

David Feldpausch
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Memorandum

To: Livingston County Board of Commissioners
Fr: David Feldpausch, EMS Director
Date: 09/28/2020
Re: Resolution Authorizing the Agreement with Merchants & Medical for Collection Service

One of the things that I have been analyzing is the process of collection on accounts. We have made some changes to our internal processes to give patients every opportunity to resolve outstanding invoices prior to the collection process beginning. Also ensuring that they received adequate notice, when possible, before accounts are sent to collections.

The current collection process has numerous fees and associated costs that are charged regardless of whether or not they actually collect. After meeting with and reviewing the process with several collection services, Merchants & Medical stood out for several reasons.

First, they do not charge anything unless they make a recovery on an account.

Second, if they do collect, the recovery fees are less than or equal to any of the services I have investigated.

Third, they do not take any action with a credit bureau if funds are recovered. Only if they are not able to make a recovery do they take action against a client's credit.

Fourth, they come highly recommended by several other large EMS agencies that have used them for years. They understand and specialize in EMS billing and collections.

Lastly, they have worked with us to develop a remittance process that will allow for payments to be processed inside our billing software. This will eliminate several hours of work each month processing payments manually to each individual account.

At this time, I do not wish to end the agreement with the existing collection service because we have many accounts already listed with them that we have already paid fees on. I would much prefer to let them continue to work those accounts and move all of our new listings to Merchants & Medical.

If you have any questions or concerns, please do not hesitate to reach out to me any time. 517/294-1853 or dfeldpausch@livgov.com.

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