAIVER	1	-		_	1	-	
A0425 - Ground Mileage (ALS)	5,241.80	6,398.10	5,072.80	6,329.40	3,181.70	6,693.30	66,981.5
A0425 - Ground Mileage (BLS)	1,343.70	1,295.60	1,464.90	1,833.30	1,175.90	1,743.20	13,767.8
A0426 - Advanced Life Support	1,000	-				-	
A0427 - Advanced Life Support Emergent	961	1,246	980	1,107	654	1,358	12,76
A0428 - Basic Life Support						9	(1
AD429 - Basic Life Support Emergent	325	337	352	433	274	436	3,40
AD433 - ALS EVL2	25	1 (22)			18	28	31
AD998- AMB RESP TX, NO TRANS ALS							
A0999- Pronounced Dead by EMS				i			
		(2)	-1	3		2	1

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Financial Summary Explanation

- **Beginning AR** Total money outstanding to be paid for client on patient accounts at the beginning of transaction month.
- Charges Charges billed out for that transaction month.
- Contractual Adjustments Any adjustment made as a contractual obligation.
- Courtesy Discounts Adjustments applied to patient accounts per the client.
- Bad Debt Write Off Accounts sent to collections, soft collections (532) and hard collections (534) as well as adjustment reversals for collection accounts.
- **Bankruptcy** Adjustments made on patient accounts approved by the client whom have had Chapter 7 or Chapter 11 bankruptcy.
- Miscellaneous Adjustments All other adjustments.
- Insurance Refunds Refunds made to insurance companies (601).
- Patient Refunds Refunds made to patients (602).
- **Returned Checks** Returned checks by stop pay or insufficient funds (703) fee that gets applied to the patient account.
- Insurance Payments Payments made by insurance companies.
- Patient Payments Payments made by patients.
- Bad Debt Recovery Payments made by both patient and insurance on accounts that have been turned over to collections.
- Ending AR Total money outstanding to be paid on patient accounts at the end of the transaction month.
- **Beginning Collections** Current outstanding accounts in collections at the beginning of the transaction month.
- Accounts Sent to Collections Amount of accounts put in collections for that transaction month.
- Adjustments Any adjustment made on a collection account.
- Bad Debt Recovery Collection payments.
- Ending Collections Current outstanding accounts in Collections.
- Total # of Claims Filed The volume of claims billed.
- Total Lines Includes the number of all lines on claims (base, mileage, & supplies).
- Runs Number of runs billed out for current transaction month.
- Denials Number of denials placed on runs.
- Gross Days in A/R Average number of days for a balance to remain on a claim prior to adjudication (Ending A/R / Charges (1, 2, or 3 months) / (30, 60, 90 days).
- Average Mileage Per Transport Average mileage for each run.
- Average Charge Per Transport Average charge for each run.
- Average Revenue Per Transport Average payment for run.

The bottom section is itemized to identify the amount of mileage and each base code billed for the current transaction month. This does not include billed supplies.



Sample Monthly Age Trial Balance By Insurance (ATB) - Standard Packet

AMB			<u> </u>	Alb by insurance	<u> </u>			&	Report Date: 06/03/20
		Company		Equal		SAMPLE CLIENT SPITCOD			
	Re	Remaining Amount		NetEqual		0			
Group	Group Code	Cur	31-60	61-90	91-120	121-150	151-180	> 180	Total
NOT SET		\$4,360.30	\$8,570,03	\$13 677 93	\$0.00	\$0.00	20,00	00 0\$	\$25,608.26
		16 %	32 %	% 0	% 0	% 0	g. 0	% 0	
АААР	8	SE1813	\$396.53	13173	00.03	20 005	\$0.00	80 00	\$745,92
		X 01	46%	af o	* 0	40	*0	0.20	
AETNA	ច	00 D\$	\$1,499,98	\$4,600.26	\$0 00	20 00	80.00	\$0.00	\$6,100.24
		% 0	25 %	% 0	* 0	% 0	% 0	% 0	
AETHA MEDICARE PFFS	MA	20.00	30.00	\$1,962.66	20.00	00 US	\$0.00	20.00	\$1,982.86
		* 0	* 0	1,0	* 0	4.0	40	*0	
AHCCCS-MERCY CARE	MCO	00 05	DO OS	\$98133	00 0\$	20.00	90,00	\$0.00	\$861.33
		% D	% 0	% 0	%0	% O	% 0	% 0	
ALLWELL MEDICARE	MA	87317.55	\$1,996.12	30,250,72	20.02	20.02	00.03	90 05	\$16,972.04
		X29	12.%	9.0	4.0	0.0	%0	×0	
AMERICAN INDIAN HEALTH'S	ថ	\$981 33	20.00	51,996,12	00 0\$	\$0.00	20,00	00 OS	\$2,977.45
		33 %	% O	* 0	× 0	% 0	% 0	% 0	
APIPA	MCO	\$3211.67	R 95	STEER	20.00	00:05	00'05	10.00	\$5,503.50
		1 88 N	*0	* 0	*0	*6	0.70	4.0	
ARIZONA COMPLETE HEALT)	MCO	\$5,220.65	\$3,111.29	\$18,720.47	\$0.00	20 00	20 00	00 0\$	\$27,052,41
		18 %	(2 %	% O	80	% O	% O	% 0	
AVERA HEALTH PLANS	ō	00'05	80.00	\$1,131.90	20.00	2000	\$0,00	20,02	\$1,131,90
		9,0	26.0	%.0	%0	N.0	%:0	*.0	
BANNER UNIVERSITY LTC	MCO	\$10,047,52	\$12,966,93	57,109,86	\$0.00	80.00	\$0.00	20 00	\$30,124.31
		33 %	43 %	% 0	% 0	% O	9% 0	% O	
BAS BENEFITS	ō	20.00	80.00	12180121	20.00	00.05	00'05	20,00	17,081,71
		30	10.00	A.E.	***	9.0	3.0	90	

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BCBS FEDERAL	ВС	20 00	\$0.00	\$1,284,64	\$0.00	20.00	\$0,00	\$0.00	\$1,284.64
		% 0	% 0	% 0	% 0	% 0	¥ 0	% O	
BCBs of AZ	28	34.0	\$1,131.20 9.%	34.0	20.00	20.00 20.00	00.08	28 °C	\$12,087.98
CHAMPVA	ច	% 0 00 0\$	\$0.00	\$98.10	% 0 00'0\$	\$0.00	20.00	20.00	\$98.10
County Jail	X.	90'08	\$1,962.66	25 1584 XX	20,00	80 US	80.00 00.00	20.05	\$2,943,99
Crossover for MA18	៦	\$0.00 0 %	\$111.95	\$0.00 0 %	\$0.00	\$0.00 U %	\$0.00	% D	\$111.95
HEALTH NET COMMUNITY	ਰ	00'0\$	00.02	\$964.60 0.%	00.05	00.04 N.O	\$0.00	25 O	\$984.50
HUMANA	ច	\$3,362.24	% 0 00'0\$	\$4,310.11	% 0 00 D\$	\$0.00 00.08	\$0.00 0 %	20.00	\$7,672,35
LTC DD DES	MCO	9411.12 TOON	00 05 00 05	90.03	\$ 0 00 00	00 0x	\$0.04	25.00	\$433.49
Border Patrol Station	£	\$1,064.98	\$1,048.25	\$2,163.42	% 0 DO 0\$	\$0.00	\$0.00	\$0.00	\$4,276.65
NORIDIAN JF PART B	MG	\$ 120,2132	\$4,611.25	99.03	% O	90.05 W.O	\$0.00	20.00	\$10,633.07
PHOEMIX VA	Α'A	\$1,299.20	\$1,031.52	\$1,048.25	\$0.00 00.00	\$0.00	\$0.00	\$0.00	\$3,378.97
RAILROAD MEDICARE	NG.	20.00	808	884.50	\$0.00	\$6.00 \$4.0	\$0.00	50.05 % 0	\$964.60
SELF PAY	<u>a</u>	\$1,688,13	\$6,472.23	\$23,819.04	30.00	\$0.00	\$0.00	\$0.00	\$31,979.40
TRIGARE for LITE	ν,	\$0.00	\$220.45	3514.96	50.00	00 08 00 08	\$0.00	0008	\$735.44
UHC DUAL COMPLETE	MA	\$1,048.25	\$0.00	\$0.00 % 0	\$0.00 00.00	\$0.00	% D	\$0.00	\$1,048.25



UNIVERSITY CARE ADV.	MA	\$9.246.76.	\$2,952.36	\$999.06	00'03	20.00	\$0.00	\$0.00	\$13,167,18
	The second	402	% 72	50	0.40	36 D	%0	×0	STATE OF STREET
US DEPT OF LABOR	WC	\$1,131,90	20.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0,00	\$1,131.90
		100 %	¥ 0	% 0	* 0	% 0	% 0	% 0	
WPS-YACAA	VA	\$1,349.39	20.00	\$1,011.52	80.00	20.00	\$0.00	90.05	\$2,380.91
		8,45	20	20	*0	34.0	0.4	*0	
Grand Totals		\$58,186.55	\$48,028.18	\$110,020,47	\$0.00	\$0.00	\$0.00	\$0.00	\$216,235.20
		27 %	22 %	51 %	% 0	% 0	% 0	% 0	

ATB by Insurance Explanation

the same Payor could process for multiple Payor groups. The Payor lists the amount of outstanding A/R by the for that Payor. The Payor group titled "NOT SET" are claims that have been coded with a charge but have not The Age Trial Balance by Insurance is grouped by current Payor. Each Payor also identifies the Payor group as aging date range with a percentage for each aging category. The total column is the total amount outstanding been assigned to a Payor. At the bottom of the report is a Grand Totals section that includes the total amount remaining for each aging category, as well as the percentage. The last total is the total remaining amount which will balance to the Financial Summary's Ending A/R. Company

Date Of Service



Sample Monthly Deficiency Runs - Standard Packet



Deficiency Runs

4/1/2020

4/30/2020

InList.

GreaterThanOrEqual LessThanOrEqual

IsNotNull

Date of our rice
Dale Of Service
Custom Data Deficiency Code 1
Fire Department
Run: AMBXXXXXXXXXX 4/9/2020 \$0.00
Missing PT Demographics
Rum: AMBXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Mileage Missing
NEED MILEAGE
Run: AMBXXXXXXXXXXX 4/16/2020 \$657.80
Missing PT Demographics
NO SSN # Run: AMBXXXXXXXXXXX1 4/13/2020 \$702.00
Missing PT Democraphics
NO SSN PROVIDED
Run: AMBXXXXXXXXXX 4/15/2020 \$829.10
Missing PT Demographics
NO SSN #
Run: AMBXXXXXXXXXXX:1 4/4/2020 \$0.00
• Other
darification on duplicate
Run: AMBXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Other possible duplicate
Run: AMBXXXXXXXXXXXXXX 4/17/2020 \$696.80
Missing PT Demographics
NO SSN #
Run: AMBXXXXXXXXXXXX1 4/16/2020 \$704.60
* No Signature
NEED SIGS
Run; AMBXXXXXXXXXXI 4/4/2020 \$793.00
Mileage Missing NED MILEAGE
Run: AMBXXXXXXXXXXXX:1 4/1/2020 \$834.60
Missing PT Demographics
PLZ STATE WHO SIGNED FOR PT. THANKS
*Run: FMBXXXXXXXXXXXX1 4/15/2020 \$689.00
Missing PT Demographics
NO SSN #
Run: AMBXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Meaning PT Demographics May or contain
NO PT SSN # Run: AMBXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Missing PT Democraphics
NO SSN #
Run: AMBXXXXXXXXX:1 4/16/2020 \$679.90
Missing PT Demographics
NO SSN #
Run: FAMBXXXXXXXXXX 4/21/2020 \$851.50
Masing PT Demographics
NO SSN # Summary of Deficiency Codes - Runs: 16 - Charges: \$10,311.60
2 - Mileage Missing
11 - Missing PT Demographics 1 - No Signature
1 - No Signature 2 - Other
Total Deficiencies: 16

Deficiency Run Explanation

This report will identify any deficiency that prevented AMB from billing out the claim without additional review or information. There is a summary at the end of the report that counts the total number of runs and summarizes the deficiency codes. The report is run by the reporting month's dates of service. For example, April's Month End Reports will list deficiencies with a date of service in April. If you do not receive this report as part of your month end package, it means there were no discrepancies.



Sample Monthly Key Performance Indicators (KPIs) Report and Explanation - Standard Packet

KPI report is based on Date of Service and is pulled for a rolling 12-month period. It shows Payor mix percentages for charges and payments in addition to the average percent. Fully adjudicated runs are claims that no longer have a remaining balance due to payments, adjustments, or a combination of both. There is a key at the bottom of the report that provides the definition for each abbreviation.

To explain the section labeled "ALS": the top line is the number of runs for that charge code. The percentage is the number of runs for that Payor group divided by the total number of runs for the Payor group. The charges are the total amount of charges. Revenue is the total amount of revenue for both Payor class and charge code. The average charge is the total charges for that Payor class / charge code, divided by the number of runs for that Payor class / charge code divided by the number of runs for that Payor class / charge code divided by the number of runs for that Payor class / charge code.



OMILITE OFICIAL	OIAL	Medicare	Medicald MCO	Private Pay	VA
Payer Mix %	100.00%	44.36 %	17.32 %	10.61 % 0.60 %	% 09"
Charges	\$4,641,289.04	\$2,058,664.55	\$804,013,41	\$492,622.49 \$27,901.49	27,901.49
Payments	(\$1,684,082.32)	(\$944,093.66)	(\$126,358.55)	(\$154,601.06) (\$6,325.62)	\$6,325.62)
Current AR Balance	\$463,987.53	\$83,962.41	\$43,276.33	\$78,860.69 \$20,550.10	20,550.10
Gross Collection %	36.28 %	45.86 %	15.72 %	31.38 % 22.67 %	2.67 %
ALS	124	25	13	15 4	
% of ALS	2.19%	2.19 %	1.41 %	2.31 % 20.00 %	% 00'0
Fotal ALS Charges	\$193,419.70	\$88,482.01	\$18,054.20	\$24,423.79 \$8,730.43	8,730.43
Total ALS Revenue	(\$66,802.10)	(\$35,022.13)	(\$2,211.40)	(\$6,107.63) (\$2,603.00)	\$2,603.00)
Ava ALS Charge	\$1,559.84	\$1,552.32	\$1,388.78	\$1,628.25 \$2,182.61	2,182.61
Ava ALS Revenue	(\$538.73)	(\$614.42)	(\$170.11)	(\$407.18) (\$650.75)	\$650.75)
ALS2	8	31		7.3	
% of ALS2	1.11%	1.19 %	114	1.08 % 15.00 %	5.00 %
Total ALS2 Charges	\$69,633,27	\$33,580.12	*	\$8,039.63 \$3,525.91	3,525.91
Total ALS2 Revenue	(\$29.568.16)	(\$16,934,98)	•	(\$2,619.78)	
Ava ALS2 Charge	\$1,105.29	\$1,083.23	*	\$1,148.52 \$1,175.30	11,175.30
Ava ALS2 Revenue	(\$469.34)	(\$546.29)		(\$374.25)	
ALSE	2,252	904	452	250 9	
% of ALSE	39.69 %	34.76 %	48.86 %	38.52 % 45.00 %	15.00 %
Total ALSE Charges	\$2,144,147.73	\$837,729.92	\$441,635,71	\$222,443.82 \$11,051.65	11,051.65
Total ALSE Revenue	(\$780,804.74)	(\$405,988.83)	(\$75,322.73)	(\$69,863.15) (\$3,103.89)	\$3,103.89)
Avg ALSE Charge	\$952.11	\$926.69	20.77.07	\$889.78 \$1,227.96	31,227.96
Avg ALSE Revenue	(\$346.72)	(\$449.10)	(\$166,64)	(\$279.45) (\$344.88)	\$344.88)
BLS	1,798	1,105	117	154 1	
% of BLS	31.69 %	42.48 %	12.65 %	23.73 % 5.00 %	2.00 %
Total BLS Charges	\$1,245,107.09	\$755,288.50	\$93,918.50	\$107,876.50 \$419.00	1419.00
Fotal BLS Revenue	(\$455,435.08)	(\$316,663.90)	(\$11,778.28)	(\$34,661.55)	
Avg BLS Charge	\$692.50	\$683.52	\$802.72	\$700.50 \$419.00	\$419.00
Avg BLS Revenue	(\$253.30)	(\$286.57)	(\$100.67)	(\$225.08)	
BLSE	1,286	475	316	186	m
% of BLSE	22.66 %	18.26 %	34.15 %	25.58 % 15.00 %	15.00 %
Total BLSE Charges	\$967,101.50	\$339,525.00	\$246,248.50	\$121,127.50 \$4,174.50	\$4,174.50
Fotal BLSE Revenue	(\$348,918.00)	(\$168,907.48)	(\$37,046.14)	(\$39,977.95) (\$618.73)	\$618.73)
Avg BLSE Charge	\$752.02	\$714.79	\$779.27	\$729.68	\$729.68 \$1,391.50
Avg BLSE Revenue	(\$271.32)	(\$355,59)	(\$117.23)	(\$240.83) (\$206.24)	\$206.24)
INT	138	25	92	55	10
% of TNT	2.43 %	% 96.0	2.81 %	8.47 %	
Fotal TNT Charges	\$21,879.75	\$4,059.00	\$4,156.50	\$8,711.25	00
Fotal TNT Revenue	(\$2,554.24)	(\$576.34)	(*)	(\$1,371.00)	100
Avg TNT Charge	\$158.55	\$162.36	\$159.87	\$158.39	
Avg TNT Revenue	(\$18.51)	(\$23.05)	F.:	(\$24.93)	20
TOTAL # OF RUNS	5,674	2,601	925	649 20	20
Avg # of Miles per Run	15.57	14.73	15.96	12.82 45.62	15,62
Avg Charge per Run	\$817.99	\$791.49	\$869.20	\$759.05 \$1,395.07	\$1,395.07
	- CONTOURNED TO SECOND		100000000000000000000000000000000000000	100000000000000000000000000000000000000	90 01.00



SAMPI E CLIENT	TOTAL	Madicara	Medicald MCO	Private Pav	VA
Payor Mix 9.	100.00%	A7 81 %	20.77 %	10.07 %	0.18%
Churcus	\$3 599 196 64	\$1 724 373 05	\$747,469.93	\$362,292,65	\$6.597.89
A CONTRACTOR OF THE CONTRACTOR	(61 AB1 514 OS)	(\$830 308 AE)	(\$104 773 45)	/\$153 638 (12)	(\$6.074.50)
Current &R Relance	(\$3.622.34)	(\$1.456.69)	(\$106.50)	(\$841.50)	
Gross Collection %	41.16%	48.16 %	16.69 %	42.41 %	92.07 %
ALS.	83	44	11	13	1
of ALS	2.14%	2.01 %	1.31 %	2.85 %	16.67 %
otal ALS Charces	\$142,536,00	\$67,274.98	\$15,888.74	\$20,384.69	\$2,603.00
Total ALS Bevenue	(\$55.714,66)	(\$28,087.10)	(\$2,156.40)	(\$6,107.63)	(\$2,603.00)
Ava ALS Charge	\$1,532.65	\$1,528.98	\$1,444.43	\$1,568.05	\$2,603.00
My ALS Revenue	(\$599.08)	(\$638.34)	(\$196.04)	(\$469.82)	(\$2,603.00)
ALS2	37	20		2	
% of ALS2	0.85 %	0.92 %	T.	1.10%	
Fotal ALS2 Charges	\$38,372.04	\$21,017.13	1.0	\$4,701.53	
Total ALS2 Revenue	(\$21,698.31)	(\$11,607.78)	K.:	(\$2,619.78)	
Avg ALS2 Charge	\$1,037.08	\$1,050.86		\$940.31	
Avg ALS2 Revenue	(\$586.44)	(\$280.39)	•	(\$523.96)	
ALSE	1,745	755	434	180	4
6 of ALSE	40.12 %	34.55 %	51.73%	39.47 %	86.67 %
Fotal ALSE Churdes	\$1,645,171.96	\$692,585.44	\$419,319.69	\$158,207.43	\$3,103.89
otal ALSE Revenue	(\$668,643.97)	(\$348,139.75)	(\$74,577.93)	(\$69,589,58)	(\$3,103.89)
wa ALSE Chargo	\$942.79	\$917.33	\$966.17	\$878.93	\$775.97
Avg ALSE Bevenue	(\$383.18)	(\$461.11)	(\$171.84)	(\$386.61)	(\$775.97)
BLS	1,433	951	86	133	
s of BLS	32.95 %	43.52 %	11.68 %	29.17 %	
Total BLS Charges	\$1,001,905.89	\$649,811.00	\$80,665.00	\$92,756.50	
Fotal BLS Revenue	(\$417,199.86)	(\$291,948.81)	(\$11,541.68)	(\$34,400.09)	
Avg BLS Charge	\$699.17	\$683.29	\$823.11	\$697.42	
Avg BLS Revenue	(\$291,14)	(\$306.99)	(\$117.77)	(\$258.65)	
BLSE	1,025	412	296	116	
% of BLSE	23.57 %	18.86 %	35.28 %	25.44 %	16.67 %
Fotal BLSE Charges	\$768,769.50	\$293,180.50	\$231,596.50	\$84,871.50	\$891.00
Total BLSE Revenue	(\$315,842.75)	(\$150,111.02)	(\$36,497.14)	(\$39,549.94)	(\$367.61)
Avg BLSE Chargo	\$750.02	\$711.60	\$782.42	\$731.65	\$891.00
Avg BLSE Revenue	(\$308.14)	(\$364.35)	(\$123.30)	(\$340.95)	(\$367.61)
LNI	91	8	(4)	o	
% of TNT	0.37 %	0.14 %		1.97 %	<i>7</i> 2.
rotal TNT Charges	\$2,441.25	\$504.00	(T)	\$1,371.00	
Total TNT Revenue	(\$2,414.70)	(\$504.00)	(12.)	(\$1,371.00)	
fivg TNT Charge	\$152.58	\$168.00		\$152.33	
Avg TNT Revenue	(\$150.92)	(\$168.00)		(\$152.33)	
TOTAL # OF RUNS	4,349	2,185	838	456	9
Avg # of Miles per Run	15.87	14.59	16.23	13.88	29.20
Avg Charge per Run	\$827.59	\$789.19	\$890.91	\$794.50	\$1,099.65

This report has been abbreviated for sample purposes

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Sample Monthly Practice Analysis (PA) By Payor Group Report and Explanation - Standard Packet

This report is grouped by only the primary Payor group and it does not reflect secondary payments or adjustments. It shows the number of runs billed, charges, payments, adjustments, and remaining outstanding for the **current transaction month**. The remaining balance is the difference between the beginning and ending A/R.

The top line is month to date, and the second line is for the year to date. We currently extract one month at a time, so the month to date and year to date will match.



Practice Analysis By Company and Payer Group

	Co	mpany Code	inList		Sample Client			
	Tran	saction Date	GreaterThan(OrEqual	30			
	Tran	saction Date	LessThanO	rEqual				
	Totals	Payments Payments	Adjustments Adjustments	Runs Runs	Charges Charges	Payments Payments	Adjustments Adjustments	Tolai Total
Blue Cross		1,260	887	571	\$413,501.40	(\$318,889.00)	(\$96,442.56)	(\$1,830.16)
		1,260	887	571	\$413,501.40	(\$318,889.00)	(\$96,442.56)	(\$1,830.16)
Champus/Tricare		25	29	28	\$19,940.70	(\$7,401.04)	(\$257.47)	\$12,282.19
		25	29	28	\$19,940.70	(\$7,401.04)	(\$257.47)	\$12,282.19
Commercial Insurance		1,344	1,308	604	\$435,567.61	(\$373,016.36)	(\$409,370.92)	(\$346,819.67)
		1,344	1,308	604	\$435,567.61	(\$373,016.36)	(\$409,370.92)	(\$345,819.67)
Contracted Facilities		0	0	0	(\$1,165.19)	\$0.00	\$0.00	(\$1,165.19)
		0	0	0	(\$1,165.19)	\$8.00	\$0,00	(\$1,165.19)
Facilities		20	20	26	\$20,437.30	(\$6,973.39)	(\$8,590.61)	\$4,873.30
		20	20	28	\$20,437.30	(\$6,973.39)	(\$8,590.61)	\$4,873.30
HMO/PPO Plans		0	0	2	\$1,446.90	\$0.00	\$0.00	\$1,446.90
		0	0	2	\$1,446.90	\$0.00	\$0.00	\$1,446.90
Medicaid MCO		3	2	8	\$5,534.10	(\$801.90)	\$82.70	\$4,814.90
		3	2	8	\$5,534.10	(\$801.90)	\$82.70	\$4,814.90
Tennessee Medicaid		4	8	8	\$5,662.80	(\$1,126.93)	\$1,211.60	\$5,747.47
		4_	8	8	\$5,662.80	(\$1,126.93)	\$1,211.60	\$5,747.47
Medicaid MCO		637	720	761	\$546,963.30	(\$121,466.38)	(\$344,318.01)	\$81,178.91
		637	720	761	\$546,963.30	(\$121,466.38)	(\$344,318.01)	\$81,178.91
Medicare		1,620	1,724	947	\$685,926.80	(\$367,356.03)	(\$367,454.97)	(\$48,884.20)
		1,820	1,724	947	\$685,926.80	(\$367,356.03)	(\$367,454.97)	(\$46,884.20) (\$5,685.63)
Medicare/Advantage		1,407	1,673	755	\$544,762.40	(\$261,463,41)	(\$288,984.62)	
		1,407	1,673	755	\$544,762.40	(\$261,463.41)	(\$288,984.62)	(\$5,685.63) (\$73,153.45)
Private Pay		842	2,418	1,368	\$969,573.80	(\$161,042.28)	(\$881,684.97)	(\$73,153.45)
		842	2,418	1,368	\$969,573.80	(\$161,042.28)	(\$881,684.97) (\$192,707.48)	\$52,643.93
Tenncare Products		312	354	393	\$283,266.10	** /		\$52,643.93
		312	354	393	\$283,266.10	(\$37,914.69)	(\$192,707.48) (\$105,073.08)	(\$74,647.78)
Veterans Admin		159	214		\$81,876.60	(\$51,451.28)		(\$74,647.76)
		159	214	111	\$81,876.60	(\$51,451.28)	(\$105,073.08) \$2,144.34	(\$5,396.74)
Workers Comp		26	24	5	\$3,619.20	(\$11,160.28)	\$2,144.34 \$2,144.34	(\$5,396.74) (\$5,396.74)
		26	24	5	\$3,619.20	(\$11,160.28)	(\$2,691,446.05)	(\$394,595.20)
Report Totals		7,859	9,381	5,589	\$4,016,913.82	(\$1,720,062.97)	The North Paris Sono of the	(\$394,595.20)
		7,859	9,381	5,589	\$4,016,913.82	(\$1,720,062,97)	(\$2,691,446.05)	(\$124,020.20)



Sample Monthly Practice Analysis By Procedure Code Report and Explanation - Standard Packet

This report itemizes the transactions based on the procedure code. The total count of runs in the summary includes both mileage and base runs. The charges, payments, adjustments, and remaining amount will balance back to the Financial Summary report.



PA by Procedure Code

		
Company Code	Equal	
Transaction Date	GreaterThanOrEqual	
Transaction Date	LessThanOrEqual	

			Count	Charges	Payments	Adjustments	Remaining
Code	Procedure	istoT	Count	Charges	Payments	Adjustments	Remaining
OTHER		Other	0,00	\$0,00	\$79.18	\$185,359.09	(\$185,438.27)
			0.00	\$0,00	\$79.18	\$185,359.09	(\$185,438.27)
ALS	A0426	A0426 - Advanced Life Support	9.00	\$6,975,00	\$2,546.10	\$4,875.37	(\$446.47)
			9.00	\$6,975.00	\$2,546,10	\$4,875.37	(\$446.47)
MILE	A0425	A0425 - Ground Mileage (ALS)	6,660.80	\$93,192,51	\$60,912.02	\$51,907.03	(\$19,626.54)
			6,660.80	\$93,192.51	\$60,912.02	\$51,907.03	(\$19,626.54)
BLSE	A0429	A0429 - Basic Life Support Emergent	682.00	\$460,436,03	\$201,325.13	\$201,453.69	\$57,657.21
			682.00	\$460,436,03	\$201,325.13	\$201,453.69	\$57,657.21
MILEB	A0425	A0425 - Ground Mileage (BLS)	4,231.90	\$59,284,23	\$29,483.87	\$26,366.35	\$3,434.01
			4,231.90	\$59,284.23	\$29,483.87	\$26,366.35	\$3,434.01
ALSE	A0427	A0427 - Advanced Life Support Emergent	904.00	\$699,879.38	\$340,227.94	\$317,648.42	\$42,003.02
			904.00	\$699,879,38	\$340,227.94	\$317,648.42	\$42,003.02
ALS2	A0433	A0433 - ALS LVL2	28.00	\$24,500.00	\$18,390.95	\$10,817,20	(\$4,708.15)
			28.00	\$24,500.00	\$18,390.95	\$10,817.20	(\$4,708.15)
BLS	A0428	A0428 - Basic Life Support	11.00	\$7,425,00	\$801.85	\$2,418.22	\$4,204.93
			11.00	\$7,425.00	\$801.85	\$2,418.22	\$4,204.93
SCT	A0434	A0434 - SPECIALTY CARE TSPT	3.00	\$2,850,00	\$675.59	\$1,082.54	\$1,091.87
			3.00	\$2,850.00	\$675.59	\$1,082.54	\$1,091.87
96374	96374	96374 - IV PUSH	0.00	\$0.00	\$0.00	\$0.00	\$0.D0
			0.00	\$0.00	\$0.00	\$0.00	\$0.00
999	99999	Balance Forward	0.00	\$0.00	\$984.38	\$637.50	(\$1,621.88)
			0.00	\$0.00	\$984.38	\$637,50	(\$1,621,88)
		Report Totals	12,529.70	\$1,354,542.15	\$655,427.01	\$802,565.41	(\$103,450.27)
			12,529.70	\$1,354,542.15	\$655,427.01	\$802,565.41	(\$103,450.27)



Sample Monthly Batch Listing and Explanation - Standard Packet

This report provides a list of all payments posted to any patient account during the reported month. This report includes the batch number, the user, the batch description, transaction date, and the amount posted.

The total payments at the bottom of the report will balance back to the total payments on the Financial Summary (including the Bad Debt Payments) for the transaction month.

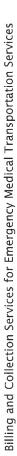
The description dictates the type of payment and how AMB received the money. If the description contains AMB, money was received in house. If the description contains EFT, this is an insurance company that is set up to send electronic funds transfer. If the description contains FC, this is information received from the client who received and forwarded the information to AMB. If the description contains NP, this will be a remit(s) typically of denials that need to be posted (\$0.00 payment).





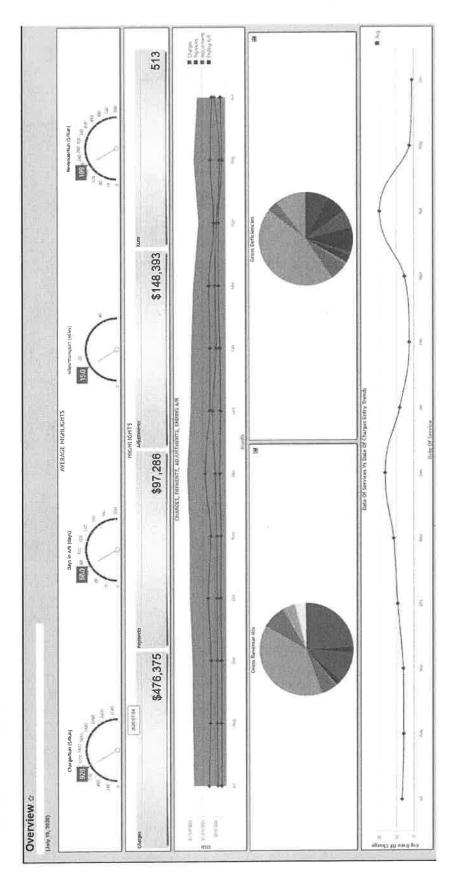
SAMPLE CLIENT Batch Listing

Company	Batch#	User	Descr	Transaction Date	Amount
Sample Client	1456486	CREDIT-BUREAU\jweekes	NP 5-1-2020 A2020042907325501 MEDICAID ARIZONA	5/1/2020	\$0.00
Sample Client	1456487	CREDIT-BUREAU/jweekes	NP 5-1-2020 301777458 MEDICARE B ARIZONA	5/1/2020	\$0.00
Sample Client	1457279	CREDIT-BUREAU\iweekes	EFT 2351.38 4-30-2020 MEDICARE B ARIZONA	5/4/2020	(\$2,351.38)
Sample Client	1457871	CREDIT-BUREAU\cscott	ANSICODES	5/6/2020	\$0.00
Sample Client		CREDIT-BUREAU\cscott	NP 4/29/2020 093929073845 UNIVERSITY PHYSICIAN	5/7/2020	\$0.00
Sample Client	1459174	CREDIT-BUREAU\mwade	AMB \$ 0.00 05-05-2020	5/7/2020	\$0.00
Sample Client	1462032	CREDIT-BUREAU\hjones	FC - FTP CLIENT DEPOSIT 04282020 366.49	5/12/2020	(\$366.49)
Sample Client		CREDIT-BUREAU\hjones	FC - FTP CLIENT DEPOSIT 04282020 95.80	5/12/2020	(\$95.80)
Sample Client	1462040	CREDIT-BUREAU\hjones	FC - FTP CLIENT DEPOSIT 04282020 117,51	5/12/2020	(\$117.51)
Sample Client	1462041	CREDIT-BUREAU\hjones	FC - FTP CLIENT DEPOSIT 04282020 338.72	5/12/2020	(\$338.72)
Sample Client	1462335	CREDIT-BUREAU\charding	EFT \$872,37 MCR B 5/7/2020	5/12/2020	(\$872.37)
Sample Client	1462339	CREDIT-BUREAU\charding	NP 1TR57787174 UHC 5/7/2020	5/12/2020	\$0.00
Sample Client	1463117	CREDIT-BUREAU\charding	EFT \$443.53 MCR B 5/8/2020	5/13/2020	(\$443.53)
Sample Client	1463121	CREDIT-BUREAU\mrgibson	AMB \$ 0.00 05-11-2020	5/13/2020	\$0.00
Sample Client	1463732	CREDIT-BUREAU\charding	EFT \$509.01 UHC 5/11/2020	5/13/2020	(\$509.01)
Sample Client		CREDIT-BUREAU\charding	EFT \$167.15 AZ PHYSICIANS 5/11/2020	5/13/2020	(\$167.15)
Sample Client	1464410	CREDIT-BUREAU\arafferty	EFT 2836.66 5-14-2020 MEDICARE	5/14/2020	(\$2,836.66)
Sample Client	1464417	CREDIT-BUREAU\arafferty	NP 301793069 5-14-2020 MEDICARE	5/14/2020	\$0.00
Sample Client	1465297	CREDIT-BUREAU\charding	FC - EMAIL 04302020 9909.70	5/15/2020	(\$8,755.71)
Sample Client	1465874	CREDIT-BUREAU/jweekes	EFT 464.08 5-13-2020 MEDICARE B ARIZONA	5/15/2020	(\$464.08)
Sample Client	1466799	CREDIT-BUREAU\cscott	ANSI CODES	5/18/2020	\$0.00
Sample Client		CREDIT-BUREAU\areynolds	NP 5/15/2020 301799968 MEDICARE	5/18/2020	\$0.00
Sample Client	1468746	CREDIT-BUREAU/kbelt	EFT 514.92 5/19/20 MEDICARE	5/20/2020	(\$514.92)
Sample Client	1468990	CREDIT-BUREAU\charding	AMB \$ 0.00 05-15-2020	5/20/2020	\$0.00
Sample Client	1469786	CREDIT-BUREAU\kpierce	EFT .91 4/23/2020 UHC	5/21/2020	(\$458.11)
Sample Client	1469860	CREDIT-BUREAU/mrgibson	AMB 112.90 05-19-2020	5/21/2020	(\$112.90)
Sample Client	1470236	CREDIT-BUREAU\(\)jweekes	EFT 1335.24 5-19-2020 MEDICARE B ARIZONA	5/21/2020	(\$1,335.24)
Sample Client	1470758	CREDIT-BUREAU/jweekes	EFT 486.21 5-20/2020 UHC RIVER VALLEY	5/21/2020	(\$486.21)
Sample Client	1470761	CREDIT-BUREAU/jweekes	EFT 425.44 5-20-2020 MEDICARE B ARIZONA	5/21/2020	(\$425.44)
Sample Client	1470764	CREDIT-BUREAU\jweekes	NP 5-20-2020 301810344 MEDICARE B ARIZONA	5/21/2020	\$0.00
Sample Client	1472991	CREDIT-BUREAU\areynoids	EFT 102.72 5/26/2020 UHC	5/26/2020	(\$102.72)
Sample Client	1473799	CREDIT-BUREAU\jweekes	EFT 170.71 5-26-2020 UHC RIVER VALLEY	5/27/2020	(\$170.71)
Sample Client	1473801	CREDIT-BUREAU\(\)jweekes	NP 5-26-2020 0939320200522080005 UNIVERSITY PHYSIC	5/27/2020	\$0.00
Sample Client	1476185	CREDIT-BUREAU\charding	FC - EMAIL CLIENT DEPOSIT 05262020 15781.33	5/28/2020	(\$15,355.89)
Sample Client	1476190	CREDIT-BUREAU\thelm	AMB \$ 0,00 05-27-2020	5/28/2020	\$0.00
Sample Client		CREDIT-BUREAU\charding	FC - EMAIL CLIENT DEPOSIT 05012020 15255.56	5/29/2020	(\$15,255.56)
			Report Total		(\$51,536.11)





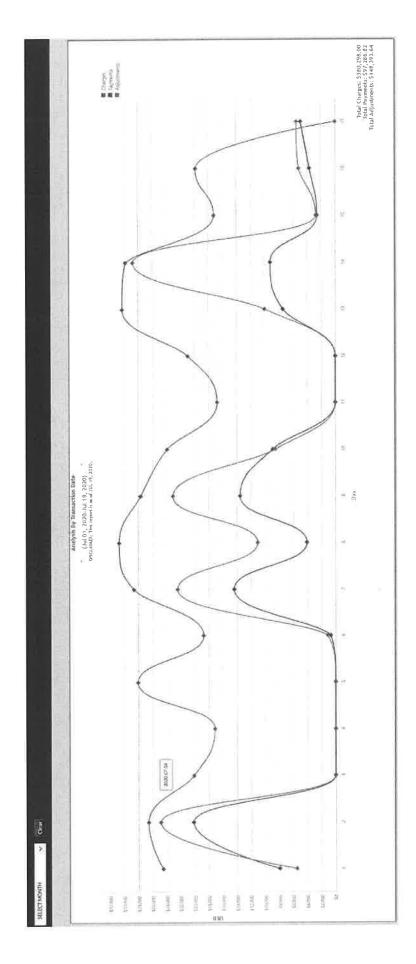
Dashboard Report Samples Dashboard Overview





Analysis by Transaction Date

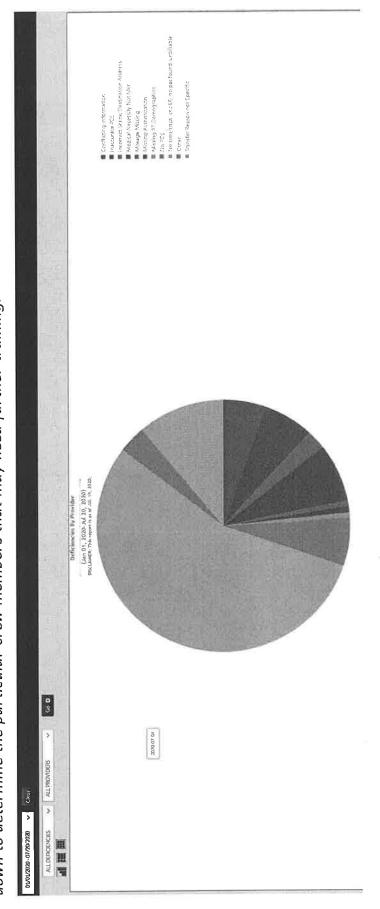
The Analysis by Transaction Date will display the monthly day to day progression on the number of charges, payments, and adjustments that have occurred on the account.

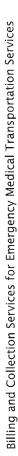




Deficiencies by Provider

This report displays the detail of what AMB has deemed as a deficiency. This report provides the ability to drill down to determine the particular crew members that may need further training.

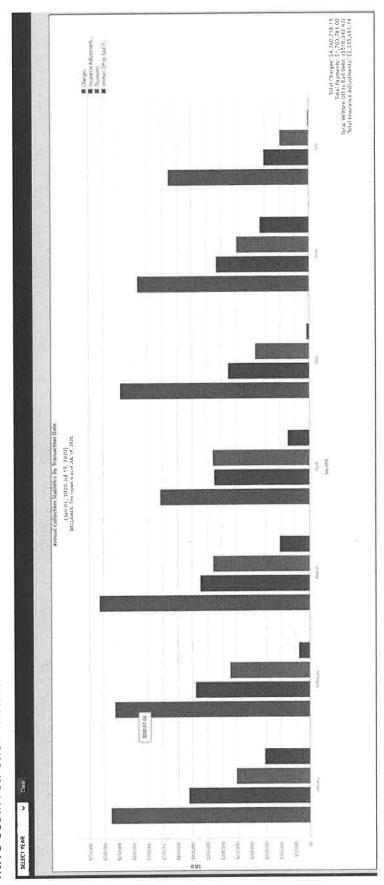






Annual Collection Statistics by Transaction Date

The Annual Collections Statistics provide the charges, payments, write-offs, and insurance adjustments that have occurred each month.





IMPLEMENTATION & TRANSITION

My company has been working with AMB for several years...It was such an easy transition we hardly noticed. We have seen an increase in reimbursements and the personal touch that AMB has is wonderful. - Sue B., EMS Billing Manager

The initial setup of the City of Lockport account is important to minimize any gaps in the transition. We understand the impact of transitioning to a new billing vendor which is why we have worked to condense our onboarding timeline. Our Implementation Team will work with you from the moment that the contract is awarded to ensure a smooth transition. Our plan of implementation is one of the shortest in the industry.

Up and Running within 30-45 days

Once the contract is fully executed, Stacy will provide LFD with an introductory email; officially welcoming you to the team, and providing the list of requested documents. A Team Kick Off Call will be scheduled within a week of signed contract return to review how your agency and AMB will successfully work together. We prefer this meeting to occur through a virtual call so we can meet you from the very beginning.

During the initial Implementation meetings, LFD policies will be discussed and documented including hardships, collections/bad debt, and how LFD employee bills are handled. Should LFD team require certain guidelines to be followed, we will implement them. For instance, if LFD would prefer that the coders view your ePCR system directly to ensure the EKG tracing and reading is within the ePCR, our coding team will fulfill this by noting each account of their review and findings. We don't mind taking extra steps to improve compliance and revenue for our clients.

Upon completion of the Kick Off Call meeting, AMB will begin the implementation process of claims clearinghouse set up, EDI enrollments, billing system build out, import definitions to allow runs from ESO into our billing system, and ERA (electronic remittance advice) set up for payments. During this time, we will provide training on the AMB Billing system web portal where you can access current run, financial and reporting information.



Once we receive an adequate sampling of runs for audit, our AMB team will host a Billing and Coding video conference. During this call, we will provide feedback on documentation, demographics and supporting data. We will closely monitor LFD's progress as trip tickets import into the software; verifying that all required data elements have been provided. We will monitor the progress of imported transports as they become claims, claims are filed, and payments are received in the expected timely manner.

Bi-weekly Touch Base calls will be arranged to keep you updated on the progress of implementation and discussion of agency specific needs. The Touch Base calls will continue through the length of your contract and can be scheduled in weekly or monthly intervals; it is your preference. Our Provider Enrollment Department will assist LFD in setting up payers including Medicare and Medicaid, updating and maintaining any agreements, forms and required documentation with healthcare payors (governmental and commercial) on a regular basis. While the enrollment process with Medicare typically takes 30-35 days, the project can launch immediately after contract award.

Based on the success of past implementations, AMB will make recommendations to ensure a smooth transition, improved results and better compliance with regulations. We will keep you informed with changing insurance payor guidelines in order to ensure maximum reimbursement.

We have included a timeline of implementation phases that marks each significant task throughout the transition. The dates will be finalized once you choose AMB as your billing partner, and timing is dependent on award notification.



Sample City of Lockport Implementation

Phase 5

Day 31-45+

 Contract Finalized Welcome Email sent to Client with Outline of Documents Needed Client Data Compiled Phase 1 · Kickoff Meeting/Call Completed Day 1-10 Payor Enrollment Begins; Info Verified; Pay-To Address Changes; EDI/ERA/EFT Enrollment Client Buildout in AMB Billing; Fee Schedules Loaded & Approved Client ePCR Integration Phase 2 Clearinghouse Account Established AMB Web Portal Login(s) Created for Client; ePCR logins assigned to AMB Staff Day 11-20 AMB Begins Work on New Imports While Prev. Vendor Winds Down & Prepares Closeout Transports Import into AMB Billing System, Reviewed for Feedback to Client Phase 3 Billing & Coding Call Scheduled with Client • AMB Web Portal Go-Live for Client Day 21-25 • Weekly Touch Base Calls Scheduled Crew Training Scheduled (if applicable) EDI/ERA/EFT Enrollment Completed • Claims Billed to Insurance Carrier Phase 4 Patient Statements Initialized Collection Agency/Bad Debt Added to Calendar Day 26-30 Systems and Services Monitored Daily as Project Moves Continued Verification of Pay-To Address Updates

Continued Verification of ERA Enrollment through

Clearinghouse Completed



COMPLIANCE

It is the policy of AMB to obey the law and to follow ethical business practices. AMB has an ongoing commitment to ensuring that its affairs are conducted in accordance with applicable law, and sound and ethical business practices including but not limited to the OIG Compliance Program Guidance for Third Party Medical Billing, CMS, and HIPAA rules and regulations. AMB is compliant with the requirements of all appropriate HIPAA Rules, including but not limited to the Privacy Rule, Red Flags Rule (identity theft policy), HITECH and FACTA regulations.

HIPAA and patient privacy compliance is a priority to AMB. All employees are trained on HIPAA and patient privacy from their first day on the job, and on an annual basis thereafter, at minimum. A Business Associate Agreement (BAA) will be executed along with the billing contract for LFD.

AMB can provide a copy of our comprehensive Compliance Plan upon request. The Compliance Program applies to all AMB employees, board members, and clients. The effectiveness of the Program is predicated on our corporate culture and the implementation of our values. AMB's mission statement is the underpinning of our commitment to doing the right thing for our clients, ourselves, each other, and our community, and personifying honesty and integrity.



Record Retention

AMB complies with all federal, state, and EMS record retention requirements and will work with any requirements of LFD. Regardless of the medium of storage, all documents and records shall be indexed, searchable, and retrievable.



System Backup and Recovery

AMB has taken every safeguard to make sure that your data will be more than adequately protected. We have both a backup and a Disaster Recovery Site for all data, including SQL. The data is backed up daily and replicated with a 24-hour Response Time Objective (RTO) to our offsite Disaster Recovery Center. We have a Recovery Point Objective (RPO) of 24 hours. The systems use the latest Cisco and IBM hardware and run on a VMware software infrastructure. The Data Center is in an environmentally and access-controlled room with a natural gas-powered generator as a backup power source.

AMB has a comprehensive Disaster Recovery Plan in the event of an event. Our Disaster Recovery Plan is designed to mitigate any possible threat to the security of our business-critical data and the data of our clients. A copy of the complete Disaster Recovery Plan is available upon request.

AMB's Chief Information Officer is responsible for ensuring that all software purchased and used by the company complies with current HIPAA Security Laws as well as software copyrights. AMB maintains and monitors computer systems to ensure that patient and provider information is protected. System access is limited to persons authorized and levels of security are limited according to the user's role.

To ensure and maintain the accuracy and integrity of electronic data systems used for claims submission, collections, credit balances, provider information and other relevant information, AMB ensures that:

- · All data is backed up on a regular basis.
- Regularly scheduled virus checks are performed on all systems.
- Data is protected against unauthorized access or disclosure by limiting access to data system.



INSURANCE COVERAGE

AMB will supply all of the necessary insurance coverage for the LFD. AMB agrees to hold the City of Lockport harmless from liability incurred in the performance of the contract, if any, resulting from failure of AMB. Additionally, AMB agrees to comply with all laws as applicable for work with LFD.

Upon execution of a contract, AMB will add LFD as an additional insured party to our policy and for the following at acceptable coverage levels.

- Worker's Compensation
- Business Automobile Liability
- Commercial General Insurance
- Professional Liability
- Errors and Omissions

Please find a sample of the Certificate of Insurance on the following pages.

AMB will meet all City of Lockport requirements for insurance coverages.



							21		
A	CORD CERT	IFIC	ATE OF LIA	BIL	ITY IN	SURA	NCE [MM/DD/YYYY)
						6/13/2022			
Ci Bi	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED								
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	el & Holland, Inc. D. Box 427			PHONE FAX					
112	20 Main Stret			ADDRESS: cdavis@peelholland.com					
Be	nton KY 42025-0427			INSURER(S) AFFORDING COVERAGE				NAIC#	
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A	GENERAL LIABILITY	EPP0554868		10/10/2021	10/10/2022	EACH OCCURRENCE DAMAGE TO RENTED	\$ 1,000.000		
l	X COMMERCIAL GENERAL LIABILITY		PREMISES (Ea occurrence)			\$ 500.000			
l	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	\$ 10,000	
l		i i					PERSONAL & ADV INJURY GENERAL AGGREGATE	\$ 1,000,000	
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	X ANY AUTO					BODILY INJURY (Per person)			
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1						AGGREGATE	\$ 5,000,000		
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l ^	AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE				10/10/2021	10/10/2022	E L. EACH ACCIDENT	S S	
ANY PROPRIETOR/PAR INERIESECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A					E.L. DISEASE - EA EMPLOYER	24 5	
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DEB	CRIPTION OF OPERATIONS / LOCATIONS / VEHIC	LES (Attach	I ACORD 181, Additional Remarks	Scheduk	e, Il more space is	required)			

	CANCELLATION
SAMPLE	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
I.	AUTHORIZED REPRESENTATIVE

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The ACORD name and logo are registered marks of ACORD



E: Price Proposal PRICING PROPOSAL

AMB has prepared an exclusive offer for the City of Lockport, based on your estimated financials including volume, patient mix, charge mix, etc.

AMB offers the proposed services for a percentage of net cash collected for the *entire term of the contract*. Net collections are defined as revenue collected and posted for a given month. We propose two options (*due to interpretation of NY Sate billing regulations; Medicaid claims must have a flat-fee charge):

	EXCLUSIVE AMB OFFERING
	Option #1 EMS Billing Services
	7.0% \$10 per Medicaid claim
	Seven Percent Ten Dollars per Medicaid Claim
	Option #2
	\$19.50 per claim
Ni	neteen Dollars and Fifty Cents per Claim for all Claims

The City of Lockport will never see any additional charges for AMB's services



All of the features below are included in the pricing for services:

- All insurance forms, patient invoices, envelopes, supplies and postage
- All services as required in the RFP and described in this Proposal
- Dynamic, interactive dashboards accessible via computer/smartphone/devices
- Custom Reports designed by AMB Reporting and Analytics Specialists
- Insurance Verification Services
- HIPAA and Regulatory Compliance, Complete Data Security
- Training as needed on topics such as documentation and more
- Excellent Patient & Customer Service, including on-site visits and virtual



E: Compliance Services

AMB partners with many ambulance consultant services including Medical Compliance Services (MCS). Listed below are some of the standard services MCS offers. The City may contract with MCS directly based on their needs, or if selected as the winning contractor, AMB can offer consulting solutions rolled into a billing fee, again based on your exact needs.

Policies / Procedures	If the Proposal is accepted, the Client would retain Consultant to assist in the development of a customized Compliance Program, policies/procedures, and to perform services in accordance with the terms of a written Agreement. The Consultant will review all current process (dispatch, documentation/ride time, QA/QI/QM etc.) and advise on best practices. All travel and other expenses are included in the yearly fee. Reviews and/or revisions are done to the eBinder upon payment for yearly renewal of services.
Audit Process	The Audit Process consists of a random audit for 25 Medicare PAID runs. This includes documentation with regard to compliance with Medicare rules and regulations. Such auditing of run documentation shall take into account the Code of Federal Regulations and the Medicare Benefit Policy Manual Chapter 10 as well as the Claims Processing Manual Chapter 15. Signature and documentation relative to Medical Necessity Certification (CMN) for non-emergency transports are included in the yearly audit.
Training Process	Includes, but is not limited to in person administrative training of staff and in person compliance training for all employees the first year. For future years either online or in person training will be provided depending upon the error percentage of the audit. MCS provides training and consultation regarding compliance issues, the pitfalls and areas of concern for EMS employees regarding run and related documentation.
On-going Services	MCS remains current on ambulance run documentation related to compliance and billing issues and updates client by email of such issues. MCS are members of Provider Outreach and Education Medicare advisory groups. MCS also participates in the CMS Compliance Focus Group.
SMARTDOC QUICK-ASSESS	Includes, the SMARTDOC LLC's Medical Necessity Application (SMARTDOC QUICK-ASSESS). The application makes Medical Necessity documentation easier. SmartDoc Quick-Assess helps the crew to paint a picture of why patients require transport by ambulance - making it easier than ever for proper documentation.



F: References

Roughly one third of AMB's clients are located on the East coast. Our expert billing staff is skilled in all billing rules and regulations for the State of New York. This includes our provider enrollment staff, coders, and billing specialists. Maintaining a deep understanding of the specific guidelines required for billing Medicare, Medicaid and other insurance payers in New York is critical to optimizing revenue while performing all billing tasks in the most efficient manner possible.

We have included a list of references for clients who perform services similar to LFD.

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AMB encourages the City of Lockport to contact *any* AMB client regarding the results and service that we deliver. We have provided five references that represent similar engagements to LFD. Please let us know if you would like additional contacts.

Town of Houlton Ambulance Service 99 Military Street, Houlton, Maine 04730 Milton Cone, Fire Chief 207-532-1315 <u>chiefmjcone@houlton-maine.com</u> 1,500 Annual Transports



Lancaster Volunteer Ambulance Corps 40 Embry Place, Lancaster, NY 14086 Rob Sank, Chief of Compliance 207-716-3282 rsank@lancasterambulance.com 6,000 Annual Transports





Southern Berkshire Volunteer Ambulance

31 Lewis Avenue, Great Barrington, MA 02130 Caleb Stone, Director of EMS 413-528-3632 cstone@sbvas.com 3,000 Annual Transports



Franklin County Public Safety

1255 Franklin Street, Rocky Mount, VA 24151 William "Billy" Ferguson, Fire Chief 540-483-3091 william.ferguson@franklincountyva.gov 4,500 Annual Transports



Bristol Life Saving Crew

1601 Euclid Avenue, Bristol, VA 24201 Catrina Christi, Office Manager 276-669-5441 <u>crew@bvu.net</u> 2,500 Annual Transports



I could not ask for anything better and highly recommend AMB to any company looking to increase their revenue and eliminate worry and hassle. - Chris L., EMS Director



Client Testimonials

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We transitioned to AMB from another vendor beginning 1/1/2018 because we felt collections could be higher. After the first full year, we had collected \$115,000.00 more than what was projected in our budgeted revenue. By using this additional revenue and the revenue that had been collected thru the first 6 months of 2019, we were able to give long overdue raises to our employees because of the confidence we had in AMB.

- Chris W. Lea, Director, Haywood County EMS

I am typing this letter to say thank you for your excellent service and the awesome job that you guys at AMB do for us. I especially want to give a shout out to you, Dana Evans, and our sales rep for all of your help with our County commission meetings along with the hours they spent traveling down here to Cannon County for our benefit.

Thank you very much for the email, I really do appreciate this. Honestly though, we are all in this together. The excellent job you guys do on the business side is what keeps us going. Every time I reach out to you guys, especially our client rep, your hospitality and professionalism are outstanding. I can't brag on all of you guys enough with how pleased I am with your services and I want to say from the bottom of my heart thank you very much for all that you guys do as well. Again, we are all in this together and we certainly could not do what we do without your help.

- Dek Sissom, Cannon County EMS

We are EXTREMELY impressed with our numbers! Our cash was way up and AR days are way down! We will be sharing this with our Council. We know this has been a hard year and being able to produce numbers like this is something that should not go unnoticed. Please let your entire team know how much we appreciate everything they do for us!

- Mike Rogers, Boyle County EMS



Dougherty County EMS joined with Ambulance Medical Billing Service in June 01, 2015 which proved to be an excellent billing service decision. The transition was very well coordinated and AMB provided excellent communication during the switchover. The staff were extremely helpful to our department and they provided detailed billing training to our department.

Revenue collection has been at its highest since we moved over to AMB service. They monitor our accounts daily and provide up to the minute reports. If we have any questions, they are resolved in a short amount of time with good recommendations by the AMB staff. Our cash collections have increased significantly and payments are received in the shortest amount of time ever. We have been assigned a single point of contact and our client rep is excellent!

If you are not satisfied with your current vendor, I highly recommend Ambulance Billing Service. They have met every expectation and provided our department with information to help us collect every dollar possible. Customer Service is their Game!

- Sam Allen, Dougherty County EMS

Evidence of Project Success

We are proud to have a strong network of EMS agencies going strong since 2005. That amounts to hundreds of satisfied clients receiving increased revenues for 17 years



G: Sample Agreement and Business Associate Agreement

AMB SERVICE AGREEMENT

THIS AMB SERVICE AGREEMENT (the "Agreement") is made and entered into on this the 1st day of February, 2023, by and between City of Lockport, of 1 Locks Paza, Lockport, NY 14094 ("CLIENT"), and Credit Bureau Systems, Inc. d/b/a Ambulance Medical Billing, of 100 Fulton Court, Paducah, Kentucky 42001-9004 (hereafter "AMB"), pursuant to the terms and conditions set forth herein. For the consideration stated herein, the parties do hereby agree as follows:

1. <u>Description of Services</u>. AMB is a national ambulance and EMS full-service billing and revenue cycle management firm, specializing in billing and obtaining payment for services provided by ambulance services, and CLIENT is in the business of providing ambulance services to patients in its geographical location. For the term of this Agreement, as defined herein, AMB shall use commercially reasonable efforts to bill for and obtain reimbursement for CLIENT for the services rendered by the CLIENT to patients, on or after the Effective Date, by billing patients and third-party payers, including applicable governmental programs and entities (hereafter the "Services"). Any additional services which AMB agrees to provide, other than those set forth in this Agreement, will be explicitly set forth in an Addenda hereto which, if applicable, is incorporated herein by reference and explicitly made a part of and included in the Services. All provisions in this Agreement apply to any Addenda unless explicitly stated otherwise.

CLIENT agrees that AMB will be the sole and exclusive provider of the Services during the terms of this Agreement, and CLIENT will not utilize any other party or entity, or its own personnel, to bill for services rendered by CLIENT during the term of this Agreement.

2. <u>Effective Date</u>. This Agreement shall be effective for all Services rendered by CLIENT on and after February 1, 2023, during the term of this Agreement, as defined herein. AMB shall have no obligation or responsibility with respect to any services rendered by CLIENT prior to the Effective Date, or accounts receivables already existing as of the Effective Date, unless a separate written agreement is entered into by the parties with respect to said prior accounts receivable (hereafter "Legacy Claims").



- 3. <u>Term</u>. The initial term of this Agreement shall be for Three (3) years from the Effective Date (hereafter the "Initial Term"). The Initial Term shall automatically renew for an additional one (1) year term (hereafter the "Additional Term") unless the Agreement is terminated in the time and manner set forth herein.
- 4. Fees. Beginning as of the Effective Date, CLIENT shall pay AMB a fee of Click or tap here to enter text.% per month of net collections received during the Initial Term and any Additional Term (the "Base Fee"), including any wind down period as defined herein. Net collections shall be defined as the total sum of all money collected and/or received by AMB and/or CLIENT, for the services rendered by CLIENT after the Effective Date, during the Initial Term or any Additional Term of this Agreement. It is specifically agreed that net collections are calculated based on gross dollars received, without regard to whether CLIENT has been required to refund any money collected to any third-party payers, including applicable governmental programs and entities. The parties acknowledge that some direct payments will be made to CLIENT during the term of this Agreement (hereafter "Direct Payments") and CLIENT acknowledges that AMB is entitled to be paid its fee, as described herein, with respect to any such Direct Payments. CLIENT shall report all such Direct Payments to AMB within 72 hours of receiving said payment.
- 5. <u>Computer Hardware, Software, and Training</u>. To implement the Services, CLIENT has requested, and AMB has agreed to provide, the following necessary computer hardware, software, whether cloud based or otherwise, equipment, and training (hereafter collectively the "Equipment") for the following agreed upon prices:
 - a. Software N/A
 - b. Hardware N/A

Total Charge for Equipment: \$N/A

By executing this Agreement, CLIENT acknowledges that the CLIENT has received and is using or can use the Equipment, including all training, contemplated hereunder, unless CLIENT provides written notice, as required herein, to AMB within sixty (60) days of the Effective Date. Absent written notice, CLIENT waives any claim that it did not receive the Equipment, is not using the Equipment, or that the Equipment does not work.

CLIENT further acknowledges that it, rather than AMB, has independently chosen all Equipment and made such investigation into the quality, reliability and need for the Equipment as it deems necessary. CLIENT agrees that AMB is not vouching for or warranting the Equipment, or the specific version of Equipment, and CLIENT agrees that



AMB will have no liability or responsibility for any problems, malfunctions, or glitches with the Equipment. CLIENT agrees and acknowledges that its sole remedy with respect to any problems with any Equipment shall be as against the vendor or manufacturer and AMB's only obligation is to assist CLIENT in finding the appropriate solution so as to provide the Services.

CLIENT and AMB agree and acknowledge that Equipment shall become the property of the CLIENT, and title shall pass to the CLIENT, upon delivery and/or installation by AMB.

If this Agreement is terminated by CLIENT or AMB, for any reason, prior to the completion of the Initial Term, CLIENT shall immediately pay AMB the pro-rata portion of the Total Charge for Equipment that represents the pro-rata portion of the Initial Term that is not completed due to termination (hereafter the "Pro Rata Charge for Equipment"). By way of example, if CLIENT terminates this Agreement, for whatever reason, after 19 of 36 months, CLIENT shall owe and shall pay AMB the Pro Rata Charge for Equipment which shall be equal to 17/36ths of the Total Charge for Equipment, immediately upon termination. CLIENT specifically acknowledges that it shall have no right to return the Equipment or any portion of the Equipment to AMB for a full or partial credit towards the Total Charge for Equipment owed by CLIENT to AMB.

If CLIENT fulfills its obligations as described herein, including its obligation to pay for all Base Fees as described herein, and the Agreement is not terminated prior to the expiration of the Initial Term, CLIENT shall owe no additional amount to AMB for the Equipment.

- 6. Remit To Address. It is mutually agreed that all payer "remit to" addresses and patient payments shall be directed to the office of AMB. CLIENT acknowledges that it is a material breach of this Agreement to change the "remit to" address for any payer or third-party payers, including applicable governmental programs and entities.
- 7. Payment of Fees to AMB. AMB shall send an invoice to CLIENT for all Base Fees, any Pro Rata Charge for Equipment due and owing, and any other charges, as provided for herein, on or about the 10th day of each month following the close of business for the prior month (hereafter "Invoice"). Payment is due, and CLIENT shall pay, the Invoice upon receipt. Any Invoice, or part of any Invoice, that is not paid by CLIENT within thirty (30) days of the Invoice date, shall be subject to, and CLIENT shall pay, interest at the rate of 1.5% per month until paid.



CLIENT agrees to carefully review each Invoice upon receipt, and CLIENT shall notify AMB in writing with respect to any charges that are disputed within thirty (30) days of the Invoice date. All charges on any Invoice that are not disputed in writing by CLIENT within thirty (30) days of the Invoice date, along with all accrued interest charges, shall be deemed correct, final and non-modifiable by the parties.

CLIENT agrees to, and hereby does, grant AMB a lien and right of offset on all money received and to be received on behalf of CLIENT pursuant to this Agreement, as a result of the Services provided by AMB, up to the amount of all outstanding Invoices.

Should CLIENT fail to pay AMB within thirty (30) days of the date of any Invoice, Client hereby authorizes and directs AMB to access, withhold, retain and apply sufficient sums for payment to AMB of all outstanding Invoices from money paid to and on behalf of CLIENT from payment transactions on patient accounts, whether from insurance companies, governmental payers, or patients. AMB shall have the right, but not the obligation, to take such steps as allowed herein, and AMB does not waive the right to take any steps it is allowed to take hereby by refraining from immediately taking such steps. All balances due and owing to AMB after any offset shall remain due and owing pursuant Without limiting the foregoing, CLIENT specifically to the terms set forth herein. authorizes and directs AMB to change all "remit to" addresses in connection with all billing to direct all patient and/or third-party payments to AMB, rather than CLIENT. AMB shall provide a full and complete accounting to CLIENT of all payments remitted to AMB on behalf of CLIENT, and AMB shall promptly remit to CLIENT all money remitted to AMB, net of any money retained and applied towards amounts owed to AMB. If CLIENT fails to pay any outstanding Invoice within 90 days of the Invoice date, AMB reserves the right to terminate the Agreement immediately with the wind down period being voided and AMB having no further obligations hereunder. AMB's lien, and right of offset, as set forth herein, shall survive the termination of this Agreement.

8. <u>Bank Account and Treasury Process</u>. A bank account or lockbox account will be set up and maintained in the name of CLIENT for the purpose of receiving remittances from AMB (hereafter the "Bank Account"). CLIENT shall be responsible for all bank charges, and AMB shall have no responsibility or liability for any bank error or omissions. Except as provided for in Section 7 of this Agreement, AMB shall remit all amounts collected on a daily basis to the CLIENT's Bank Account via ACH Electronic Funds Transfer.



9. Operating Procedures. CLIENT agrees and acknowledges that in order for AMB to provide the Services contemplated hereby, CLIENT must provide, or cause facilities, hospitals, or other third-party sites at which CLIENT provides services, to provide to AMB accurate and complete demographic information required by AMB, at no cost to AMB (hereafter the "Demographic Information"). CLIENT acknowledges that AMB will necessarily rely on the Demographic Information in providing the Services contemplated herein, and that the timing and amount of reimbursements and ultimately Net Collections generated by AMB and received by CLIENT is directly related to the completeness, timeliness and accuracy of the Demographic Information and other variables, some of which are beyond the control of AMB. CLIENT agrees, therefore, to provide sufficient employees, and training and oversite of its employees, so that complete and accurate Demographic Information is captured.

AMB will bill and attempt to collect CLIENT charges in a commercially reasonable manner and in accordance with all applicable Federal, State, and Local laws and regulations.

a) Responsibilities of AMB:

- (1) Provide coding of all encounters generated by CLIENT, as required by third-party payers, inclusive of, but not limited to HCPCS, and the appropriate ICD coding schemes, including but not limited to ICD-9 CM or ICD-10 coding schemes, and such other coding schemes as may be adopted and/or used.
- (2) Issue bills to individuals for all self-pay patients with a minimum of 2 statements and 1 script letter (Collection Notice). CLIENT will be given limited discretion regarding the wording to appear on bills and letters.
- (3) As necessary, develop and maintain electronic data interfaces directly with CLIENT's hospital service sites (where such sites allow) for the collection of patient demographic data. CLIENT agrees to apply its best efforts to assist AMB in achieving these interfaces, including, but not limited to interacting with hospital Information Systems staff, Administration, and others.
- (4) Issue initial billing to patients and/or third parties no more than three (3) business days after receiving all required information.
- (5) Submit claims electronically to all third-party payers capable of accepting claims in electronic format.



- (6) Prepare and deliver month-end reports of the billing performance and practice statistics no later than the tenth (10th) business day of the next month. This duty may be fulfilled by electronic and/or paper reports.
- (7) Produce monthly credit balance reports and advise the CLIENT of refunds due to both patients and third parties.
- (8) Provide toll free phone lines for patient inquiries and adequate phone inquiry staff to effectively respond to patients in a reasonable amount of time.
- (9) Use reasonable efforts to advise CLIENT of any material change in third-party rules and regulations which are made known to providers and third-party billing agents or otherwise known to AMB.

b) Responsibilities of CLIENT:

- (1) Identify one administrative and one clinical representative to whom AMB may, respectively, address all matters related to Services under this Agreement. If AMB or its selected vendor performs coding for CLIENT, CLIENT will also appoint a coding representative. All CLIENT representatives will have the power to agree, on behalf of CLIENT, to mutually agreed resolutions to any issues arising in their respective areas, and upon AMB's request, receive confirmatory memoranda or letters, which will thereupon be incorporated into this Agreement by reference. These individuals appointed by CLIENT will provide timely response to all reasonable requests by AMB.
- (2) CLIENT warrants that AMB may rely on the existence of patient signatures on assignment of benefits, medical information releases and Advance Beneficiary Notices, and physician signatures on charts and other medical documents, as required for submission of claims on behalf of CLIENT.
- (3) CLIENT will assist AMB in working with and/or resolving problems related to work performed by personnel employed by hospitals, labs and other institutions in order to achieve the goals of this Agreement and the provision of Services by AMB in an efficient and cost-effective manner.
- (4) CLIENT will provide AMB with timely notice at least sixty (60) days prior to the expected addition or reduction of services so that AMB has adequate time to perform its duties under the Agreement. AMB will not be responsible for losses or delays in payment resulting from untimely notice.



- (5) It is the mutual goal of CLIENT and AMB to conduct all billing in a compliant manner. CLIENT will establish and enforce and AMB will follow written billing policies and procedures for the practice that will serve as the foundation of a practice Compliance Program for CLIENT and AMB. These billing policies and procedures will be developed and amended, as needed, in concert with AMB's Compliance Staff and AMB's Compliance Plan, as described in the Agreement, and shall be consistent with AMB's Compliance Plan.
- (6) CLIENT will respond, within five (5) business days, to any documentation requests, made by payers and/or AMB, and forwarded from AMB.
- (7) Upon receipt of the requisite research and worksheets from AMB, CLIENT will timely issue refunds of overpayments to patients and payers and shall be responsible for reconciliation of the refund checking account to assure that all refund checks have been cashed. CLIENT shall promptly notify AMB of the receipt of cancelled checks upon which AMB shall rely to remove credit balances from CLIENT's accounts receivable files. CLIENT shall be solely responsible for monitoring and surrendering unclaimed funds to the Treasurer of the State having escheat jurisdiction over any unclaimed payments.
- (8) CLIENT shall be responsible for assuring that all information required for CLIENT enrollment, if performed by AMB, is provided timely, accurately and completely. AMB shall not be responsible for delays in provider enrollment and subsequent billing and payment delays or losses related to delayed response by CLIENT.
- (9) CLIENT shall give AMB timely advance notice of any new payment contracts, HMO or PPO relationships and other contracts or market changes so that AMB may accommodate these changes, as necessary.
- (10) CLIENT shall give AMB a 30-day notice of any fee schedule changes to update the billing software.
- 10. Cash Flow Ramp Up. AMB acknowledges that maintaining adequate cash flow for CLIENT is an important part of the relationship between CLIENT and AMB, and AMB will use its good-faith, best efforts to maximize CLIENT's cash flow. CLIENT acknowledges that its cash flow is affected by many things, including its run volume, which is out of AMB's control. CLIENT agrees and acknowledges that AMB has explained that it will diligently begin billing, re-billing, and following up on CLIENT's claims as of the Effective Date. CLIENT further acknowledges that it understands that, unless a separate written agreement is entered into, AMB has not agreed to provide Services with respect



to CLIENT's Legacy Claims, and it is vitally important to CLIENT's cash flow that CLIENT or some other third party continue to re-bill and follow up with respect to its Legacy Claims in a commercially reasonable manner. CLIENT acknowledges that in order for cash flow to remain at levels comparable to that which existed pre-Effective Date, CLIENT must continue to diligently bill, re-bill, and follow up with all Legacy Claims with the same effort, timeliness, and manpower as before the Effective Date. CLIENT acknowledges that if it fails to diligently bill, re-bill, and follow up with all Legacy Claims with the same effort, timeliness, and manpower as before the Effective Date, CLIENT's cash flow will be negatively affected, and that such decrease in cash flow is beyond the control of AMB.

11. **Confidentiality**. AMB agrees not to disclose to anyone other than CLIENT any information about CLIENT's business, fee structure, internal compensation, operating practices and procedures, methods, managed care or facility contracting strategies, or similar business information that would commonly be understood to be confidential or any confidential medical information regarding CLIENT's patients received in the course of performing the Services (CLIENT's "Confidential Information"), except as required to bill charges, as legally required, or as otherwise provided herein.

CLIENT agrees that it will not disclose to third parties' information about AMB's business, fee structure, strategies, internal compensation, operating practices, procedures, protocols, methods, vendors, computer hardware and any proprietary software utilized, and resulting or related processes employed by AMB to provide the Services (AMB's "Confidential Information").

Each party's Confidential Information shall remain the property of that party, during and after this Agreement. Both parties shall, at all times, have in force a signed Confidentiality Agreement executed by each full time and part time employee, independent contractor, consultant and vendor that requires CLIENT's Confidential Information and AMB's Confidential Information to be maintained and protected as set forth herein, which said Confidentiality Agreement(s) shall survive the expiration or termination of this Agreement. Both parties shall comply with, and assist the other with compliance with applicable state or federal confidentiality requirements as to individual patient information. Notwithstanding the foregoing, CLIENT agrees that AMB may use CLIENT information for research and statistical compilation purposes so long as CLIENT and patient identifying information is kept confidential in accordance with applicable law.



12. Software, Proprietary Information, and CLIENT Data. AMB will at all times during the term of this Agreement, have a valid and current copy of and license for use of any third-party billing software used to provide the Services required hereunder, and CLIENT will be given timely notice of any changes in third-party software vendors or systems to the extent those changes would materially affect the Services. The parties agree that AMB may store Demographic Information, back-up documentation, statements, explanations of benefits, payer inquiries and other information it receives in connection with the Services ("CLIENT Information") in electronic form through optical scanning or other technologies selected by AMB and that AMB is not obligated to maintain paper copies. CLIENT represents that it shall maintain a current and complete copy of all CLIENT Information for such time as it deems advisable or is required by law. During the term of this Agreement, AMB will at all times maintain a current and complete copy of all CLIENT Information in a secure, off-site location. At the expiration of the Initial Term or, if applicable, any Additional term, AMB shall provide CLIENT with a disc or by such other means, of all CLIENT Data which includes a complete list of the existing accounts receivable (all debit and credit balances in an industry standard electronic format, including data layout and/or translation tables (hereafter "Close Out Disk"), if CLIENT has paid all fees due and owing to AMB hereunder. CLIENT agrees and acknowledges that once AMB provides the Close Out Disk, it shall have no further obligation to store CLIENT's data, except as may be required by law. CLIENT further agrees and acknowledges that if CLIENT terminates this Agreement before the expiration of the Initial Term or, if applicable, any Additional term, or if CLIENT fails to pay AMB all fees due and owing hereunder, AMB shall have no further obligation to store CLIENT's data, or provide the Close Out Disc, unless otherwise required by law.

It is specifically acknowledged that all CLIENT Data is the property of CLIENT but that AMB may maintain a copy for documentation of Services and for other purposes relating to this Agreement during and after the term of this Agreement.

- 13. <u>Termination</u>. This Agreement can be terminated by CLIENT at any time with 90 (ninety) days written notice, as defined herein, for any reason. CLIENT acknowledges that any termination without written notice, as defined herein, is of no effect. In the event this Agreement is terminated, for whatever reason, or expires, the parties agree as follows:
- a) AMB shall continue to perform Services, and be entitled to the Base Fees set forth herein, for a period of one hundred twenty (120) days after the effective date of termination (hereafter "Wind Down Period") for all of CLIENT's charges for services rendered prior to the termination date (hereafter "Wind Down Fees").



- b) CLIENT expressly agrees to cooperate and assist AMB with its performance during the Wind Down Period and will timely report, or cause to be reported, all payment received during the Wind Down Period.
- c) AMB shall discontinue performing Services for CLIENT at the end of the Wind Down Period. CLIENT shall have no right to require the discontinuation of Services before the completion of the Wind Down Period.
- d) CLIENT shall pay AMB the Pro Rata Charge for Equipment if the Agreement is terminated by the CLIENT prior to the end of the Initial Term and, if applicable, any Additional Term.
- e) AMB shall deliver to CLIENT, conditioned upon full payment to AMB of all Invoices owed to AMB, a Close Out Disk of all accounts in AMB's billing software.
- 14. **Non-Employment**. During the term of this Agreement and for a one-year period commencing with the termination of this Agreement, both parties agree not to employ, directly or indirectly, or through any third-party rendering services on behalf of such party, any employees of the other or its parent, affiliates or subsidiaries, without written consent of the other party. Both parties agree that the other party does not have an adequate remedy at law to protect its rights under this section and agree that the non-defaulting party will have the right to injunctive relief from any violation or threatened violation of this section.
- 15. <u>Notice</u>. All notices required hereunder must be in writing and shall be deemed to have been given upon receipt if delivered by overnight courier service, or seven (7) days after mailing (any such mailing to be by certified or registered mail with first-class postage prepaid), sent to the following:

If to AMB:	If to CLIENT:		
Ambulance Medical Billing	City of Lockport		
Attn: Lloyd Ledet	Attn:		
P.O. Box 9150	Address:		
Paducah, Kentucky 42001- 9400	City, State, Zip		



- 16. Governing Law and Jurisdiction. This Agreement, and any addendums to it, shall be interpreted and governed by the laws of the Commonwealth of Kentucky. In the event of any dispute or disagreement between CLIENT and AMB, arising under this Agreement or otherwise, the sole and exclusive venue and jurisdiction shall be in the McCracken Circuit Court, McCracken County, Kentucky. In the event the CLIENT files any legal proceeding in any other venue, CLIENT shall be obligated to pay all costs and attorney's fees incurred by AMB until such time as the action is pending in McCracken County, Kentucky.
- 17. <u>Indemnification.</u> AMB will indemnify, defend (including providing a legal defense and paying all reasonable attorney's fees and reasonable litigation expenses) and hold harmless, CLIENT, its officers, directors, shareholders, employees and contractors, against any claims, damages, or liability (including but not limited to any claims, judgments, causes of action, fines, penalties, attorneys' fees, litigation costs and/or damages) arising out of AMB's errors, omissions, or acts which cause damage to CLIENT, in connection with claims by third-party payers, including applicable governmental programs and entities, subject to the limitation of liability set forth herein.

It is mutually understood and agreed that AMB shall use commercially reasonable efforts in the performance of its duties. Collection performance or CLIENT's cash flow concerns, however, shall not be deemed an error, omission, act, or basis for a claim under this Agreement.

CLIENT will indemnify, defend (including providing a legal defense and paying all reasonable attorney's fees and reasonable litigation expenses) and hold harmless, AMB, its officers, directors, shareholders, employees and contractors, against any claims, damages, or liability (including but not limited to any claims, judgments, causes of action, fines, penalties, attorneys' fees, litigation costs and/or damages) arising out of CLIENT's errors, omissions, or acts which cause damage to AMB.

18. **Compliance**. Both parties agree to, and have represented to each other that they do, perform their respective business activities in a manner consistent with all federal, state, and local laws and regulations. As part of the inducement, each to the other, to enter into this Agreement, both parties have represented that they do, and will continue to operate consistent with and fully comply with their respective Corporate Compliance Plans, to the extent that such plans have been adopted. To the extent that no such Plan has been adopted, both parties agree to the following:



- a) Each party will conduct its own periodic risk assessment and advise the other
 party to this Agreement of any findings that may affect that other party's compliance or performance under this Agreement.
- b) Both parties agree that the other party hereto may review its Compliance Program upon request.
- c) Both parties agree to conduct appropriate background checks on all employees, prospective employees, contractors, agents and vendors to assure that all services are provided by individuals who have not been excluded by any governmental authority or should be excluded by any governmental authority.
- d) Both parties agree to maintain appropriate compliance records and assure the completeness and security of said records.
- e) Both parties agree to comply with the rules and regulations related to the following areas of widely known compliance risk:
 - (1) Improper waiver of charges, deductibles and copayments;
 - (2) Up-coding, unbundling, serial reporting and other coding violations;
- (3) Misuse of a provider number or misrepresenting the identity of a provider of services;
 - (4) Failure to repay overpayments or failure to timely refund overpayments;
 - (5) Seeking duplicate payment for the same service and/or from the same source:
 - (6) Failure to maintain proper records of current and prior billing;
 - (7) Failure to protect the confidentiality of patient information;
 - f) Both parties agree that, in the event that they become aware of a compliance concern that appears to be related to the other party's conduct,



they will promptly communicate that concern to the other party in writing. The party receiving notice will take prompt action to investigate the concern and will timely (within 30 days) report back to the other party, in writing, their response to the reported concern.

- g) Both parties specifically agree that they will defer reporting any such concern to any payer, governmental agency or agent, or law enforcement organization until they have complied with the above paragraph and remain concerned that the other party's response is inappropriate or more than thirty (30) days has elapsed without any response. Both parties agree that only in cases where a party has firm, credible evidence of deliberate, willful or criminal misconduct will they immediately report concerns to anyone other than the other party.
- h) Nothing herein shall be construed to infer or imply a duty or expectation that any party will knowingly conceal or participate in any misconduct or allow any misconduct to continue.
- i) It is expressly agreed that AMB has the right and duty to suspend and refuse submission of any and all claims that AMB reasonably believes are, or may be, improper and would subject CLIENT or AMB to compliance violations. AMB has the duty to provide reasonable and timely notice to CLIENT of such suspension and to make reasonable and timely efforts to resolve the issue or concern leading to the suspension of claim submission. In the event that investigation is required to resolve the suspension, each party agrees to cooperate in such investigation.
- j) Each party agrees to be separately responsible for their respective compliance-related legal and consulting expenses.
- 19. <u>Independent Contractors</u>. The parties to this Agreement are independent contractors and nothing herein shall be construed to create an employment relationship between either party or its members.



- 20. <u>Insurance</u>. AMB affirms that at all times during the term(s) of this Agreement, it shall have in force valid Worker's Compensation insurance covering all of its employees, as well as General Liability Insurance with a policy limit of no less than \$500,000, and Errors and Omissions insurance coverage with a policy limit of no less than \$3,000,000. AMB shall provide CLIENT proof of required coverage upon request.
- 21. <u>Inspection</u>. CLIENT, its agents and representatives, shall at all times during the term of this Agreement have reasonable access, during regular business hours, to review and inspect the location(s) where the services are performed upon seven (7) days advance written notice to AMB. Any inspection performed shall be subject to the confidentiality provisions of this Agreement and shall be conducted so as not to disrupt AMB's staff or business. AMB shall not unreasonably deny, restrict or delay access for any requested inspection. In the event that CLIENT engages the services of an outside party to conduct or assist in any inspection, CLIENT shall ensure that all other parties are bound by a Confidentiality Agreement identical to the one applicable to the parties to this Agreement.
- 22. Force Majeure. Time is of the essence in the performance of the duties required by each party hereunder. However, performance of duties hereunder may be impeded by occurrences beyond the control of one or both parties. Events such as flood, earthquake, hurricane, tornado, blizzard, fire, riot, war, insurrection, or civil disturbance, strikes by common carriers, disruption of business operations by lawful governmental order due to a pandemic, extended loss (more than 48 hours) of utilities (except for nonpayment), and similar events shall excuse the affected party from performance of services impeded by such event(s). Nevertheless, each party has a duty to use reasonable efforts to prevent or mitigate such impediments. In the event that any catastrophe shall prevent the timely billing of CLIENT's services by AMB for more than fifteen (15) working days, CLIENT shall have the right to secure, without penalty, substitute services until AMB can restore services, at which time AMB's responsibilities and rights under this Agreement shall be reinstated. For its protection, CLIENT shall, at its own expense, purchase and maintain business interruption and/or accounts receivable insurance coverage to cover any such catastrophic event, as stated above. CLIENT agrees that under no circumstance shall AMB be liable to CLIENT for any losses associated with a business interruption, no matter the reason.



- 23. <u>Waiver</u>. The waiver by either party of any breach of any term, covenant or condition contained herein shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant or condition contained herein.
- 24. <u>Severability</u>. In the event that any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, the remainder of the provisions of this Agreement will remain in full force and effect so long as the purposes for which the parties entered into this Agreement are not substantially frustrated thereby.
- 25. <u>Limitation of Liability</u>. AMB shall not be liable to CLIENT for any damages, whether direct or indirect, consequential or incidental, including, without limitation, loss of profits, arising out of or relating to uncollected or uncollectible accounts receivable or unpaid ambulance runs. The parties expressly agree that AMB makes no express warranty, nor shall any warranty be implied under this Agreement in respect of any service provided pursuant hereto, including but not limited to any warranty as to the ability to collect any customer/patient account from any patient, insurance company or other third-party payer.

AMB's aggregate liability relating to any of the Services and/or arising under this Agreement shall be limited in all cases to the amount of fees actually paid by CLIENT for the Services during the twelve (12) months preceding the date of any claim made by CLIENT against AMB.

26. Miscellaneous.

- a) This Agreement contains the entire agreement between the parties relative to the Services to be provided to CLIENT and no amendments, representations, inducements, promises or agreements, oral or otherwise, between the parties not embodied in the Agreement will be of any force or effect, unless in writing and signed by both parties.
- b) This Agreement specifically supersedes any prior written or oral representations or agreements between the parties relating to the provisions of the Services, and any amendments or changes to this Agreement must be in writing, and



signed by both CLIENT and AMB to be effective. CLIENT acknowledges that all prior representations and/or projections by AMB regarding potential recoveries of CLIENT prior to the Effective Date are not guarantees or warranties of results, and are merged into, and do not survive this Agreement, unless explicitly stated herein. CLIENT acknowledges that AMB has made no performance guarantee.

- c) This Agreement is binding upon, and inures to the benefit of and is enforceable by AMB, CLIENT and their respective legal representatives, assigns and successors in interest, subject to Section 26 (d) below.
- d) Neither party may assign this Agreement without the prior written consent of the other party, provided that this Agreement will be deemed assigned to, and will be binding upon, the survivor in any merger or business combination involving a party or the purchaser of all or substantially all of the assets of a party.
- e) In the event CLIENT fails to comply with the terms of this Agreement, including but not limited to CLIENT's failure to pay AMB's fees when due, CLIENT shall pay all costs of collection including court costs, attorney fees, and collection agency contingency percentages of not less than 35% to be added to the principal balance as a collection charge immediately upon default and referral of the account to the collection agency of AMB's choice.
- f) AMB and CLIENT acknowledge that they are duly authorized by appropriate corporate action to enter into this Agreement and that this Agreement is being signed by duly authorized agents authorized to act on their respective behalf.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed.

<u>CLIENT</u> :	AMB:		
Signature:	Signature		
Print Name:	Print Name: Lloyd Ledet		
Title:	Title: President and CEO		
Date:	Date:		



City of Lockport Business Associate Agreement Between

City of Lockport and Ambulance Medical Billing

This Business Associate Agreement ("Agreement") between City of Lockport and Ambulance Medical Billing is executed to ensure that Ambulance Medical Billing will appropriately safeguard protected health information ("PHI") that is created, received, maintained, or transmitted on behalf of City of Lockport in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, et seq., as amended ("HIPAA"), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D – Privacy, Sections 13400, et seq., the Health Information Technology and Clinical Health Act, as amended (the "HITECH Act").

A. General Provisions

- Meaning of Terms. The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
- 2. <u>Regulatory References</u>. Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.
- 3. <u>Interpretation</u>. Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.

B. Obligations of Business Associate

Ambulance Medical Billing agrees that it will:



- 1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law;
- 2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information ("e-PHI") and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement;
- 3. Report to City of Lockport any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to City of Lockport without unreasonable delay but in no case later than 60 days after discovery of the breach;
- 4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of Ambulance Medical Billing agree to the same restrictions, conditions, and requirements that apply to Ambulance Medical Billing with respect to such information;
- Make PHI in a designated record set available to City of Lockport and to an individual who has a right of access in a manner that satisfies City of Lockport's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request;
- Make any amendment(s) to PHI in a designated record set as directed by City of Lockport, or take other measures necessary to satisfy City of Lockport's obligations under 45 CFR §164.526;
- Maintain and make available information required to provide an accounting of disclosures to City of Lockport or an individual who has a right to an accounting within 60 days and as necessary to satisfy City of Lockport obligations under 45 CFR §164.528;



- 8. To the extent that Ambulance Medical Billing is to carry out any of City of Lockport's obligations under the HIPAA Privacy Rule, Ambulance Medical Billing shall comply with the requirements of the Privacy Rule that apply to City of Lockport when it carries out that obligation;
- 9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by Ambulance Medical Billing on behalf of City of Lockport, available to the Secretary of the Department of Health and Human Services for purposes of determining Ambulance Medical Billing and City of Lockport's compliance with HIPAA and the HITECH Act;
- Restrict the use or disclosure of PHI if City of Lockport notifies Ambulance Medical Billing of any restriction on the use or disclosure of PHI that City of Lockport has agreed to or is required to abide by under 45 CFR §164.522; and
- 11. If City of Lockport is subject to the Red Flags Rule (found at 16 CFR §681.1 et seq.), Ambulance Medical Billing agrees to assist City of Lockport in complying with its Red Flags Rule obligations by: (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of City of Lockport's Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of City of Lockport agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting City of Lockport of any Red Flags incident (as defined by the Red Flags Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to City of Lockport of any threat of identity theft as a result of the incident.

C. Permitted Uses and Disclosures by Business Associate

The specific uses and disclosures of PHI that may be made by Ambulance Medical Billing on behalf of City of Lockport include:



- 1. The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by City of Lockport to its patients;
- 2. Preparation of reminder notices and documents pertaining to collections of overdue accounts;
- 3. The submission of supporting documentation to carriers, insurers and other payers to substantiate the healthcare services provided by City of Lockport to its patients or to appeal denials of payment for the same; and
- Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that Ambulance Medical Billing has been engaged to perform on behalf of City of Lockport.

D. Termination

- 1. City of Lockport may terminate this Agreement if City of Lockport determines that Ambulance Medical Billing has violated a material term of the Agreement.
- If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement if feasible.



3. Upon termination of this Agreement for any reason, Ambulance Medical Billing shall return to City of Lockport or destroy all PHI received from City of Lockport, or created, maintained, or received by Ambulance Medical Billing on behalf of City of Lockport that Ambulance Medical Billing still maintains in any form. Ambulance Medical Billing shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

Agreed to this day February of, 2023.

City of Lockport	Ambulance Medical Billing	
Signature:	Signature:	
Print Name:	Print Name: Lloyd Ledet	
Title:	Title: President and CEO	_
Date:	Date:	



Our goal is for City of Lockport to become our client and long-time partner. Let's work together to achieve maximized revenue through AMB's expertise and superior service.



END OF PROPOSAL



RFP for EMS Billing City of Lockport One Locks Plaza Lockport, NY 14094

Submitted By:
Wendy L. Mancuso; CEO
MedEx Billing, Inc.
8020 E Maim Rd.
Le Roy, NY 14482



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January 13, 2023

City of Lockport and Lockport Fire Dept.

Thank you for the opportunity to present to you our process and bid for EMS billing. MedEx Billing Inc. has a longstanding reputation for Client service and financial performance in the EMS billing industry, over 32 years to be exact. Our prices include any training, mailings, phone calls and information gathering (insurance, signature, medical necessities, etc.) necessary to get your claim processed and billed, along with several standard reports. We do a fair amount of custom reporting for our Clients. If it is straightforward, which most are, there is no additional charge for these services.

I have highlighted some of our key features, as well, continued service offerings that have proved quite popular among our Clients. We continue to add new features to our Clients and include them in our fee structure.

Key Features:

- 1) All the billers at MedEx are NAAC certified.
- 2) Direct automated data import is live with NEMSIS data from emsCharts, Image Trend, ESO and CloudPCR. Additionally, we have programmed several audits and checks to verify what has been downloaded and that we ensure all valid records are loaded into our system.
- 3) We retain 3 paid patient search services for the purpose of obtaining insurance, demographic, and propensity to pay. We also have access to multiple free services to search patients. Our system maintains prior insurance information and signatures.
- 4) Online credit card payments are accepted via our website once you sign up with our credit card processing partner. Patients can log in and see what is owed and even set up payment plans via this portal. It will work with HSA's, debt cards and credit cards.
- 5) Our standard monthly reports are quite extensive and provide several ways to view your data, right down to the claim level. We are flexible and offer several additional custom reports and exports, as well.
- 6) Bots are fast becoming a way to deploy reports. The capability now exists at MedEx for bots to be set up to email you whatever reports you would like, however often

- you would like them, even at a specific time of day. No need to take the time to log into a system, set up a report and download it. We are all too busy for that.
- 7) We have expanded our insurance coverage to protect our Clients and MedEx Billing. We have added a Cyber policy and a crime coverage policy. With increasing threats in the Health Care industry, this protection is vital.
- 8) A Web portal interface for our Clients gives them access to minute detail regarding every claim. You can see billing dates and detailed progress notes on each claim. On average we touch a given billing record 10 times to get it paid, each touch is visible to you in progress notes.
- 9) Interface billing (interagency) can be difficult for many billing companies, but not at MedEx. We have customized our software to make this a well-maintained process. We have been set up in our billing system to perform this process for many years. We obtain the matching PCR from the interface agency for you. We assist in setting up your interface agreements.
- 10) Hardship policy management has been in place and managed by our accounts receivable department. We can guide you with general recommendations on what to include in your policy, then let us do the rest, we follow your directives.
- 11) Revalidations can be time consuming and confusing. We manage your Medicare and Medicaid revalidations. Yes, you will have to do some work, but we provide user friendly instructions and do our best to keep you on time with your filing of these applications.
- 12) The concept of issuing demand letters has become more popular and necessary among our Clients. It must be on your letterhead and your envelopes, but once we have the letter, we program it into our system and manage it for you. Think of this as a pre-collection letter.
- 13) We can add inserts to patient bills, which may include a public relations letter or a privacy notice, should the provider be unable to present it to the patient at the time of treatment.
- 14) We can assist you with your billing rate set up and provide samples of current rates with averages, minimums, and maximums. Our system flexibility enables you to change your rates at any time.
- 15) Our customer service is second to none. We are diligent with listening to your requests. A third of our Clients have tried other billing companies or have billed on their own, we have successfully retained them with our improved financial results, user-friendly reports, and our responsiveness.

Thank you again for considering MedEx Billing, Inc. as a candidate for your EMS Billing.

Best regards,

Wendy L. Mancuso; CEO

Ofc: 1-800-716-8015; ext. 320

Email: wendy.mancuso@medexbilling.com

MedEx Billing, Inc. 8020 E. Main Rd. Le Roy, NY 14482



Executive Summary

MedEx Billing, Inc. is an S-Corp which has been performing third party ambulance billing for over 32 years. It is located at 8020 E. Main Rd., Le Roy, NY 14482. All our staff is located at this office. MedEx bills for municipalities, commercial and private non-profit basic and advanced emergency level services.

All billing specialists are NAAC certified and we maintain a Certified Compliance Officer on staff.

MedEx has passed 100% of its Medicare and Medicaid audits over the course of our 32 years in business. In some cases, we have corrected these entities.

Wendy L. Mancuso, the Chief Executive Officer, is the authorized person to bind bids. Her email is wendy.mancuso@medexbilling.com and phone number is 1-800-716-8015, ext. 320.

Lynette Duckworth is the Chief Operations Officer, and her email is lynette.duckworth@medexbilling.com. Lynette's phone number is 1-800-716-8015, ext. 315.

Francine Johnson is the Compliance Officer, and her email is fjohnson@medexbilling.com. Francine's phone number is 1-800-716-8015, ext. 331.

Ann Mundion is the Lead Billing Specialist, managing Medicare and Medicaid applications and revalidations. Her email is amundion@medexbilling.com and her phone number is 1-800-716-8015, ext 325.

MedEx works with the vast majority of ePCR solutions available. Currently we work with emsCharts, Image Trend, Cloud PCR, ESO, Ambu Pro and iPCR. NEMSIS data importing is live on emsCharts, ESO, Image Trend and Cloud PCR.

Our billing software is a proprietary, custom developed solution. It has the ability to download data in multiple formats, Excel being the most requested. It enables us to respond to Clients requests and changes more rapidly and to their specifications. It is fully compatible with NEMSIS data importing.

MedEx currently performs third party billing services for several municipalities and non-profit agencies within New York State and out of state. We are very familiar with the various regulations in New York, that differ from that of other states. We provide Documentation and PCR training as it relates to billing, to our Clients in the past and continue to offer this training.

We work with 2 primary Collection agencies on behalf of our Clients, but are flexible to work with the majority.

A third of our Clients have either billed on their own or have switched to MedEx from another billing service. We have retained each of these Clients.

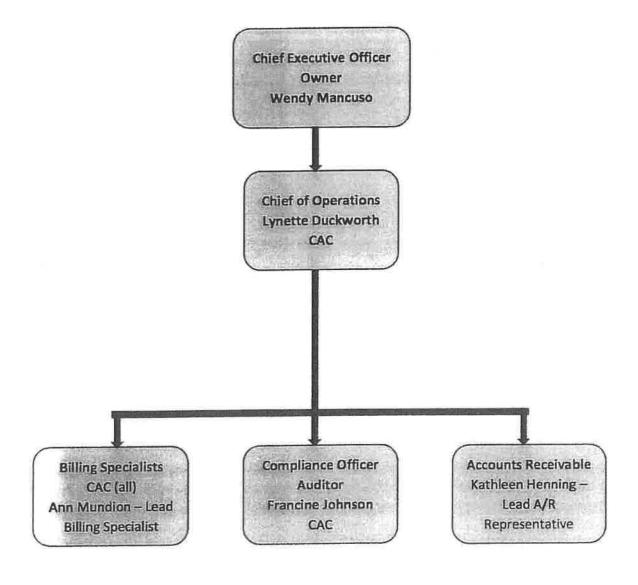
Capabilities and Process

- MedEx Experience As stated in the introductory letter and in the Executive Summary, MedEx has over 32 years of experience in Emergency Medical Services/Ambulance Billing. Our billing staff is 100% NAAC certified. We have experience in many types of Clients to include municipalities (Cities, Villages, Counties) and not for profit agencies.
- 2) Client References have been included in this package.
- 3) Our fee structure is either a percentage of the revenue or a fixed fee per claim.
- 4) The Client will be invoiced monthly.
- 5) All EMS billing funds will be requested payable to the Client/Provider. We will deposit the funds per the Client's requirements. We have several solutions to fit your specific requirements.
- 6) A sample contract has been included in this package
- 7) Sample reports have been included in this package.
- 8) Custom reports and forms are our specialty. Several are programmed but not included in the package due to the volume of options.
- 9) MedEx is primarily MacIntosh based. All billing is done on this platform. We employ the use of a Dell server for email and document storage. We have a military grade storage system which is used to store any paper we receive. For example, signatures, insurance forms, EOB's (explanation of benefits). Client emails are set up on our server to exchange patient information.
- 10) To maximize reimbursement, we have developed a billing dashboard which all billers must work to keep accounts flowing in accordance with the thresholds we set. It may be 10 days for some insurance carriers, 30 or 45 days for others, etc. Follow-up must be done as these claims show up on the dashboard as due.
- 11) Fidelity insurance, aka our Crime policy, has been secured along with a Cyber Security policy and the certificate detail is included in this package.
- 12) We maintain an onsite Compliance Officer. We routinely send difficult claims to our attorneys for review. As well, we perform self-audits.
- 13) We offer our Clients complete transparency to our data, with web access to all their claims. Clients can see the progress notes and bills for every claim. We have engaged in audits with our Clients when they have had independent audits performed either by NY State or their own accounting firms, to include Bonadio, and all have been satisfied with the data we provide.
- 14) We have routinely programmed and captured additional data elements per the Client's request. If the data is already a NEMSIS element, it is straightforward. If it isn't, then we will review the ePCR to obtain the data and enter it.
- 15) Overdue accounts are issued a late notice and final notice. If the Client requests, we then forward to collections. We offer an interim step called a demand letter which is done on the Clients letter head and the Clients envelope. It is done just prior to

- collections. MedEx appeals all denials unless the denial is valid and necessary to bill a secondary insurer. Many times, appeals are done more than once and sometimes, when warranted, it is sent for review.
- 16) Samples of patient bills and questionnaires have been included.
- 17) Collection procedures are stipulated by the Client. We recommend at least 3 bills be sent to a patient, up to and including a final notice. From that point on, the Client advises who shall go to collections (all patients or just those who have kept their checks, etc.). We then work with your collection agency to provide the data they need at a given frequency.
- 18) MedEx maintains electronic access to multiple insurance carriers to include Medicare, Medicaid, Aetna, Blue Cross of WNY, Blue Cross of Northestern, CDPHP, ChampVA, Cigna, Empire Blue Cross, Excellus, Fidelis, Humana, MVP, TriCare, United Health Care, Univera, Wellcare, VA and others.
- 19) Should a refund or adjustment be necessary, you will receive a refund request from MedEx, specifying the reason, the amount, and the payee. Once you issue the check and mail it to us, we reprocess the claim by returning the funds to the originator. The claim is then billed again. This may happen as the result of the insurance carrier paying the wrong claim or wrong amount, wrong date of service, etc.
- 20) MedEx can provide raw data in Excel on a routine basis, or any other standard report or custom report as requested. As mentioned in the introductory letter, we have been employing the use of bots (aka software robots) that run and perform certain functions. If requested, we would implement a bot to send a given report at a specified time. Provided it is not HIPAA data, it can be sent to your personal email. If it is HIPAA data, we set you up with a secure email on our server to obtain these types of reports.
- 21) We are fully HIPAA compliant and keep up with current changes by attending webinars and conferences held by PWW (Page, Wolfberg and Wirth), NAAC, Medicare, and the American Ambulance Association. We audit our systems procedures routinely and our billing software is encrypted, as well as our backups. Our training program was obtained through PWW, as was our Compliance Manual.
- 22) Records are retained for close to 10 yrs., except for any records pertaining to a minor. In this case, the records are retained until the minor is an adult.
- 23) MedEx offers a high level of customer service, it is what our Clients are so ecstatic about. Your account will be assigned to one of our teams. Their role is primarily to enter and bill your claims. It will be a team of 3-4 people, so there is always backup on your account. You are always encouraged to contact our Chief of Operations, or the Chief Executive Officer with any concerns. You may also contact one of our Senior Billing Specialists.



MedEx Organizational Chart



Wendy L. Mancuso

CEO/President/Owner - MedEx Billing, Inc. Office: 800-716-8015 Ext 320

8020 East Main Rd Le Roy, NY 14482

Profile

I am an experienced leader with a proven track record in business and personnel management. In all of the positions I've held, my results were performance driven. My leadership skills have been valued, not only in the workplace, but in my Volunteer work, as well. I served with Le Roy Volunteer Ambulance as a medic and on the Board of Directors. Positions held, over a period of 25yrs, include multiple years as President, Vice President and Treasurer. Additionally, I volunteered with the American Red Cross from 2005-2010. Positions on the Board of Directors at the Red Cross include Chairperson, Vice Chair and Treasurer.

Experience

CEO/Owner, MedEx Billing, Inc., Le Roy, NY 1990-2000 Part Time; 2000-Present Full Time Leadership and Management of all aspects of the business to include - Client Satisfaction and Customized Solutions, Business development and growth, Information Technology strategy and programming, Marketing and Advertising creation and management, Operations and Personnel Management, Direct HIPAA, Medicare and Federal regulation alignment.

Information Technology Mauager for Worldwide Capital Equipment, Eastman Kodak, Rochester, NY 1997-2000

Leadership of technical staff and contracted resources to manage Engineering Systems and Documentation to serve multiple Worldwide sites. Lead strategies and solutions to provide instant Worldwide access to critical engineering drawings employing state of the art document management systems.

Liaison to Kodak Electronic Products and Camera Assembly Plants; Rochester, NY and Shanghai, China 1993-1997

Lead the successful transition of technology transfer and factory set up from Rochester, NY to Shanghai, China. Responsible for areas of technology, equipment, supply chain and culture differences. Lead Electronics and Camera manufacturing factories to the successful achievement of Class A MRPII certification. Resulted in streamlined process, procedure, supply chain/inventory management.

Eastman Kodak - Elmgrove Division, Rochester, NY 1981-1993

Multiple Leadership and Management positions held at the Elmgrove Plant Division. Positions included Operations and Supply Chain Manager for 3 departments - Electronic Subassembly, Solid State Relay Assembly and Motor Winding and Assembly; Business Systems Manager - managed a team of IT professionals; MRPII Class A and ISO 9k Leadership, Program Manager - Lead all aspects and Client interfaces of several Kodak product families. Process Engineer for Hybrid, Surface Mount and Traditional Electronic Assembly. Managed a Military product with stringent technical requirements. Technical Safety Engineer - OSHA compliance.

Education

Purdue University - Krannert Executive Management School, W. LaFayette, IN - Master of Science in Management; '92
Rochester Institute of Technology - Rochester, NY - Bachelor of Technology in Mechanical Engineering; '84
Mohawk Valley Community College - Utica, NY - Associate of Applied Science in Mechanical Engineering Technology; '79

Skills

Leadership, Business Management; Performance driven results and management, Strategic Planning, Project Management, Process Improvement, Information Technology, Emergency Management, Personnel Management and Team Building, MultiCultural Experience.

Cell 585-781-0899

Fax 855-671-0939 or 585-768-7323

Email wendy mascuse amedexbilling.com

Lynette Duckworth

Office: 800-716-8015, ext. 315 Cell: 585-943-9513

Fax: 855-671-0939 or 585-768-7323 lynette.duckworth@medexbilling.com

Professional Summary

Dedicated Chief Operations Officer with 30 years of experience, combining management and customer service expertise in a large billing company.

Skills

- > Judgment and Decision Making
- Monitoring Daily Operations
- > Leadership of Personnel
- > Troubleshooting
- > Accounts Receivable

- > Client Reports
- Employee Relations
- > Client Relations
- > Human Resources
- > EMS Billing

Experience

1/1/92 to Present;

Chief Operations Officer

MedEx Billing, Inc.

- > Prior Positions include Operations Manager and Billing Specialist
- > Employee Education
- > Perform payroll functions, such as maintaining timekeeping information, processing and submitting payroll.
- > Oversee the daily billing operations
- > Client Relations to include special reporting, insurance research, claim review and financial matters.
- > Compliance review and management
- > Employee performance evaluations
- Manage Electronic Document Storage processes
- > Routinely Audit Incoming Patient Care Report process flow

Education

06/1988

High School Diploma

Caledonia-Mumford Central School District - Caledonia, NY

Ambulance Coding and Compliance

National Academy of Ambulance Coding Certificate



Client References

Agency	Contact Person	Phone Number
Dalman	Jim Kerr	Cell: 518-376-7351
Delmar	Jim Keri	Cell. 318-376-7331
Volunteer		
Ambulance	Agency Start –	
Service	10/1/2008	
145 Adams St.,		
Delmar, NY		
12054		
Livingston	Karen Dewar	Office: 585-243-7596
County EMS		
3360 Gypsy	Agency Start –	
Lane	8/1/2004	
Mt. Morris, NY		
14510	::	2)
South Jefferson	Debbie Singleton	Work (preferred): 315-232-2624
Rescue Squad		Cell: 315-783-2694
38 Main St.	Agency Start –	
Adams, NY	1/1/2005	
13605		
City of Utica	Captain Phil	Phone: 315-731-2028
Fire Dept.	Taurisano	
Ambulance		
1217 Park Ave.	Agency Start –	
Utica, NY	1/1/2006	
13504		



AuSable	Cory Crahan	Phone: 518-593-0570
Ambulance		Email – corycrahan@gmail.com
Service	Agency Start –	Phone: 518-593-0570
26 School Lane	11/1/2013	
Au Sable Forks,		
NY 12912		
Maine	Chris Dyer	Base Phone: 607-862-3615
Emergency		
Squad, Inc.	Agency Start –	
2658 Rt. 26	1/11/2003	
Maine, NY		
13802		
Village of	Donna Taylor –	Phone: 518-492-7000
Dannemora	Clerk/Treasurer	Email:
40 Emmons St.	Agency Start –	dtaylor@villageofdannemora.net
Dannemora, NY	10/1/2006	
12929		
Tupper Lake	John Miller	Phone: 518-637-2145
Volunteer		Email: jmiller45282@gmail.com
Ambulance	Agency Start –	
169 Main St.	1/1/2001	
Tupper Lake,		
NY 12986		
Village of	Chief Matt	Phone: 585-798-1661
Medina Fire	Jackson	Email:
Dept.		mjackson@villagemedina.org
Ambulance	Agency Start –	
600 Main St.	1/1/2005	
Medina, NY		
14103		

MedEx Billing Inc.

Billing Startup Timeline

- (Late, final, collections items) and billing rate form Process selection for billing Client signs contract. completed
- Cllent completion time is dependent on Client. Client goes Medicare application package with instructions issued to MedEx issues requirements for billing/startup package online to submit payment to Medicare
 - Client submits completed documentation to MedEx. Billing commences on private payers and self pays. (not Medicare, Medicaid and Medicare advantage)

Wind 1

- Medicare application submitted by MedEx Incl. weekly status checks
- Medicare validation requires a physical location check
- of Medicare application. Requires Client to pay Medicald application submitted upon approval Medicare application approved and claims billed back to application date. Week 8 10

a fee online.

 Medicaid claims submitted upon approval of application. Medicaid

We retrieve patient reports. Now we maximize your returns.

MedEx enters data, reviews the care reports, and sends claims to be modified back to the Client Complete PCR's Incomplete PCR's Missing Items from the patient are identified. The client supplies modified Questionnaires and initial bill ere sent to the patient If necessary, Physician Cart. is obtained Necessary follow up Insurance signatures The petient's primary not received from with petient and medical insurance carrier in hospital patient billed for the claim Signed questionnaire is Signed questionnaire is received from the patien received from the patient A billing notification is sent to the patient advising them where to send any money from insurance MedEx staff checks for Medicaid eligibility, and if not eligible, patient is billed the If Medicare is the primary Insurance companies are maximum number of bills insurance and an ALS contacted every 20 days to Interface contract is in place, we bill Medicare finish claims The patient's secondary insurance is billed for any remaining amount owed Partial payments from patient If insurance carrier sent After all insurance options payment to patient, MedEx are credited to their account, have been exhausted, the senda additional mailings updated bill is sent every 20 patient is billed for the copay requesting payment be days forwarded every 20 days Patient receives a Late Claim to closed after full Notice" If no effort is made to payment from patient is pay the updated amount Patient is referred to a received collections agency if they have not contacted MedEx to make payment arrangements after 45 days Patient receives a "Final Notice" if there has been no activity after 20 additional days An optional Demand Letter Claim is referred to mailing is available to collections if there has A Demend Letter mailing is clients who pursue legal en no activity after 20 typically sent to the patient action additional days

City of Fire De

Nurse/Physician, etc.

Fire Department Ambulance

Please return this completed form within seven (7) days to: Med Ex Billing, Inc. 8020 East Main Rd. Phone: 1-800-716-8015 LeRoy, NY 14482 Jane Doe 1 Main Rd 13502 Utica, Date: 10/7/2018 While processing your invoice for Ambulance service, it has come to our attention that this service was necessitated as a result of a motor vehicle accident. Please complete this form and the invoice will be submitted directly to the insurance carrier. 10/4/18 Patient Number: 9588684 Date of Service: in a motor vehicle accident? (Circle One) 1) Were you a: Pedestrian struck Name of Motor Vehicle 2) Insurance Company Address: Phone: Name of Insured Individual: insured's address: Insurance File Number: Claim Number assigned: In consideration of services rendered or to be rendered to the above named patient. I hereby authorize payment directly to the above named hospital, physician or other provider of health services for any and all first party no-fault automobile insurance benefits to which I may otherwise be entitled for services rendered by the provider, not to exceed the provider's regular charges for such services. In the event the provider's charges are outstanding and I fail to file an application for benefits under the New York State No-Fault Insurance law, I hereby authorize the provider to file such claim in my behalf so that the provider may realize payment of its charges. I understand that, if the provider does not receive payment from the insurer, I am personally responsible for the payment of the provider's charges. I authorize any holder of medical information or documentation about me to release to the Insurance carrier and its agents, as well as to the City of ___ Fire Department Ambulance and its agents, any information or documentation needed to determine these benefits payable for related Fire Department Ambulance past, present, services or any services provided to me by the City of Fire Department Ambulance's privacy policy. or future. I also acknowledge receipt of City of (Patient Signature or Patient Representative) (Patient Date of Birth) Relationship to Patient - Parent/ Guardian/POA/

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CITY OF

FIRE DEPARTMENT AMBULANCE

Federal ID Number: 15-6000418

PATIENT INVOICE

INVOICE DATE: 10/7/2018

Jane Doe 1 Main Rd 13502 Utica,

INSURED INDIVIDUAL (PARENT):

SERVICE	INFORMATION
ACCOUNT NUMBER	9588684
SERVICE DATE	10/4/2018
TRANSPORT FROM	
TRANSPORT TO	

^{*} Paramedic Service Charges can include: administering medication, IV placement, cardiac monitoring, assessments and other procedures as may be required.

Questions? Please call MedEx Billing, Inc. at: 1-800-716-8015

SUMMARY	OF CHARG	ES
SERVICE CHARGES	UNITS	CHARGE
AMBULANCE SERVICES		\$911.00
MILEAGE	5	\$97.50
PARAMEDIC*		
SUBTOTAL		\$1008.50

ADJUSTMENTS	AMOUNT
CONTRACTUAL ADJUSTMENTS BY INSURER(S)	5 0
INTEREST RECEIVED FROM INSURER(S)	-
PAYMENTS TO DATE	-

\$0.00 **AMOUNT DUE**

TO PAY BY CHECK/MONEY ORDER (MAKE <u>PAYABLE</u> TO):

CITY OF FIRE **DEPARTMENT AMBULANCE**

Amount Enclosed:

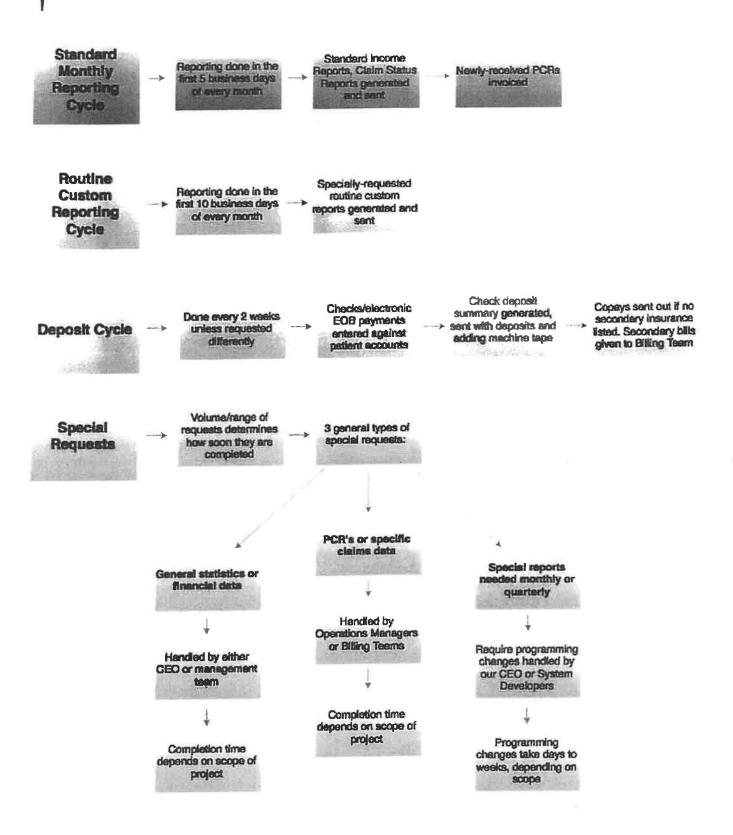
Please indicate "Account # 9588684" on your check/money order.

INTERNAL patient name verification: Jane Doe

> PLEASE MAIL YOUR PAYMENT WITH THE MedEx Billing, Inc. BOTTOM PORTION OF THIS INVOICE TO:

8020 East Main Rd. LeRoy, NY 14482







January 01, 2021 through December 31, 2021

			W
Charge Description		Total Charge Amount	Number of Claims
Treat with No Transport Total			
BLS Non-emergency Total		\$148,800.00	248
BLS Emergency Total		\$468,645.00	597
ALS Level 1 Total		\$228,200.00	280
ALS Level 1 Emergency Total		\$1,281,000.00	1220
ALS Level 2 Emergency Total		\$33,210.00	27
Paramedic Intercept Total		\$1,206,575.00	1445
Specialty Care Transport Total		\$45,825.00	39
		400000000000000000000000000000000000000	
Mileage Charges Total (1 claims)		\$1,729,577.50	Total Miles 69,37 Average Transport Miles 24.
Fixed Wing Ambulance Total			
Rotary Wing Ambulance Total		www.manana.com	
Gross Total Service Charges		\$5,141,832.50	3,856 Claims w/ Charges - incl. ALS T
Total Number of	Calls	3,860	
Total Number of C	alls Billed	3,856	99.9%
Total Number of C	alls Paid	3,511	91.1%
Total Number of Claims w/NO Signature/Insurance	114 3.0%	Total Number of Cl w/BOTH Signature	CO 00/
Total Number of Claims w/Signature Only	234 6.1%	Total Number of Cl w/Insurance Only	aims 818 21.2%

Prepared for: County EMS @ MedEx Billing, Inc., 2014

Print Date - 9/7/2022 page 1 of 4



Analysis of Charges, Uncollectible Amounts and Receivables January 01, 2021 through December 31, 2021

Description	Amount	Other		
Gross Total Service Charges	\$5,141,832.50	Number of Calls 3,860		
Contractual Adjustments		Contracted Claims		
Medicare Contractual Difference	\$518,196.25	2,923		
Medicaid Contractual Difference	\$839,368.06	% Claims Contracted		
Medicare Advantage Contractual Difference	\$759,558.40	75.7%		
Other Contractual Difference	\$482,357.54			
Collections Fee Difference	\$2,114.79	Contractual Adjustments		
Total Contractual Adjustments	\$2,601,595.04	as a Percent of Total Service Charges		
		50.6%		
Net Billable Charges	\$2,540,237.46	30.070		
Net binable onarges				
Revenue Total Receipts (incl. Adjust. and Interest)	\$2,059,488.20			
Additional Miscellaneous Revenue		(ie - Lump Sum Medicaid		
Total Revenue	\$2,059,488.20	Reimbursements)		
Net Receivable Less Adjust. & Interest	\$480,841.47			
Receivables (Open Accounts)				
Claims Receivables		Number of Claims		
Claims with Self Pay Receivables	\$194,716.97	166		
Claims with Insur/CoPay Receivables	\$4,540.59	24		
Total Receivables	\$199,257.56	7.8%		
		Receivables as a % of Net Billable Charges		
Claims In Collections (Incl. in Receivables)	\$112,154.47	104		
All Accounts				
Open Accounts	\$199,257.56	190		
Closed Accounts	\$281,583.91	3,670		
Tatal Assaults	\$480,841.47	81,1%		
Total Accounts	ψ-100,041.41	MedEx Return Rate		



Insurance Carrier Analysis

January 01, 2021 through December 31, 2021

Carrier Type	Revenue	Number of Claims as Primary
Medicare	\$289,326.41	856
Medicaid	\$226,430.82	745
Medicare Advantage	\$354,580.75	757
Government	\$8,809.85	29
Worker's Compensation	\$36,394.75	26
Property Casualty & Auto	\$101,714.27	72
Other / Private	\$596,345.16	571
Patient	Self Pay \$340,017.39 CoPay \$105,868.80 Total \$445,886.19	Self Pay 634 CoPay 3,226 Total 3,860
Total for Claims Billed to Date	\$2,059,488.20	3,856



Receivables Aging Analysis (Open Accounts) January 01, 2021 through December 31, 2021

Aged Categories	Outstanding Balance	Number of Accounts Open
0 to 30 Days		0
31 to 90 Days	\$0.00	2
91 to 120 days		0
121 to 180 Days		0
181 to 240 Days		0
241 to 360 Days	\$92,512.47	85
Greater than 360 Days	\$106,745.09	103
Totals for Open Accounts	\$199,257.56	190

Detailed Claim Status Report

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	Dec PCRs	Nov PCRs	Oct PCRs	Sep PCRs	Aug PCRs	CR _s	Jul PCRs	_
	Jun TCKS	may rcks	Apricas			= 3		al .
				May DCDs	Esh DCDs		lan PCRe	
	Uncollectible Receivable	Receipts Unco	Charges F			7 I		
4	\$8,178.77 \$17,049.14	59	\$27,287.50					24
Interface Billing In Process	\$0.00 MCare Yes	_	\$0.00		77398953	223655	9744859	8/7/22
2 Self Pay - Patient Billed and/or Making Payments	\$1302.50 Other No		\$1302.50		77399318	223653C	9744857	8/7/22
2 Self Pay - Patlent Billed and/or Making Payments	\$1308.75 Other No.		31308.75		77399064	223653A	8/7/22 9744855	8/7/22
2 Self Pay - Patient Billed and/or Making Payments	\$1308.75 Other No		\$1308.75		77399028 [[223653	8/7/22 9744852	8/7/22
Yes 2 Self Pay - Patient Billed and/or Making Payments	\$1537.50 Yes		\$1537.50		77398502	223651	8/7/22 9744775	8/7/22
\$90.00 MCaid res 1 Payment Pending; Insur. Carrier billed		\$745.00	\$835.00		77395668	223649	9744746	8/7/22
Payment Pending; Insur. Carrier billed	\$835.00 Other Yes 1 Payms		\$835.00		77394982	223646	9744744	8/7/22
2 Payment Pending; Insur. Carrier billed	\$1492.50 Other Yes :		\$1492.50		77393903	223645	8/7/22 9744741	8/7/22
1 Payment Pending; Insur, Carrler billed	\$301.83 MCald Yes	\$1620.67	\$1922.50		77390653	223641	8/7/22 9744738	8/7/22
\$1565.00 MCare Yes 1 Payment Pending; Insur. Carrier billed	\$1565.00 MCare Yes		\$1565.00		77390538	223640	8/7/22 9744735	8/7/22
\$150.00 Other Yes 2 Insurance Pald; CoPay Billed		\$482.10 \$687.90	\$1320.00		77388977	223638	9744724	8/7/22
\$1050.00 Other Yes 1 Payment Pending; Insur. Carrier billed	\$1050.00 Other Yes] -		\$1050.00		77388896	223637	9744721	8/7/22
1 Payment Pending; Insur. Carrier billed	\$290.17 MCaid Yes	\$1499.83	\$1790.00		77384347	223636	8/7/22 9744718	8/7/22
1 Payment Pending; Insur. Carrier billed	\$1007.50 Other Yes 1	_	31007.50		77383185][223635	B/6/22 9744714	B/6/22
\$122.21 MCare Yes 2 Payment Pending; Insur. Carrier billed		\$479.05 \$653.74	\$1255.00		77381401	223634	8/6/22 9744712	8/6/22
2 Sell Pay - Patient Billed and/or Making Payments	\$1722.50 No 2		\$1722.50		77379728	223632	9744710	8/6/22
\$269.71 MCaid Yes 1 Payment Pending; Insur. Carrier billed	\$269.71 MCaid Yes	\$1287.79	\$1567.50		77379296	223631	8/6/22 9744709	8/6/22
2 Self Pay - Patient Billed and/or Making Payments	\$835.00 Other Yes 2	-	\$835.00		77376637	223626	8/6/22 9744705	8/6/22
1 Payment Pending; Insur, Carrier billed	\$1580.00 Other No 1 1		\$1580.00		77374268	223623	8/6/22 9744702	8/6/22
\$133,55 Other Yes 2 Payment Pending; Insur. Carrier billed	35.50	\$523.50 \$772.95	\$1430.00		77373652	223622	8/6/22 9744700	8/6/22
Interface Billing in Process			\$0.00		77370591	223619	8/6/22 9744698	8/6/22
2 Payment Pending; Insur. Carrier billed	\$146.67 MCare Yes	\$574.94 \$910.89	\$1632.50		77372135	223618	8/6/22 9744694	8/6/22
Interface Billing in Process	\$0.00 Other Yes	_	\$0.00		77369717]	223615	8/6/22 9744693	8/6/22
Waiting for Signature on Mutual Aid PCR	\$0.00 MCare/yes		\$0.00		77368705	223614	8/6/22 9744689	8/6/22
Account Status : Reason for Quistanding Ralance	Medicare Medicare Medicard Signature & Insurance Mailings	Ampunt Contract Difference	Residence Total Status Charges	Patient Besi Last Name Stat	ePCR Number	₽ #	Patient Number	Date of Service
			The second second					

Med-Ex Billing Summary Con

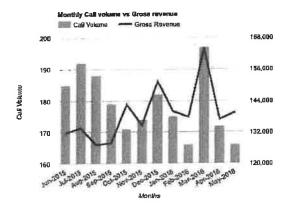
County EMS

Print Date: 9/7/2022 © MedEx Billing, Inc., 2007

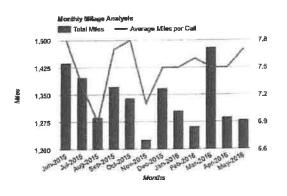


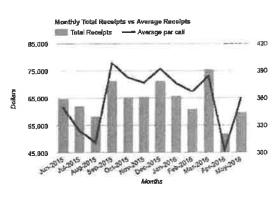
Report Example

						Activity An 20155/31/2016							Huge 1 i: 5/13/2016 12 04:47 PM
Service Types Summary		A 1	Charle	Ginas	107 785 III	ant /	A	Sulmelled	Bliked	Paud	Su ₃ &	Skj	Insule
rata fyms	Claini» Submilled	Claims Dilled	Paed	Chartes	Adjustnents		Receipts	per Claim	per Cluim	Per Claim	เหล่าเจ		Only
Treat & Rolense	362	362	126	\$54,300	\$133	\$54,167	\$17,406	\$150.00	\$149.63	\$48.08	33.4%	30.9%	14.1%
ALS Claims	444	444	431	\$450,071	\$232,437	\$217,634	\$175,542	\$1013.67	\$490.17	\$395.37	55.0%	9.0%	28.6%
BLS Claims	1340	1340	1213	\$1,162,312	\$409,877	\$752,436	\$580,299	\$867.40	\$561.52	\$433.06	53.4%	14.0%	23,5%
Specialty Care													
	2146	2146	1770	\$1,666,684	\$6 42,44 7	\$1,024,237	\$773,247	\$776.65	\$477.28	\$360.32	50.4%	15.8%	23.0%
Service Types Details													
Servica Тура	Claims Submitted	Claims Billed	Cluims Pạ(d	Gross Charges	Tulpi Adjustments	Not Chargus	Fulcil Rucelpts	Submitted per Claim	£ittled pur C≀alim	Parid Per Claim	Sig &		
ALS 1 Non-emergency													
ALS 1 Emergency	430	430	419	\$434,831	\$227,120	\$207,711	\$168,868	\$1011.23	\$483.05	\$392.72	55.3%	6.6%	28.6%
ALS 2	14	14	13	\$15,241	\$5,317	\$9,924	\$6,674	\$1068.61	\$708.83	\$476.73	42.9%	21.4%	28.6%
ALS intercept													
BLS Non-emergency	12	12	8	\$6,900	\$3,620	\$3,280	\$1,324	\$575.00	\$273.34	\$110.32			50.0%
BLS Emergency	1328	1328	1205	\$1,155,412	\$406,257	\$749,155	\$578,975	\$870.04	\$564.12	\$435.97	53.9%	14.2%	23,3%
Specialty Care													
Fixed Wing Ambulance													
Rotary Wing Ambulance													
Treat with No Transport	362	362	126	\$54,300	\$133	\$54,167	\$17,406	\$150.00	\$149.63	\$46.08	33.4%	30.9%	14.1%









92.9%

Claims Paid:

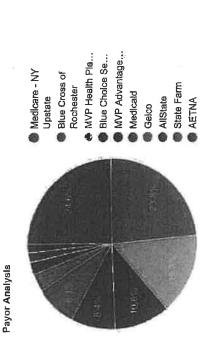


Days to first payment

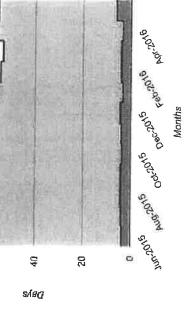
Days to PCR release

80

Turnaround analysis



90



4,1	48,4
Average days from DOS to PCR released to Medex:	Average days from PCR recelpt to first payment:

194

\$53,274 \$42,402

4 Blue Choice Senior (VYU, VYM)

5 MVP Advantage Plan

6 Medicaid

2 Blue Cross of Rochester 3 MVP Health Plan of NY

1 Medicare - NY Upstate

\$76,935

ins. Payments

Payor Analysis (6/1/2015, 5/31/2016)

\$123,739 \$119,620

236 129

\$40,595

28

\$17,366

21

\$11,972 \$8,899 \$8,372 \$8,143

49

26 78

\$7,140 \$6,950 \$4,530 \$4,278 \$3,970 \$3,790

11 Independent Living for Seniors

9 State Farm

8 AllState

7 Geico

10 AETNA

12 United Health Care

19

15 United Health Medicare

16 Travelers

14 Progressive

13 AARP

\$3,645

18 Child Health Plus 17 PMA Insurance

Insurance Payor Analysis for

2018						
пиагу	# of calls	revenue	% of January	avg/call revenue	avg days to pay	
AARP	14	\$929	3.8%	\$66	42	
Blue Cross of Western NY	1	\$467	1.9%	\$467	30	
Blue Shield New York - Rochester Area	4	\$1,622	6.7%	\$ 4 05	15	
Champ VA	1	\$150	0.6%	\$150	25	
Encompass 65	1	\$48	0.2%	\$48	31	
Independent Health	2	\$848	3.5%	\$424	32	
Medicaid	30	\$4,560	18.8%	\$152	28	
Medicare - NY Upstate	39	\$9,302	38.3%	\$239	23	
Medicare - Patient's Co-Pay	1	\$136	0.6%	\$136	14	
MVP Health Plan of NY	3	\$1,263	5.2%	\$421	23	
Preferred Mutual	1	\$1,286	5.3%	\$1,286	16	
Progressive	1	\$230	0.9%	\$230	92	
United Health Care	2	\$653	2.7%	\$327	44	
United Health Medicare	3	\$928	3.8%	\$309	38	
Univera	4	\$1,549	6.4%	\$387	29	
VAMC	1	\$304	1.3%	\$304	207	
January subtotals	: 108	\$24,276		\$225	31.3	

nsurance Payor Analysis for			* 1			page 2
rebruary	# of calls	revenue	% of February	avg/call revenue	avg days to pay	
AARP	7	\$524	1.6%	\$75	39	
AETNA	2	\$1,044	3.1%	\$522	28	
Blue Cross of Western NY	2	\$2,100	6.3%	\$1,050	46	
Blue Shield New York - Rochester Area	10	\$7,904	23.7%	\$790	27	
Chesterfield Resources	1	\$1,382	4.1%	\$1,382	49	
Independent Health	1	\$247	0.7%	\$247	36	
Medicaid	24	\$4,282	12.8%	\$178	28	
Medicare - NY Upstate	25	\$10,163	30.5%	\$407	21	
Medicare - Patient's Co-Pay	2	\$266	0.8%	\$133	72	
MVP Health Plan of NY	6	\$2,497	7.5%	\$416	29	
Preferred Mutual	1	\$200	0.6%	\$200		
Progressive	1	\$1,214	3.6%	\$1,214	37	
'Todays Options'	6	\$665	2.0%	\$111	38	
United Health Care	2	\$646	1.9%	\$323	43	
Utica National Insurance	1	\$230	0.7%	\$230		
February subtota	ls: 91	\$33.362		\$367	29.6	



County EMS

Lane, NY

3360

Enc.

Subject: Check Deposit Report
Deposit Process Date - 11/18/19
Dear County EMS, The enclosed deposit has been processed and is summarized below. Adjustments by Insurance Carriers and Collections Bureaus are itemized. The actual net deposit amount is the resultant deposit, after adjustments. Please contact our office directly with any questions. Thank you for your valued business.
Total Check/Cash Credits - \$26,676.98
Medicare/Medicaid/Other EFT - \$9,808.91
Credit Card Payments - \$1,319.21
Less Adjustments: Credit Bureau Commission -
Medicare/Medicaid/Other EFT Adjustment -
Medicaid Adjustment - [
MVP Adjustment -
Other Adjustment(s) -
Adjustment Description -
Total Net Deposit \$26,676.98
Medicare/Medicaid/Other EFT Net \$11,128.12
Total Recorded Deposit \$37,805.10
Best regards, Lynette Duckworth; Chief Operations Officer 1-800-716-8015 Ext 315

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Volunteer Ambulance Service Check Summary

Check Summary
prepared by: Med-Ex Billing,Inc.
Date: 9/20/2021

Date of Service	Run Number	Patient Number/ Last Name	amana and an analysis of the special state of the s
9/12/2021 NonResident	2100002838	9705613	Check Number Date Received Check Amount
0151 Call Location	on Code Sub C Patient's T	ode otal Deposits for	EFT Amount Insurer/PayorCDPHP Current Report Date =
9/12/2021	2100002844	9705616	Check Number Date Received
Resident			EFT Amount
0151 Call Location	on Code Sub C Patient's T	ode otal Deposits for	Insurer/Payor "United Health Care,…, Current Report Date =

Date of Service Year	Total Paper Check Receipts (Incl. Interest)	Total EFT Check Receipts (Incl. Interest)	Total Deposits (Incl. Interest)
TOTALS			4555
2021			
2020			
2019			
2018		111	
2017	***		
2016		71	
2015			
2014			
2013			
2012			
2011			100-1101-01
2010			
2009			

Resident: \$ / Non-resident: \$ / Other \$



PCR Example

Rs Reports		RESIDENT			
		\$/23/16 Services	9/7/2016 Geo Wester	Tradi Review Charge Toron Amount Propriet to Date	\$1,397.25
#1020814 6/18/2018 Index of Service 23:16 There of Discretal Index of Service 23:16 There of Discretal Index of Service 298204		2011A0118393 585	ind, Lington	Total Count American Machine Collector Machine Collector Collect (No propin	\$1,397.25
THE RESIDENCE OF STREET PARTY IN COURSE IN COURSE OF COU	200x-30x-30		104	Collection Fire Distriction The Commissions Parameter Brief Printed	\$515,74
CRIDES Being Data Insurance Self-Pay	0	NI=X		9/7/16 List (47%) Dies	81 (00) (0) (0)
CALL COURTER PROMISE PAREN				Street Nation for Ches. Final Notice Sent; Paties Account Pending I Becart Street Exerts street. Fort Nation Fort Ches.	nt Kept Check
Californion Zo 14480 Dat (poster) 2557 HOSPITAL or Dear 14	Set Locarico Solitand			Errors BOWERS REPORT BENCH	oneria E
Ambitance Co. Provides insulante Ambitance Co. Provides insulante Batteloff browstone On File	Yes Powdes Street Ye			ENERG MONEY APPOINT SENSOR	enser [
Signature Location values in eq. (AND THE RESERVE TO SERVE THE PARTY OF THE PA			ACHIEFED BILL TO REFLET WILL ONE MINUS THE COP	AL DOP
Fleatent for No Signature Fators s	on Fe			WORKING REPORT OF CO.	
th or Out	A STATE OF THE PARTY OF THE PAR			THE HERBITE FOR CLAIM STATE CLAIM PROCESSED AND 4	US AND THE
Year the Claim Department as Emile is the Claim Medically News				103/16 Group State from Service Post	
Was the Claim Returned to For Entrophence Re Date Returned to				In or Out Patient	
Facility in Brand 6	FOR the Code exported			Series (Series Series S	Majori de



AGREEMENT

Made this first day of February, 2023, by and between the City of Lockport organized and existing under, and by virtue of, the laws of the State of New York, having its principal place of business at One Locks Plaza, Lockport, NY 14094, hereinafter referred to as the CITY OF LOCKPORT and MedEx Billing, Inc., having principal place of business at 8020 East Main Road, LeRoy, New York, 14482, hereinafter referred to as MedEx.

WHEREAS, the CITY OF LOCKPORT desires to obtain the services of MedEx to institute the management of third party billings on its behalf for services rendered by it; and

WHEREAS, MedEx is willing to provide third party billing services to the CITY OF LOCKPORT upon the terms and conditions more particularly set forth below;

NOW, THEREFORE, in consideration of such premises, and the mutual covenants hereinafter set forth, it is hereby agreed between the CITY OF LOCKPORT and MedEx as follows:

- 1. <u>Term of Contract</u>: This contract shall be effective between the parties, and govern their obligations and responsibilities to each other, for a period of three years and such additional period as shall be necessary to make this agreement binding upon the parties through the end of the calendar month three years after the date of the execution thereof, together with any succeeding renewal periods as may hereafter occur in accordance with the terms of this agreement.
- 2. Responsibilities and authority of billing agent: For so long as this agreement, and any renewals thereof, shall remain in effect, MedEx shall serve as the sole and exclusive third party billing agent for the CITY OF LOCKPORT MedEx shall devote sufficient time and attention to the affairs of the CITY OF LOCKPORT to properly and responsibly fulfill duties as its billing agent. MedEx shall have the responsibility to prepare and send all bills to be rendered by the CITY OF LOCKPORT to third parties for services rendered by it, except for services rendered by the CITY OF LOCKPORT under separate contracts, which provide for compensation to the CITY OF LOCKPORT for the services called for therein. MedEx shall prepare such bills based upon the complete patient care documentation and other records submitted by the CITY OF LOCKPORT and the CITY OF LOCKPORT shall be responsible for ensuring the completeness and accuracy of such documents and for all representations made therein. MedEx agrees to maintain confidentiality of all patient care reports as required by applicable laws and regulations as described more particularly herein. MedEx shall also be responsible for the collection of fees due to the CITY OF LOCKPORT, as set forth in such bills and, in connection therewith, shall render follow-up statements of account, prepare and properly submit insurance claim forms, or otherwise prepare any documents or provide any information that may be necessary in order to

secure payment of fees due to the CITY OF LOCKPORT as billed by MedEx. MedEx shall not be authorized to negotiate Medicare checks on behalf of the City of Lockport

MedEx will forward all collected fees to the CITY OF LOCKPORT or directly deposit such fees in the City of Lockport' account. MedEx is not obligated to institute any legal proceedings to collect such sums.

MedEx shall, on the City of Lockport's behalf, undertake "reasonable collection efforts," as that term is defined by the Centers for Medicare and Medicaid Services (CMS), for the collection of co-payments and deductibles owed by Medicare beneficiaries for such accounts forwarded by the CITY OF LOCKPORT to MedEx. The only exceptions are in cases where the beneficiary is determined by the CITY OF LOCKPORT to be indigent and where the CITY OF LOCKPORT so notifies MedEx.

MedEx shall deliver to the CITY OF LOCKPORT President, Director or designee, in a timely fashion, but not less frequently than once each month, such sums as shall have been collected by it on behalf of the City of Lockport. MedEx shall also furnish to the President, Director or designee, a report of billing and collection activities for the preceding month, which shall be in the form as agreed between the CITY OF LOCKPORT and MedEx. MedEx shall be authorized to make deposits, shall not be authorized to make payments or issue checks on behalf of the City of Lockport, but shall be authorized, upon consultation with the President, Director or designee of the City of Lockport, to compromise disputed billings.

3. Payment for services rendered by billing agent:

Note: All financial considerations are based on a calendar year. The CITY OF LOCKPORT will pay to MedEx a Base Fee, see Addendum, Section A. No additional payment shall be due for any follow-up efforts that may be required beyond the initial billing in order to effectuate collection of any account. Payments shall be made to MedEx upon receipt of invoice each month. The obligations of the parties concerning any accounts placed with MedEx prior to the expiration of the term of this agreement, and which may be collected after the termination hereof, shall be the same as provided for in this agreement and the parties shall be bound by the terms hereof as if said agreement had not terminated or expired.

- 4. <u>Litigation:</u> In the event MedEx or the CITY OF LOCKPORT commences litigation against the other party for a breach of this contract, the prevailing party in any litigation shall be entitled to recover its cost of litigation, including, but not limited to reasonable attorney's fees and filing fee.
- 5. <u>Independent Contractor Status:</u> MedEx represents and acknowledges that it is an independent contractor and is not, nor is it, nor any of its agents, to be construed as, an employee of the City of Lockport As such, MedEx understands that the CITY OF LOCKPORT will not withhold any federal or state income taxes from, nor pay or deduct any F.I.C.A. contributions for payments due to MedEx under the terms of this agreement.

MedEx also acknowledges that neither it, nor any of its agents, will be covered under the terms and provisions of any unemployment, disability, worker's compensation or other policies of insurance that may be maintained by the CITY OF LOCKPORT or which are otherwise required to be maintained by an employer under applicable statutes and regulations. MedEx agrees to provide the CITY OF LOCKPORT with a duly executed, completed W-9 form, or such other forms as may be required by applicable statutes, and acknowledges that

the CITY OF LOCKPORT will file a 1099 form, or other such form, with the federal and state tax authorities reporting payments made to MedEx on a calendar year basis.

MedEx, for its part, agrees not to represent itself to be, nor otherwise hold itself, nor any of its agents, out as an employee of the CITY OF LOCKPORT and shall be solely responsible for making all payments that may be due to federal, state or other taxing authorities on account of the payments received by it under this agreement including, but not limited to, estimated tax payments, self-employment tax, income tax and any other payments that may be provided for by statute or regulation.

- 6. Termination of services: This agreement may be terminated by MedEx upon written notice stating its intention to terminate its relationship with the City of Lockport, which notice must be given to the CITY OF LOCKPORT at least ninety (90) days prior to the effective date specified therein which date shall be the last day of a calendar month. The CITY OF LOCKPORT may terminate the services of MedEx by written notice directed to it, signed by the Mayor/President/Director or designee of the City of Lockport, signed at least ninety (90) days prior to the date specified.
- 7. Requirement of Performance: The failure of either party to insist upon strict performance of any of the provisions of this Agreement shall not be construed as a waiver of any subsequent default of the same or similar matter.
- 8. Severability: If any provision of this Agreement shall be declared invalid by any court of competent jurisdiction, all other provisions of this Agreement shall remain valid and in full force and effect.
- 9. <u>Interpretation:</u> This agreement shall be interpreted under the laws of the State of New York. All actions relating to this agreement shall be brought exclusively in a court of competent jurisdiction in Genesee County, New York.
- 10. <u>Automatic Renewal</u>: Unless otherwise terminated in accordance with the provisions set forth above or unless either party notifies the other, in writing, at least 90 days prior to the expiration date hereof, of its intention not to renew this agreement, this agreement shall automatically be renewed for successive, additional one year periods, upon the same terms and conditions set forth herein, and the parties shall continue to be bound thereby.
- 11. <u>Complete Agreement:</u> This agreement contains the entire understanding of the parties regarding its subject matter, and there are no other, further or different understandings, undertakings, agreements, representations, or warranties, express or implied, in any way limiting, extending, defining or relating to any provisions of this Agreement, or to any of the subject matter and things to which this Agreement relates.
- 12. <u>Amendments:</u> No agreement altering, modifying or releasing the terms of this Agreement shall be valid unless the same is in writing and executed with the same formality as this Agreement
- 13. <u>Compliance:</u> Each party is responsible for monitoring and ensuring its own compliance with all applicable state and federal laws and regulations pertaining to billing and reimbursement for its services. However, either party which becomes aware of a violation of any such state or federal laws or regulations or of a questionable claim or claim practice agrees to notify the other party in writing within thirty (30) days so the other party may address the matter. The parties

shall provide copies of their compliance policies or guidelines to the other party upon reasonable written request.

14. Qualifications:

- a. The CITY OF LOCKPORT represents and warrants the following, both presently and during the term of this Agreement: (1) The CITY OF LOCKPORT currently possesses all required licenses, certification and permits necessary to do business and will continue to maintain them during the term of this Agreement; (2) The CITY OF LOCKPORT possesses a valid Medicare provider number; (3) The CITY OF LOCKPORT is in good standing with all state and federal agencies and is not currently the subject of any investigations or actions; (4) The CITY OF LOCKPORT is not excluded or subject to exclusion from any state and/or federal health care program; and (5) The CITY OF LOCKPORT complies with all applicable state and federal laws and regulations pertaining to billing for its services and will at all times continue to do so.
- b. MedEx represents and warrants that it is not the subject of any actions or investigations pertaining to its participation in any state or federal health care program, that it is not excluded or subject to exclusion from any state or federal health care program, and that it is in good standing with all state and federal agencies pertaining to the services it provides, and that MedEx will remain in good standing with such agencies during the term of this Agreement.
- c. MedEx represents, warrants and agrees that it is and will continue to be compliant with all regulations of the Office of the Inspector General (OIG) and the New York State Office of the Medicaid Inspector General (OMIG).
- d. Each party warrants to the other that it will check the Office of the Inspector General's List of Excluded Individuals/Entities (LEIE) prior to making a decision to employ an individual or contract with an entity to provide items or services directly or indirectly payable by a federal health care program, will check the LEIE periodically to determine whether any of its personnel or contractors have been excluded from a federal health care program, will terminate any excluded person or contractor from performing work that it is directly or indirectly payable by a federal health care program, and will immediately disclose to the other party any excluded person or contractor who has performed work for it under this contract during the period of the exclusion that was billed or would otherwise be billable to a federal health care program.
- e. Notwithstanding any other provisions of this agreement, either party may terminate this agreement immediately upon the exclusion of the other party from any federal health care program.
- 15. <u>Indemnification:</u> The CITY OF LOCKPORT shall hold harmless, indemnify and defend MedEx against any and all claims, causes of action, and damages including, but not limited to, overpayment or false claims liability to any government agency, third party payer, financially responsible party, carrier or insurer, to the extent caused by any act or omission, including but not limited to supplying inaccurate, false or fraudulent information, on the part of the CITY OF LOCKPORT or its agents, contractors or employees. This provision shall include all costs and disbursements, including without limitation court costs and reasonable attorneys' fees. MedEx shall hold harmless, indemnify and defend the CITY OF LOCKPORT against all claims, causes of action and damages to the extent that the same are caused by any act or omission on the part of MedEx or its agents, contractors or employees.

- 16. Records: Upon written request and reasonable advance notice, the CITY OF LOCKPORT shall have the right, during regular business hours, at a time and location designated by MedEx, to review financial and related information in MedEx' possession that directly relate to the CITY OF LOCKPORT's account and to MedEx' services on behalf of the CITY OF LOCKPORT. All information, documentation papers and reports relative to the CITY OF LOCKPORT's account in the possession of MedEx are the joint property of MedEx Billing, Inc. and the CITY OF LOCKPORT. CITY OF LOCKPORT may elect to use a third party to audit (i.e. view, review, copy and access) said records; however, said third party may not be an individual, entity, or employee/contractor of an entity that is a competitor of MedEx, in the sole determination of MedEx.
- Regulatory Changes: The parties recognize that this Agreement is, always, subject to 17. applicable state, local, and federal laws and shall be construed accordingly. The parties further recognize that this Agreement may become subject to or be affected by amendments in such laws and regulations or to new legislation or regulations. Any provisions of law that invalidate, or are otherwise inconsistent with, the material terms and conditions of this Agreement, or that would cause one or both of the parties hereto to be in violation of law, shall be deemed to have superseded the terms of this Agreement and, in such event, the parties agree to utilize their best efforts to modify the terms and conditions of this Agreement to be consistent with the requirements of such law(s) in order to effectuate the purposes and intent of this Agreement. If any such laws or regulations affecting this Agreement are enacted, amended or promulgated, either party may propose to the other a written amendment to this Agreement to be consistent with the provisions of such laws or regulations. If the parties do not agree on such written amendments within ninety (90) days of receipt of the proposed written amendments, then either party may terminate this Agreement without further notice, unless this Agreement would expire earlier by its terms. If any laws or regulations would make such amendment impossible or futile and render performance by either party illegal or impossible for any reason, either party may terminate the Agreement as of the effective date of such laws or regulations.
- 18. **Termination of Prior Contracts**: All contracts between the parties previously executed are hereby terminated as of the effective date of this Agreement.
- 19. **Business Associate Assurances:** MedEx Billing, Inc. will appropriately safeguard protected health information ("PHI") that is created, received, maintained, or transmitted on behalf of the City of Lockport in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F Administrative Simplification, Sections 261, *et seq.*, as amended ("HIPAA"), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D Privacy, Sections 13400, *et seq.*, the Health Information Technology and Clinical Health Act, as amended (the "HITECH Act").
- General Provisions
- 1. <u>Meaning of Terms</u>. The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
- 2. <u>Regulatory References</u>. Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.

- 3. <u>Interpretation</u>. Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.
- b. Obligations of Business Associate

MedEx Billing, Inc. agrees that it will:

- 1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law;
- 2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information ("e-PHI") and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement;
- 3. Report to the City of Lockport any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to the City of Lockport without unreasonable delay but in no case later than 60 days after discovery of the breach:
- 4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of MedEx Billing, Inc. agree to the same restrictions, conditions, and requirements that apply to MedEx Billing, Inc. with respect to such information;
- 5. Make PHI in a designated record set available to the City of Lockport And to an individual who has a right of access in a manner that satisfies the City of Lockport's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request;
- 6. Make any amendment(s) to PHI in a designated record set as directed by the City of Lockport or take other measures necessary to satisfy the City of Lockport' obligations under 45 CFR §164.526;
- 7. Maintain and make available information required to provide an accounting of disclosures to the City of Lockport or an individual who has a right to an accounting within 60 days and as necessary to satisfy the City of Lockport' obligations under 45 CFR §164.528;
- 8. To the extent that MedEx Billing, Inc. is to carry out any of the City of Lockport' obligations under the HIPAA Privacy Rule, MedEx Billing, Inc. shall comply with the requirements of the Privacy Rule that apply to the City of Lockport when it carries out that obligation;
- 9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by MedEx Billing, Inc. on behalf of the City of Lockport available to the Secretary of the Department of Health and Human Services for purposes of determining MedEx Billing, Inc. and the City of Lockport' compliance with HIPAA and the HITECH Act;

- 10. Restrict the use or disclosure of PHI if the City of Lockport notifies MedEx Billing, Inc. of any restriction on the use or disclosure of PHI that The City of Lockport has agreed to or is required to abide by under 45 CFR §164.522; and
- 11. If the City of Lockport is subject to the Red Flags Rule (found at 16 CFR §681.1 et seq.), MedEx Billing, Inc. agrees to assist the City of Lockport in complying with its Red Flags Rule obligations by: (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of the City of Lockport' Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of the City of Lockport agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting the City of Lockport of any Red Flag incident (as defined by the Red Flag Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to the City of Lockport of any threat of identity theft as a result of the incident.
- c. Permitted Uses and Disclosures by Business Associate
 The specific uses and disclosures of PHI that may be made by MedEx Billing, Inc. on behalf of the City of Lockport include:
 - The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by the City of Lockport to its patients;
 - 2. Preparation of reminder notices and documents pertaining to collections of overdue accounts;
 - 3. The submission of supporting documentation to carriers, insurers and other payers to substantiate the healthcare services provided by the City of Lockport to its patients or to appeal denials of payment for the same; and
 - 4. Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that MedEx Billing, Inc. has been engaged to perform on behalf of the City of Lockport

d. Termination

- 1. The City of Lockport may terminate this Agreement if the City of Lockport determines that MedEx Billing, Inc. has violated a material term of the Agreement.
- 2. If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement if feasible.
- 3. Upon termination of this Agreement for any reason, MedEx Billing, Inc. shall return to the City of Lockport or destroy all PHI received from the City of Lockport, or created, maintained, or received by MedEx Billing, Inc. on behalf of the City of Lockport that MedEx Billing, Inc. still maintains in any form. MedEx Billing, Inc. shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

Date: _____

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals on the above date.



ADDENDUM

SECTION A

The CITY OF LOCKPORT will pay to MedEx a Base Fee of Seven percent (6.8%) of revenue for the calendar year 2023 and for 1 year(s) hence of the date of this contract. For NY Clients, Medicaid claims are billed at a fixed fee of \$15/claim, in accordance with NY laws. IN WITNESS WHEREOF, the parties have hereunto set their hands and seals on the above date.

CITY OF LOCKPORT By	
TITLE -	Director/Mayor/Chief/President
Date:	
MedEx Billing, Inc.	
Ву	Wendy L. Mancuso
CEO/CIO Date:	*
Witness	
Date:	
Witness -	
Date:	

ESO Cost

The cost of ESO software to include the following modules (estimated at 2500 claims):

ESO EHR	\$4990.00		
EHR Cardiac Monitor Integration -	\$795.00		
EHR CAD Integration	\$995.00		
EHR Billing Interface	\$395.00		
EHR Fax	\$225.00		
Total Recurring Fee	\$7,400.00		



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 09/06/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT Ann VanCott				
Tompkins Insurance Agencies, Inc		PHONE (888) 261-2688	FAX (888) 339-8337			
90 Main Street		E-MAIL avancott@tompkinsfinancial.com				
		INSURER(S) AFFORDING COVER	RAGE NAIC #			
Batavia	NY 14020	INSURER A: Trumbull Insurance Co	27120			
INSURED		INSURER B: Progressive Casualty Ins Co	24260			
Med Ex Billing Inc &		INSURER C: AmWins Brokerage of New York	0042			
8020 E, Main Rd		INSURER D :				
		INSURER E				
Le Roy	NY 14482	INSURER F :				
COVERAGES CERTIFIC	CATE NUMBER: 22-23 Mas	ster REVISION	NUMBER:			

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

VSR TR	TYPE OF INSURANCE	INSD	SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE COCCUR						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence)	s 2,000,000 s 300,000
							MED EXP (Any one person)	s 10,000
A		Y	Y	01SBARE1410	01/16/2022	01/16/2023	PERSONAL & ADV INJURY	s 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER						GENERALAGGREGATE	s 4,000,000
	POLICY PRO- LOC		10				PRODUCTS - COMP/OP AGG	s 4,000,000
	OTHER						Employee Benefits	\$ 2,000,000
	AUTOMOBILE LIABILITY					=	COMBINED SINGLE LIMIT (Ea accident)	s 1,000,000
	ANY AUTO					1	BODILY INJURY (Fer person)	S
3	OWNED SCHEDULED AUTOS ONLY			02609261-1	09/13/2021	09/13/2022	BODILY INJURY (Per accident)	S
	HIRED NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	S
							Drive other car	s
T	➤ UMBRELLA LIAB OCCUR						EACH OCCURRENCE	s 4,000,000
1	EXCESS LIAB CLAIMS-MADE			01SBARE1410	01/16/2022	01/16/2023	AGGREGATE	s 4,000,000
1	DED X RETENTION \$ 10,000				1 1			S
	WORKERS COMPENSATION						PER OTH- STATUTE ER	
- 1	AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE	N/A			1 1		E.L. EACH ACCIDENT	s
	OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A	- 1		1 1		EL DISEASE - EA EMPLOYEE	S
- 1	If yes, describe under DESCRIPTION OF OPERATIONS below						E L DISEASE - POLICY LIMIT	s
	Errora P. Ominaiana						Limit	2,000.000
:	Errors & Omissions			MPL2136013 21	01/01/2022	01/01/2023	Retention	25,000
- 1								

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The County of Wayne and its officers, employees, and agents would be additional insured on a primary and non-contributory basis, if required by written contract per endorsement SS0008, to the extent provided therein, Waiver of Subrogation applies

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE
	David S. Byce

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		_				
Additional Named Insureds						
Other Named Insureds						
Geo-Vista Properties LLC	Additional Insured					
OFAPPINF (02/2007)	COPYRIGHT 2007, AMS SERVICES INC					
01741144 (02/2001)						



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 09/09/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s). CONTACT NAME: PHONE (A/C, No, Ext): (877) 362-6785 FAX (A/C, No): (877) 677-0447 PAYCHEX INSURANCE AGENCY INC 225 KENNETH DR ADDRESS: paychex@travelers.com ROCHESTER, NY 14623 INSURER(S) AFFORDING COVERAGE NAIC # (877) 362-6785 INSURER A: THE PHOENIX INSURANCE COMPANY INSURED INSURER 8 : MED EX BILLING INC INSURER C 8020 E MAIN ROAD INSURER D : **LEROY, NY 14482** INSURER E: INSURER F: **REVISION NUMBER:** COVERAGES CERTIFICATE NUMBER: 776370417221252 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. ADDL SUBR **POLICY EFF** POLICY EXP INSR TYPE OF INSURANCE POLICY NUMBER LIMITS (MM/DD/VYYY) LTR DAMAGE TO RENTED COMMERCIAL GENERAL LIABILITY S PREMISES (Ea occurrence) CLAIMS-MADE OCCUR \$ MED EXP (Any one person) PERSONAL & ADV INJURY GEN'L AGGREGATE LIMIT APPLIES PER: \$ GENERAL AGGREGATE PRO-POLICY \$ PRODUCTS - COMP/OP AGG OTHER: \$ COMBINED SINGLE LIMIT (Ea accident) \$ AUTOMOBILE LIABILITY BODILY INJURY (Per person) \$ ANY AUTO SCHEDULED AUTOS OWNED AUTOS ONLY BOOILY INJURY (Per accident) \$ NON-OWNED AUTOS ONLY HIRED AUTOS ONLY PROPERTY DAMAGE (Per accident) \$ \$ EACH OCCURRENCE \$ UMBRELLA LIAB OCCUR EXCESS LIAB AGGREGATE \$ RETENTION \$ DED \$ OTH-WORKERS COMPENSATION X UB-9K844474-22 01/01/2022 01/01/2023 X STATUTE N/A AND EMPLOYERS' LIABILITY
ANY PROPRIETOR/PARTNER/EXECUTIVE
OFFICER/MEMBER EXCLUDED?
[Mandatory in NH) Y/N \$100,000 E.L. EACH ACCIDENT \$100,000 E.L. DISEASE - EA EMPLOYEE lf yes, describe under DESCRIPTION OF OPERATIONS below \$500,000 EL DISEASE - POLICY LIMIT DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) AS RESPECTS TO WORKERS COMPENSATION COVERAGE, WC 00 03 13 00 AND WAIVER OF OUR RIGHTS TO RECOVER FROM OTHERS HAS BEEN ATTACHED TO THE POLICY. CANCELLATION CERTIFICATE HOLDER SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. **AUTHORIZED REPRESENTATIVE** mishel & mulligan

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 09/07/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER. AND THE CERTIFICATE HOLDER.

	EPRESENTATIVE OR PRODUCER, AN											
l H	WPORTANT: If the certificate holder is SUBROGATION IS WAIVED, subject to his certificate does not confer rights to	the	term	s and conditions of the po	licy, ce	ertain policies	DDITIONAL II s may require	NSURED provisions or be an endorsement. A state	endors ement c	sed. on		
PRO	DUCER				CONTACT Ann VanCott							
Tompkins Insurance Agencies, Inc						PHONE (A/C, No, Ext): (888) 261-2688 FAX (A/C, No): (888) 339-8337						
90 (Main Street				E-MAIL avancott@tompkinsfinancial.com							
					INSURER(S) AFFORDING COVERAGE NAIC #							
Bat	avia			NY 14020	INSURER A: Hiscox Insurance Company					1000		
INSL		-										
	MEDEX BILLING INC & GEO-V	ISTA	PROF	PERTIES LLC, DBA, Wendy	INSURER B :							
L	8020 East Main Road											
					INSURER D : INSURER E :							
	LeRoy			NY 14482								
CO		TIEIC	ATE	NUMBER: 2022 Cyber	INSURE	K F C		REVISION NUMBER:				
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IN CI	THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELCW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS. EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.											
INSR LTR	TYPE OF INSURANCE	ADDL	ISUBR			POLICY EFF (MM/DD/YYYY)	POLICY EXP	LIMITS				
LIK	COMMERCIAL GENERAL LIABILITY	INSD	WVD	FOLICI NUMBER		(CANDRICACION I I I I I I	ZWWIDOLLILL)		s			
	CLAIMS-MADE OCCUR							DAMAGE TO RENTED	S.			
								MED EXP (Any one person)	s			
		Y	Y					PERSONAL & ADV INJURY	\$			
	GENT AGGREGATE LIMIT APPLIES PER							GENERALAGGREGATE	S			
	POLICY PRO LOC								3			
	OTHER:								S			
	AUTOMOBILE LIABILITY							COMBINED SINGLE LIMIT (Ea accident)	S			
	OTUA YAA							BODILY INJURY (Per person)	S			
	OWNED SCHEDULED AUTOS								\$			
	HIRED NON-OWNED AUTOS ONLY AUTOS ONLY					1		PROPERTY DAMAGE (Per accident)	S			
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	UMBRELLA LIAB OCCUR					""		EACH OCCURRENCE :	s			
	EXCESS LIAB CLAIMS-MADE							AGGREGATE	S			
	DED RETENTION S								s			
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY							PER OTH- STATUTE ER				
	ANY PROPRIETOR/PARTNER/EXECUTIVE	NIA					i	E L EACH ACCIDENT S	S			
	OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A			1	1		E L DISEASE - EA EMPLOYEE S	s			
	If yes, describe under DESCRIPTION OF OPERATIONS below							E L DISEASE - POLICY LIMIT S	S			
	Cyber Risk							Privacy/Security Liability	1,000	,000		
А	Single Loss Retention \$2,500			MPL4853252_22		05/28/2022	05/28/2023					
DESC	RIPTION OF OPERATIONS / LOCATIONS / VEHICLE	S (AC	ORD 1	71, Additional Remarks Schedule. n	nay be at	tached if more so	ace is required)					
DEBO	THE TOTAL STREET CONTINUES FROM	0 (110		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,		,,			- 1		
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Constitute (Armonic School)												
CER	TIFICATE HOLDER				CANC	ELLATION						
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES E						CRIBED POLICIES BE CANC	ELLED	BEFORE				
	Committee and the second	1500	W.		THE	EXPIRATION DA	ATE THEREOF,	NOTICE WILL BE DELIVERE				
				A DE LA CONTRACTOR OF THE PARTY	ACC	ORDANCE WITI	H THE POLICY	PROVISIONS.				
				AUTHODITED DEDDESSATATIVE								
AL CANADA DA LA CALLA DEL CALLA DE LA CALLA DEL CALLA DE LA CALLA						AUTHORIZED REPRESENTATIVE						

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CONTRACT - PROPOSAL

& Specifications
Essence of Time
6672 East Canal Road
Lockport, New York 14094
716-625-8578

40 Years Experience in Tower & Street Clock Restoration & Preservation Clockdoc6672@verizon.net visit our web site – USTowerClock.com DECEMBER 19, 2022

City of Lockport
One Lock Plaza
Lockport NY 14094
Mayor – Michelle Roman –
Contact Person - Steve Pump 716-998-0996

CLOCK LOCATION: Main and Pine Street

Lockport, NY 14094

GENERAL ANALYSIS AND HISTORY

The 4- dial O. B. McClintock street or post clock was made around the turn of the century. It has milk glass dials with brown stain glass surrounds on the dials. The clock was totally restored and installed in January 2020.

In September 2022 the head of the clock was damaged by being hit with an excavator while repairing the sidewalk.

SCOPE OF WORK TO BE COMPLETED

This proposal is for the repair and restoration of the four dial O.B. McClintock street-post clock, located on Main St. Lockport, We will remove the top section of the clock from its existing location, this includes removing the hands and dials to reduce damage. We will disassemble the clock head

All electrical components will be disassembled.

We will remove the clock head, load it on our truck/trailer and take it to our shop in Lockport NY. We would then completely disassemble the street clock head with all its component parts.

We will restore all original housing components including the damaged head components.

The street clock would be assembled in our shop with new or restored fabricated parts, including any usable housings parts. We will use all stainless-steel hardware and fasteners for assembly.

The street clock head and all its component parts would be brought back to the original location. The restored street clock will be assembled and installed back in its original location on Main and Pine St.

OWNERS RESPONSIBILITY

Any regional lifting equipment, scaffolding, and ladders needed to remove or install all clock hands, movements, and component parts. Any electrical hookups will be completed by city electricians or licensed electricians. Our company will advise as to wire size and style.

The Purchaser must provide internal and /or external access where equipment is installed, including safe ladders. We estimate that you will have to supply a lift and scaffolding for a one-day period for removal plus two days again for installation.

WARRANTY

The described clock is warranted for three years from the date of installation against original defects in workmanship and materials, providing it is cared for according to instructions furnished.

DELIVERY

Upon receipt of the order, down payment in accordance with the terms outlined below, the above listed equipment shall be shipped within a period of not more than 4 months. The purchase price includes pick-up and delivery from our shop and installation.

TAXES

In addition to the purchase price, purchaser agrees to pay all sales, use excise or similar taxes in effect that may be applicable to the sale or installation. If purchaser has a Tax Exemption certificate, the number must be given with order.

PAYMENT TERMS

50% with placement of order Balance upon shipment to job site and completion of project

After 15 days 5 % will be thereafter.	e added to the Invoice and 5% per month				
PRICE	\$ 31,000.00				
This contract is valid for 90 days from date listed above.					
SUBMITTED Essence of Time	ACCEPTED				
Charles Roeser					
	DATE ACCEPTED:				