

Q1

Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer: Please refer to page 1 of the published RFP document. Any changes to the schedule will be posted to BidNet.

Q2

Why has this bid been released at this time?

Answer: Cherokee County Fire & Emergency Services (CCFES) is in its last year of their agreement with the current EMS billing company.

Q3

When is the anticipated contract start date?

Answer: The anticipated award date, as indicated on page 1 of the RFP, is July 18, 2023. The start date will be determined prior to award being made with the County and the selected company.

Q4

Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Answer: This procurement does not have any requirements for Disadvantaged Business Enterprises.

Q5

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer: Pricing must be submitted on the pricing form provided. Any alternates may be submitted in addition to the required pricing form, but are subject to rejection.

Q6

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer: Satisfied

Q7

Has the current contract gone full term?

Answer: The current vendor is in their last year of the contract.

Q8

Have all options to extend the current contract been exercised?

Answer: Yes

Q9

Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: LifeQuest Services since March 2013

Q10

How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: Yes, by category and rate identified in the published RFP document and current Medicare and Medicaid rates, please refer to page 16.

Q11

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: The LifeQuest fee for service was \$1,546.23 in February of 2023.

Q12

What were your annual gross charges last year or for the last 12 months?

Answer: Calendar year 2022 gross charges were \$11,894,459. Please refer to annual report.

Q13

What were your annual total adjustments for last year or for the last 12 months?

Answer: Please refer to annual and monthly reports provided at the end of this document.

Q14

What were your annual contractual allowance write offs for last year or for the last 12 months?

Answer: Please refer to annual and monthly reports provided at the end of this document.

Q15

What were your annual gross collections last year or for the last 12 months?

Answer: Please refer to annual and monthly reports provided at the end of this document.

Q16

What are your advanced life support charges?

Answer: Please refer to the rates provided on page 16 of the published RFP document.

Q17

What are your basic life support charges?

Answer: Please refer to the rates provided on page 16 of the published RFP document.

Q18

What are your specialty care transport charges?

Answer: N/A

Q19

What is your treatment without transport charges?

Answer: The County does not bill for treatment without transport.

Q20

What is your average per-trip charge?

Answer: Please refer to annual and monthly reports provided at the end of this document.

Q21

When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

Answer: Please refer to page 16 of the published RFP. Effective June 1, 2023, CCFES will implement its first rate increase since 2013.

Q22

Are there any other charges you assess not otherwise covered by our questions?

Answer: Please refer to the published RFP. In general, the County charges for transports, disposables and mileage.

Q23

What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

Answer: The County does not differentiate between resident and non-resident.

Q24

Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

Answer: CCFES does not operate any shared services agreements for Emergency Medical Services.

Q25

What were your transports per year for advanced life support for last year or for the last 12 months?

Answer: 9,292 ALS1 transports in 2022. 232 ALS2 transports in 2022. Please refer to page 17 of the published RFP document and the annual and monthly reports.

Q26

What were your transports per year for basic life support for last year or for the last 12 months?

Answer: 4,856 BLS Emergency transports in 2022. Please refer to page 17 of the published RFP document and the annual and monthly reports

Q27

What were your transports per year for specialty care transport for last year or for the last 12 months?

Answer: CCFES is emergency transport only.

Q28

What were your transports per year for treatment without transport for last year or for the last 12 months?

Answer: Treated without EMS transport totaled 2,067 in calendar year 2022.

Q29

What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Answer: Payor Mix

	(blank)	Attorneys	Commercial Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administration	Workers Compensation	Grand Total
2022	412	1	2,241	62	112	467	595	3,962	3,606	2,730	59	78	47	14,372
Percentage	2.87%	0.01%	15.59%	0.43%	0.78%	3.25%	4.14%	27.57%	25.09%	19.00%	0.41%	0.54%	0.33%	100.00%

Q30

What are your average loaded miles per trip?

Answer: Calendar year 2022: Average 15.33 loaded miles per trip.

Q31

What is your average revenue per call?

Answer: Please refer to the annual and monthly reports.

Q32

Do you have a lockbox provider and, if so, which provider?

Answer: CCFES currently has an account with Home Town Bank.

Q33

If you have a lockbox provider, will that provider remain in place as a result of this procurement?

Answer: To be determined based on the awarded company's discretion/preference.

Q34

Do you have a collection agency provider and, if so, which provider?

Answer: Collections are handled through the current EMS billing provider; however, collections is not part of the scope of work for this RFP. The County intends to establish an agreement with a separate company for collections.

Q35

Which local hospitals or care facilities typically receive most of your patients?

Answer: Response: In calendar year 2022, Northside Hospital Cherokee received 74% and Wellstar Kennestone received 20%.

Q36

What ePCR systems is Cherokee Co. Fire & Emergency Services interested in? a. Under the new contract will the billing provider be required to pay the annual costs or will the cost be covered by the agency? b. Does the agency also want a Fire RMS software package included?

Answer: CCFES currently utilizes Zoll RescueNet TabletPCR and all records are stored locally. While not mandatory, we are willing to explore trying a new PCR vendor as a separate, optional, piece of the proposal. CCFES does not want a Fire RMS software package at this time.

Q37

In the two most recent fiscal or calendar years, what was the actual number of billable transports by Cherokee Co? Please separate the amounts in years (i.e., total for 2022, total for 2021).

Answer: Answer: 2020 – 12,911; 2021 – 13,847; 2022 – 14,372

Q38

In the two most recent fiscal or calendar years, what was the total amount of cash posted by Cherokee Co. for ambulance transports? Please separate the amounts in years (i.e., total for 2022, total for 2021).

Answer: Please refer to the annual and monthly reports.

Q39

In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by Cherokee for ambulance charges? Please separate the amounts in years (i.e., total for 2022, total for 2021).

Answer: Please refer to the annual and monthly reports.

Q40

Please provide the number of emergency and non-emergency transports broken down by service level:

- a. ALS Emergency
- b. ALS Non-Emergency
- c. BLS Emergency
- d. BLS Non-Emergency
- e. ALS 2
- f. Specialty Care Transport
- g. Paramedic Intercept
- h. Treat No Transport
- i. Lift Assists
- j. Any other billable dispositions broken out by each disposition

Answer: Please refer to the annual and monthly reports.

Q41

Does Cherokee Co. participate in the Georgia UPL supplemental payment program? a. If so, what is the estimated annual revenue received?

Answer: CCFES does not participate in this.

Q42

How long have you partnered with your current billing service provider?

Answer: Since 2013

Q43

Has the current contract term been completed and all renewal options exercised?

Answer: Yes.

Q44

What is the current rate for billing services?

Answer: Please refer to page 16 of the published RFP. Effective June 1, 2023, CCFES will implement its first rate increase since 2013.

Q45 Will the new billing vendor be required to manage and bill old AR from your current billing vendor?

a. How many records will be transferred to the new billing vendor? b. In what format will the data be provided?

Answer: Answer: Yes, more than likely, there will be old accounts that will need to be billed/completed. CCFES anticipates approximately 1,500 – 2,000 accounts. CCFES will work with the current vendor and

new vendor to transfer any data in the format requested by the new vendor. Vendors shall provide a separate line item price to manage approximately 1,500 – 2,000 runs that have either been billed but not collected or run but not billed.

Q46

What was the billable call volume for the last 12 months or prior fiscal year?

Answer: Please refer to the annual and monthly reports.

Q 47

What was the total cash collections for the last 12 months or prior fiscal year?

Answer: Please refer to the annual and monthly reports.

Q 48

What were the total charges and contractual adjustments for the last 12 months or prior fiscal year?

Answer: Please refer to the annual and monthly reports.

Q 49

Please provide payor mix, by dollar collected, for the last 12 months or prior fiscal year?

Answer: Please refer to the annual and monthly reports.

Q 50

What was the revenue/run for the last 12 months or prior fiscal year?

Answer: Please refer to the annual and monthly reports.

Q 51

Does the contract require any hardware? If so, how many units and is there a preference on type (iPad, ruggedized tablet, etc.)?

Answer: Answer: CCFES operates and maintains ruggedized, Windows based, tablets. No hardware is needed as part of the RFP.

Q 52

Will the vendor be required for the ePCR costs?

Answer: Answer: See question 36 above.

Q 53

Will the vendor be required to work legacy accounts?

Answer: See response to question 45 above.

Breakdown by Base Rate and Run Date

Count of Call Number		Column Labels					Grand Total
Row Labels	(blank)	ALS1 EMERG BASE RATE - RESIDEN	ALS2 BASE RATE - RESIDENT	BLS EMERGENCY BASE RATE - RES	BLS NONEMER BASE RATE -RES	No Charges Applied	
2020		8,617	254	4,040			12,911
2021		9,277	294	4,275		1	13,847
2022	1	9,302	233	4,852	1	3	14,392
2023	177	2,483	61	1,376		1	4,098
Jan		680	23	407			1,110
1/1/2023		28	1	14			43
1/2/2023		24	1	18			43
1/3/2023		28		20			48
1/4/2023		21	4	11			36
1/5/2023		30		17			47
1/6/2023		25	1	16			42
1/7/2023		19	3	9			31
1/8/2023		19	1	13			33
1/9/2023		22		10			32
1/10/2023		29		11			40
1/11/2023		25		13			38
1/12/2023		25	1	11			37
1/13/2023		28		18			46
1/14/2023		32	1	14			47
1/15/2023		28		12			40
1/16/2023		22	1	16			39
1/17/2023		22		19			41
1/18/2023		28	1	17			46
1/19/2023		29		16			45
1/20/2023		20		14			34
1/21/2023		22		12			34
1/22/2023		21		12			33
1/23/2023		29		20			49
1/24/2023		24	1	24			49
1/25/2023		18	1	6			25
1/26/2023		7		6			13

Breakdown by Base Rate and Run Date

Count of Call Number		Column Labels					Grand Total
Row Labels	(blank)	ALS1 EMERG BASE RATE - RESIDEN	ALS2 BASE RATE - RESIDENT	BLS EMERGENCY BASE RATE - RES	BLS NONEMER BASE RATE -RES	No Charges Applied	
2020		8,617	254	4,040			12,911
2021		9,277	294	4,275		1	13,847
2022	1	9,302	233	4,852	1	3	14,392
2023	177	2,483	61	1,376		1	4,098
1/27/2023		21	2	11			34
1/28/2023		3		2			5
1/29/2023		1					1
1/30/2023		9	3	7			19
1/31/2023		21	1	18			40
Feb		692	13	368			1,073
2/1/2023		27		16			43
2/2/2023		25		7			32
2/3/2023		27		17			44
2/4/2023		31		13			44
2/5/2023		21		14			35
2/6/2023		20	2	13			35
2/7/2023		28	1	17			46
2/8/2023		25		15			40
2/9/2023		22	2	12			36
2/10/2023		31	1	11			43
2/11/2023		21		17			38
2/12/2023		23		10			33
2/13/2023		26	1	14			41
2/14/2023		30	1	16			47
2/15/2023		16		12			28
2/16/2023		25		19			44
2/17/2023		20	2	11			33
2/18/2023		22		10			32
2/19/2023		26	1	14			41
2/20/2023		30	1	12			43
2/21/2023		29		8			37

Breakdown by Base Rate and Run Date

Count of Call Number		Column Labels					Grand Total
Row Labels	(blank)	ALS1 EMERG BASE RATE - RESIDEN	ALS2 BASE RATE - RESIDENT	BLS EMERGENCY BASE RATE - RES	BLS NONEMER BASE RATE -RES	No Charges Applied	
2020		8,617	254	4,040			12,911
2021		9,277	294	4,275		1	13,847
2022	1	9,302	233	4,852	1	3	14,392
2023	177	2,483	61	1,376		1	4,098
2/22/2023		29		14			43
2/23/2023		34		8			42
2/24/2023		17		17			34
2/25/2023		10	1	8			19
2/26/2023		19		13			32
2/27/2023		26		12			38
2/28/2023		32		18			50
Mar	5	812	19	457		1	1,294
3/1/2023		20		8		1	29
3/2/2023		31		18			49
3/3/2023		32		16			48
3/4/2023		26	1	6			33
3/5/2023	1	25	1	7			34
3/6/2023		35		21			56
3/7/2023		23	3	17			43
3/8/2023		27		17			44
3/9/2023		30	1	16			47
3/10/2023		26	2	16			44
3/11/2023		26	2	8			36
3/12/2023		28		15			43
3/13/2023		22		16			38
3/14/2023		25		12			37
3/15/2023		26		14			40
3/16/2023		29		18			47
3/17/2023	1	23	1	15			40
3/18/2023		15		20			35
3/19/2023		18	1	13			32

Breakdown by Base Rate and Run Date

Count of Call Number		Column Labels					Grand Total
Row Labels	(blank)	ALS1 EMERG BASE RATE - RESIDEN	ALS2 BASE RATE - RESIDENT	BLS EMERGENCY BASE RATE - RES	BLS NONEMER BASE RATE -RES	No Charges Applied	
2020		8,617	254	4,040			12,911
2021		9,277	294	4,275		1	13,847
2022	1	9,302	233	4,852	1	3	14,392
2023	177	2,483	61	1,376		1	4,098
3/20/2023		33		21			54
3/21/2023		18	1	25			44
3/22/2023	1	30	1	14			46
3/23/2023	1	38		12			51
3/24/2023		35		16			51
3/25/2023		27	1	10			38
3/26/2023		24		17			41
3/27/2023		24	2	16			42
3/28/2023		34	1	13			48
3/29/2023	1	28		13			42
3/30/2023		17	1	15			33
3/31/2023		17		12			29
Apr	172	299	6	144			621
4/1/2023		27	1	11			39
4/2/2023		18		17			35
4/3/2023		24		10			34
4/4/2023		35		14			49
4/5/2023		23	1	12			36
4/6/2023		22	3	11			36
4/7/2023	1	20		12			33
4/8/2023		20		11			31
4/9/2023	4	29		12			45
4/10/2023	1	30	1	14			46
4/11/2023		20		6			26
4/12/2023	9	16		6			31
4/13/2023	39						39
4/14/2023	5	14		8			27

Breakdown by Base Rate and Run Date

Count of Call Number		Column Labels					
Row Labels	(blank)	ALS1 EMERG BASE RATE - RESIDEN	ALS2 BASE RATE - RESIDENT	BLS EMERGENCY BASE RATE - RES	BLS NONEMER BASE RATE -RES	No Charges Applied	Grand Total
2020		8,617	254	4,040			12,911
2021		9,277	294	4,275		1	13,847
2022	1	9,302	233	4,852	1	3	14,392
2023	177	2,483	61	1,376		1	4,098
4/16/2023	32						32
4/17/2023	36						36
4/18/2023	7	1					8
4/21/2023	34						34
4/22/2023	4						4
Grand Total	178	29,679	842	14,543	1	5	45,248

Breakdown by Primary Payor by RUN DATE

Year
2020
2021
2022
2023

Count of Call Number	Column Labels													
	(blank)	Attorneys	Commercial Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administration	Workers Compensation	Grand Total
Row Labels														
2020		3	2,400	25	67	527	492	4,147	2,981	2,053	64	110	42	12,911
2021		1	2,513	69	65	470	532	4,125	3,541	2,367	54	77	33	13,847
2022		1	2,382	65	109	479	621	4,148	3,734	2,656	63	79	55	14,392
2023	94		532	14	15	138	136	1,136	1,064	928	15	21	5	4,098
Jan			147	8	6	33	35	325	300	244	5	7		1,110
1/1/2023			4			1	5	16	7	9		1		43
1/2/2023			7			2	1	9	20	4				43
1/3/2023			8		1			15	12	12				48
1/4/2023			5			1		9	9	11	1			36
1/5/2023			5	1	1	1	1	14	13	11				47
1/6/2023			4		1			14	14	9				42
1/7/2023			9	1				11	6	4				31
1/8/2023			3				1	13	4	10		2		33
1/9/2023			2			1		14	10	5				32
1/10/2023			5			1	1	16	11	6				40
1/11/2023			4	1	1	1	2	11	10	7		1		38
1/12/2023			5			3	1	8	10	10				37
1/13/2023			4			3	3	11	14	11				46
1/14/2023			13			4		10	14	6				47
1/15/2023			5			1	3	12	10	9				40
1/16/2023			4				3	13	11	8				39
1/17/2023			4			4		15	9	9				41
1/18/2023			8	1		1	1	17	13	5				46
1/19/2023			3			2	2	15	12	10		1		45
1/20/2023			6	1			1	7	7	11		1		34
1/21/2023			4		1	2	1	6	8	12				34
1/22/2023			1	1		1	1	9	10	9	1			33
1/23/2023			5			1	1	14	17	11				49
1/24/2023			5	1		1	2	10	16	14				49

Breakdown by Primary Payor by RUN DATE

Year
2020
2021
2022
2023

Count of Call Number	Column Labels													
	(blank)	Attorneys	Commercial Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administration	Workers Compensation	Grand Total
Row Labels														
2020		3	2,400	25	67	527	492	4,147	2,981	2,053	64	110	42	12,911
2021		1	2,513	69	65	470	532	4,125	3,541	2,367	54	77	33	13,847
2022		1	2,382	65	109	479	621	4,148	3,734	2,656	63	79	55	14,392
2023		94	532	14	15	138	136	1,136	1,064	928	15	21	5	4,098
1/25/2023			4		1		2	7	6	4		1		25
1/26/2023			1	1				3	3	5				13
1/27/2023			6				1	13	6	5	3			34
1/28/2023			1					1		3				5
1/29/2023									1					1
1/30/2023			3			1		3	6	6				19
1/31/2023			9			1	2	9	11	8				40
Feb			159		1	31	38	307	294	230	6	4	3	1,073
2/1/2023			9			3	1	10	9	10	1			43
2/2/2023			5				1	10	10	6				32
2/3/2023			8		1		2	15	11	7				44
2/4/2023			8			1	2	16	12	5				44
2/5/2023			5			2	2	11	8	7				35
2/6/2023			2			1	3	13	7	8	1			35
2/7/2023			4			1	4	12	13	11			1	46
2/8/2023			8			1	2	10	8	9	1		1	40
2/9/2023			6			1		15	8	6				36
2/10/2023			4				2	11	14	12				43
2/11/2023			6			2	1	11	6	11		1		38
2/12/2023			4				1	12	8	8				33
2/13/2023			8			2		11	9	9	1	1		41
2/14/2023			9				1	16	8	12	1			47
2/15/2023			3				2	9	8	6				28
2/16/2023			6			2	1	11	15	9				44
2/17/2023			6			1		12	9	4		1		33

Breakdown by Primary Payor by RUN DATE

Year
2020
2021
2022
2023

Count of Call Number	Column Labels													
	(blank)	Attorneys	Commercial Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administration	Workers Compensation	Grand Total
Row Labels														
2020		3	2,400	25	67	527	492	4,147	2,981	2,053	64	110	42	12,911
2021		1	2,513	69	65	470	532	4,125	3,541	2,367	54	77	33	13,847
2022		1	2,382	65	109	479	621	4,148	3,734	2,656	63	79	55	14,392
2023	94		532	14	15	138	136	1,136	1,064	928	15	21	5	4,098
2/18/2023			3				2	6	11	10				32
2/19/2023			6				2	11	13	9				41
2/20/2023			7			1	2	14	12	6		1		43
2/21/2023			4				2	5	17	8	1			37
2/22/2023			7			1	2	14	10	9				43
2/23/2023			6					17	13	6				42
2/24/2023			5			5		6	9	9				34
2/25/2023			2			2	1	3	5	6				19
2/26/2023			4				1	8	12	7				32
2/27/2023			4			2	1	10	15	6				38
2/28/2023			10			3		8	14	14			1	50
Mar	2		177	6	4	51	48	363	330	300	3	8	2	1,294
3/1/2023			2			1	1	12	9	4				29
3/2/2023			8		1	3	4	10	10	13				49
3/3/2023			11			1	1	12	11	10		2		48
3/4/2023			5	1		1	1	9	10	6				33
3/5/2023			5	1		1	1	14	8	4				34
3/6/2023			12			1	1	11	18	13				56
3/7/2023			4			1	1	23	6	8				43
3/8/2023			9			2		13	13	7				44
3/9/2023			10			1	2	15	8	9		1	1	47
3/10/2023			6			4		8	15	8	1	1	1	44
3/11/2023			9				3	5	7	12				36
3/12/2023			1				3	17	11	10		1		43
3/13/2023			7					7	14	10				38

Breakdown by Primary Payor by RUN DATE

Year
2020
2021
2022
2023

Count of Call Number	Column Labels													
	(blank)	Attorneys	Commerci Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administratio	Workers Compensati on	Grand Total
Row Labels														
2020		3	2,400	25	67	527	492	4,147	2,981	2,053	64	110	42	12,911
2021		1	2,513	69	65	470	532	4,125	3,541	2,367	54	77	33	13,847
2022		1	2,382	65	109	479	621	4,148	3,734	2,656	63	79	55	14,392
2023		94	532	14	15	138	136	1,136	1,064	928	15	21	5	4,098
3/14/2023			6			2	1	11	12	5				37
3/15/2023			7			2	5	6	6	13		1		40
3/16/2023			3			6	3	18	8	9				47
3/17/2023			2			1	2	10	16	9				40
3/18/2023			7		1	2	2	8	8	7				35
3/19/2023			2		1	1	1	9	13	5				32
3/20/2023			12	1		2	2	12	13	11		1		54
3/21/2023			5			1	3	16	9	10				44
3/22/2023	1		4			4	2	13	8	13	1			46
3/23/2023	1		8			4	1	11	14	12				51
3/24/2023			7			3		14	13	14				51
3/25/2023			3		1	3	1	8	10	11		1		38
3/26/2023			4	1				14	9	12	1			41
3/27/2023			6	1		1		13	9	12				42
3/28/2023			5			1	1	9	12	20				48
3/29/2023			2	1		1	3	14	12	9				42
3/30/2023			2			1		12	10	8				33
3/31/2023			3				3	9	8	6				29
Apr		92	49		4	23	15	141	140	154	1	2		621
4/1/2023			4				1	18	7	9				39
4/2/2023			5			1		10	12	7				35
4/3/2023			4			2	1	13	10	4				34
4/4/2023			7			3	1	9	12	17				49
4/5/2023			1					11	11	13				36
4/6/2023			4					7	12	11		2		36

Breakdown by Primary Payor by RUN DATE

Year

2020

2021

2022

2023

Count of Call Number Column Labels

Row Labels	(blank)	Attorneys	Commercial Insurance	Contract - Hospital, Intercept	Hospice	Medicaid Fee for Service	Medicaid Managed Care	Medicare Fee for Service	Medicare Managed Care	Private (patient self-pay)	TRICARE	Veteran's Health Administration	Workers Compensation	Grand Total
2020		3	2,400	25	67	527	492	4,147	2,981	2,053	64	110	42	12,911
2021		1	2,513	69	65	470	532	4,125	3,541	2,367	54	77	33	13,847
2022		1	2,382	65	109	479	621	4,148	3,734	2,656	63	79	55	14,392
2023	94		532	14	15	138	136	1,136	1,064	928	15	21	5	4,098
4/7/2023	1		2		1	1	1	8	7	12				33
4/8/2023			1			1	1	6	6	16				31
4/9/2023	4		3			4		7	13	13	1			45
4/10/2023			4			4		13	15	10				46
4/11/2023			1			1	3	6	7	8				26
4/12/2023	9		4				2	7	4	5				31
4/13/2023	36								2	1				39
4/14/2023			2			1		12	8	4				27
4/16/2023	1		5		1	3	2	6	5	9				32
4/17/2023	2		2		2	1	3	7	8	11				36
4/18/2023	1					1		1	1	4				8
4/21/2023	34													34
4/22/2023	4													4
Grand Total	94	5	7,827	173	256	1,614	1,781	13,556	11,320	8,004	196	287	135	45,248

Calls by HCPCS Codes by Run Date

Year

2020

2021

2022

2023

Service Level Base Rate	HCPCS	Call Date (Year)	Values	Total Runs	Total %
		2022 Runs	%		
ALS1 EMERG BASE RATE - RESIDEN	A0427	9302	64.6%	9302	64.6%
ALS2 BASE RATE - RESIDENT	A0433	233	1.6%	233	1.6%
BLS EMERGENCY BASE RATE -RES	A0429	4852	33.7%	4852	33.7%
BLS NONEMER BASE RATE -RES	A0428	1	0.0%	1	0.0%
(blank)	(blank)	4	0.0%	4	0.0%
Grand Total		14392	100.0%	14392	100.0%

CHEROKEE CO FIRE EMERG SERVICE

Annual Executive Summary Report

January 1, 2021 to December 31, 2021

Revenue Summary

2021			
Month	Charges	Gross Rev.	Service Rev.
January '21	\$1,052,358.70	\$489,424.14	\$462,305.08
February '21	\$1,107,837.61	\$579,102.04	\$546,991.76
March '21	\$991,273.40	\$601,552.52	\$568,171.12
April '21	\$1,116,306.93	\$515,330.45	\$486,594.32
May '21	\$700,008.16	\$397,544.07	\$375,378.95
June '21	\$1,246,765.63	\$488,970.18	\$461,721.95
July '21	\$751,308.55	\$507,702.16	\$479,527.25
August '21	\$807,853.56	\$463,970.74	\$438,025.25
September '21	\$653,557.40	\$384,265.43	\$362,771.76
October '21	\$1,094,660.36	\$418,890.97	\$395,527.66
November '21	\$918,177.25	\$485,972.68	\$458,929.89
December '21	\$812,375.90	\$446,067.26	\$421,305.27
2021 Total	\$11,252,483.45	\$5,778,792.64	\$5,457,250.26
Grand Totals	\$11,252,483.45	\$5,778,792.64	\$5,457,250.26

Credits and charges are based on date posted in account

Revenue Collected By Phase Summary

Phase	Charges	Gross Revenue	Percentage Collected By Phase	Service Revenue
Phase 1	\$8,418,583.65	\$5,407,914.95	93.58%	\$5,110,479.63
Phase 2	\$358,338.79	\$168,499.02	2.92%	\$157,546.58
Phase 3	\$2,475,561.01	\$202,378.67	3.50%	\$189,224.05
Grand Totals	\$11,252,483.45	\$5,778,792.64	100.00%	\$5,457,250.26

Credits and charges are based on date posted in account

Interest And Fees Summary

2021						
Month	Interest			Convenience Fees		
	Charged	Paid	Adjusted	Charged	Paid	Adjusted
January '21	\$0.00	\$0.00	\$0.00	\$498.18	\$497.39	\$-2.79
February '21	\$0.00	\$0.00	\$0.00	\$644.07	\$620.07	\$-12.00
March '21	\$0.00	\$0.00	\$0.00	\$964.06	\$964.06	\$0.00
April '21	\$0.00	\$0.00	\$0.00	\$768.99	\$782.99	\$0.00
May '21	\$0.00	\$0.00	\$0.00	\$642.03	\$982.03	\$0.00
June '21	\$0.00	\$0.00	\$0.00	\$697.80	\$697.80	\$0.00
July '21	\$0.00	\$0.00	\$0.00	\$588.37	\$588.37	\$0.00
August '21	\$0.00	\$0.00	\$0.00	\$686.65	\$686.65	\$0.00
September '21	\$0.00	\$0.00	\$0.00	\$747.04	\$747.04	\$0.00
October '21	\$0.00	\$0.00	\$0.00	\$605.89	\$605.89	\$0.00
November '21	\$0.00	\$0.00	\$0.00	\$818.81	\$818.81	\$0.00
December '21	\$0.00	\$0.00	\$0.00	\$599.05	\$599.59	\$-0.54
2021 Total	\$0.00	\$0.00	\$0.00	\$8,260.94	\$8,590.69	\$-15.33
Grand Totals	\$0.00	\$0.00	\$0.00	\$8,260.94	\$8,590.69	\$-15.33

CHEROKEE CO FIRE EMERG SERVICE

Annual Executive Summary Report

January 1, 2021 to December 31, 2021

Collection Rates

2021

Group/Payor Type	Charges	Cash Credits	Rate 1	Adjustments Mandatory	Rate 2	Adjustments	Rate 3
Commercial Insurance							
Commercial Insurance	\$2,079,302.90	\$1,296,370.41	62.35%	\$43,311.49	63.67%	\$753,760.24	98.60%
Hospice	\$53,216.70	\$22,686.03	42.63%	\$9,040.01	51.35%	\$15,874.77	72.46%
Commercial Insurance Total	\$2,132,519.60	\$1,319,056.44	61.85%	\$52,351.50	63.41%	\$769,635.01	97.94%
Medicaid Fee for Service							
Medicaid Fee for Service	\$370,129.90	\$141,265.07	38.17%	\$208,206.93	87.24%	\$232,724.13	>100%
Medicaid Managed Care							
Medicaid Managed Care	\$418,748.10	\$162,534.12	38.81%	\$234,572.19	88.25%	\$252,032.93	99.00%
Medicare Fee for Service							
Medicare Fee for Service	\$3,360,466.50	\$2,076,398.72	61.79%	\$1,272,531.27	99.45%	\$1,407,546.39	>100%
Medicare Managed Care							
Medicare Managed Care	\$2,848,819.00	\$1,480,274.81	51.96%	\$1,069,256.80	83.18%	\$1,405,822.72	>100%
Other							
Other	\$0.00	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Refund Payor	\$0.00	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Other Total	\$0.00	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Private							
Attorneys	\$761.80	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Collections	\$0.00	\$370,877.69	0.00%	\$13,580.72	<-100%	\$13,580.72	0.00%
Contract - Hospital, Intercept	\$53,826.10	\$21,768.85	40.44%	\$26,228.25	78.88%	\$28,397.15	93.20%
Private (patient self-pay)	\$1,926,483.90	\$127,918.76	6.64%	\$3,402.32	6.65%	\$1,680,808.12	93.89%
Private Total	\$1,981,071.80	\$520,565.30	26.28%	\$43,211.29	26.86%	\$1,722,785.99	>100%
TRICARE							
TRICARE	\$44,668.60	\$26,924.63	60.28%	\$16,350.85	95.08%	\$18,490.39	>100%
Veteran's Health Administratio							
Veteran's Health Administratio	\$63,302.40	\$36,197.50	57.18%	\$3,042.70	60.07%	\$47,972.53	>100%
Workers Compensation							
Workers Compensation	\$28,255.40	\$15,576.05	55.13%	\$712.43	56.55%	\$6,772.98	79.10%
2021 Total	\$11,247,981.30	\$5,778,792.64	51.38%	\$2,900,235.96	69.23%	\$5,863,783.07	>100%
Grand Totals	\$11,247,981.30	\$5,778,792.64	51.38%	\$2,900,235.96	69.23%	\$5,863,783.07	>100%

Rate 1 = (Cash Credits/Charges) x 100

Rate 2 = ((Cash Credits)/(Charges - Adjustments Mandatory)) x 100

Rate 3 = ((Cash Credits + Adjustments)/(Charges)) x 100

Collection rates showing >100% or < -100% represent credits applied to accounts with dates of service outside the parameters of this report

Credits and charges are based on date posted in account

CHEROKEE CO FIRE EMERG SERVICE

Annual Executive Summary Report

January 1, 2021 to December 31, 2021

Payor Mix

2021		
Group/Category	Calls	Percentage
Commercial Insurance		
Commercial Insurance	2,478	17.90%
Hospice	71	0.53%
Commercial Insurance Total	2,549	18.43%
Medicaid Fee for Service		
Medicaid Fee for Service	462	3.35%
Medicaid Managed Care		
Medicaid Managed Care	526	3.82%
Medicare Fee for Service		
Medicare Fee for Service	4,099	29.62%
Medicare Managed Care		
Medicare Managed Care	3,533	25.52%
Other		
Refund Payor	0	0.00%
Private		
Attorneys	1	0.01%
Private (patient self-pay)	2,425	17.54%
Contract - Hospital, Intercept	70	0.50%
Private Total	2,496	18.05%
TRICARE		
TRICARE	54	0.39%
Veteran's Health Admini		
Veteran's Health Administratio	79	0.59%
Workers Compensation		
Workers Compensation	36	0.24%
2021 Totals	13,834	100.01%
Grand Totals	13,834	100.00%

Includes only billable calls with dates of service within the date range shown above

CHEROKEE CO FIRE EMERG SERVICE

Annual Report

January 1, 2022 to December 31, 2022

Revenue Summary

2022

Month	Charges	Gross Rev.	Service Rev.
January '22	\$957,677	\$360,436	\$340,454
February '22	\$1,222,406	\$547,131	\$516,734
March '22	\$1,061,204	\$622,443	\$587,896
April '22	\$468,674	\$425,230	\$401,564
May '22	\$1,579,291	\$568,608	\$537,084
June '22	\$1,119,694	\$553,418	\$522,686
July '22	\$811,663	\$452,631	\$427,481
August '22	\$1,221,477	\$558,181	\$527,244
September '22	\$843,620	\$511,907	\$483,441
October '22	\$986,151	\$429,013	\$405,179
November '22	\$895,257	\$416,822	\$393,628
December '22	\$727,346	\$426,138	\$402,388
2022 Total	\$11,894,459	\$5,871,957	\$5,545,779
Grand Totals	\$11,894,459	\$5,871,957	\$5,545,779

Credits and charges are based on date posted in account

Revenue Collected By Phase Summary

Phase	Charges	Gross Revenue	Percentage Collected By Phase	Service Revenue
Phase 1	\$8,764,051	\$5,549,913	95.0%	\$5,244,668
Phase 2	\$466,070	\$156,150	3.0%	\$146,000
Phase 3	\$2,664,338	\$165,894	3.0%	\$155,110
Grand Totals	\$11,894,459	\$5,871,957	100.0%	\$5,545,779

Credits and charges are based on date posted in account

Interest And Fees Summary

2022

Month	Interest			Convenience Fees		
	Charged	Paid	Adjusted	Charged	Paid	Adjusted
January '22	\$0	\$0	\$0	\$699	\$723	\$0
February '22	\$0	\$0	\$0	\$632	\$632	\$0
March '22	\$0	\$0	\$0	\$642	\$642	\$0
April '22	\$0	\$0	\$0	\$789	\$784	\$0
May '22	\$0	\$0	\$0	\$644	\$649	\$0
June '22	\$0	\$0	\$0	\$613	\$613	\$0
July '22	\$0	\$0	\$0	\$690	\$690	\$0
August '22	\$0	\$0	\$0	\$735	\$735	\$0
September '22	\$0	\$0	\$0	\$858	\$858	\$0
October '22	\$0	\$0	\$0	\$681	\$681	\$0
November '22	\$0	\$0	\$0	\$775	\$775	\$0
December '22	\$0	\$0	\$0	\$683	\$683	\$0
2022 Total	\$0	\$0	\$0	\$8,441	\$8,465	\$0
Grand Totals	\$0	\$0	\$0	\$8,441	\$8,465	\$0

CHEROKEE CO FIRE EMERG SERVICE

Annual Report

January 1, 2022 to December 31, 2022

Collection Rates

2022

Group/Payor Type	Charges	Cash Credits	Rate 1	Adjustments Mandatory	Rate 2	Adjustments	Rate 3
Commercial Insurance							
Commercial Insurance	\$2,045,749	\$1,335,964	65.3%	\$39,235	66.6%	\$769,342	>100%
Hospice	\$90,057	\$43,144	47.9%	\$8,869	53.1%	\$23,479	74.0%
Commercial Insurance Total	\$2,135,806	\$1,379,109	64.6%	\$48,104	66.1%	\$792,821	>100%
Medicaid Fee for Service							
Medicaid Fee for Service	\$381,801	\$141,317	37.0%	\$212,725	83.6%	\$258,155	>100%
Medicaid Managed Care							
Medicaid Managed Care	\$492,673	\$178,294	36.2%	\$259,556	76.5%	\$298,564	96.8%
Medicare Fee for Service							
Medicare Fee for Service	\$3,383,873	\$2,027,267	59.9%	\$1,140,927	90.4%	\$1,274,143	97.6%
Medicare Managed Care							
Medicare Managed Care	\$3,062,842	\$1,574,712	51.4%	\$1,078,006	79.3%	\$1,446,300	98.6%
Other							
Other	\$0	\$0	0.0%	\$0	0.0%	\$0	0.0%
Refund Payor	\$0	\$0	0.0%	\$0	0.0%	\$0	0.0%
Other Total	\$0	\$0	0.0%	\$0	0.0%	\$0	0.0%
Private							
Attorneys	\$529	\$0	0.0%	\$0	0.0%	\$1,290	>100%
Collections	\$0	\$322,044	0.0%	\$8,606	<-100%	\$8,606	0.0%
Contract - Hospital, Intercept	\$47,842	\$21,813	45.6%	\$28,354	>100%	\$28,354	>100%
Private (patient self-pay)	\$2,223,187	\$119,328	5.4%	\$369	5.4%	\$1,930,115	92.2%
Private Total	\$2,271,558	\$463,185	20.4%	\$37,328	20.7%	\$1,968,365	>100%
TRICARE							
TRICARE	\$51,884	\$20,962	40.4%	\$11,819	52.3%	\$15,540	70.4%
Veteran's Health Administratio							
Veteran's Health Administratio	\$68,006	\$55,176	81.1%	\$738	82.0%	\$10,657	96.8%
Workers Compensation							
Workers Compensation	\$39,189	\$31,935	81.5%	\$1,532	84.8%	\$17,854	>100%
2022 Total	\$11,887,632	\$5,871,957	49.4%	\$2,790,735	64.5%	\$6,082,400	>100%
Grand Totals	\$11,887,632	\$5,871,957	49.4%	\$2,790,735	64.5%	\$6,082,400	>100%

Rate 1 = (Cash Credits/Charges) x 100

Rate 2 = ((Cash Credits)/(Charges - Adjustments Mandatory)) x 100

Rate 3 = ((Cash Credits + Adjustments)/(Charges)) x 100

Collection rates showing >100% or < -100% represent credits applied to accounts with dates of service outside the parameters of this report

Credits and charges are based on date posted in account

CHEROKEE CO FIRE EMERG SERVICE

Annual Report

January 1, 2022 to December 31, 2022

Payor Mix

2022		
Group/Category	Calls	Percentage
Commercial Insurance		
Commercial Insurance	2,238	15.6%
Hospice	112	0.8%
Commercial Insurance Total	2,350	16.4%
Medicaid Fee for Service		
Medicaid Fee for Service	467	3.3%
Medicaid Managed Care		
Medicaid Managed Care	595	4.1%
Medicare Fee for Service		
Medicare Fee for Service	3,961	27.6%
Medicare Managed Care		
Medicare Managed Care	3,605	25.1%
Other		
Refund Payor	0	0.0%
Private		
Attorneys	1	0.0%
Private (patient self-pay)	2,731	19.0%
Contract - Hospital, Intercept	62	0.4%
Private Total	2,794	19.5%
TRICARE		
TRICARE	59	0.4%
Veteran's Health Admini		
Veteran's Health Administratio	79	0.6%
Workers Compensation		
Workers Compensation	47	0.3%
2022 Totals	13,957	97.2%
Grand Totals	13,957	100.0%

Includes only billable calls with dates of service within the date range shown above