

David Feldpausch
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Memorandum

To: Livingston County Board of Commissioners
Fr: David Feldpausch, EMS Director
Date: 11-18-2024
Re: EMS Billing Software Replacement

The EMS department is in need of a new EMS Billing software. The current software system has not been able to meet our needs since my arrival in 2020. It has lacked the ability to balance our accounts annually and every year the Treasure and I struggle with reports to satisfy the audit.

The current product has undergone several ownership changes and in the process the support has suffered greatly. Our Revenue Cycle Accounts Billing Manager is still fighting with them over system issues dating back to May that continue to be unresolved. These issues disrupt cash flow as well as cost us because the fix is generally a large amount of manual data work to correct the system errors. During the ownership changes we were double billed for services and our IT department along with legal spent over a year resolving invoicing issues.

This new software will increase Biller productivity dramatically as many of the processes are automated or enhanced. It also has many built in safeguards to ensure the quality of the billings before they are sent reducing our error rate and decreasing our chance of a negative audit finding. But most importantly it will give us the ability to balance our accounts annually to meet the needs of the Treasure and the county audit.

Accounts are not easily transferred from one billing system to another so the EMS department will run two billing systems for FY 2025 with all new calls going into the new system and old calls being billed out of the old. I hope that by the end of 2025 we can discontinue the billing contract with the current vendor and will have successfully transitioned to the new system.

We have some anticipated retirement in our billing office (2026) and this software will put us in a position to not replace that FTE going forward with its increased productivity and efficiencies. That alone will offset the increased cost of the software going forward.

The big question is always how we will pay for it. Honestly, I had planned to request to spend it from fund balance but recently discovered that we had a data entry error in the current budget, and I will have the funds in the currently proposed budget to make this purchase without touching fund balance or Capital Reserve funds.

The \$4,975 for Training to get us up and running will also be absorbed in the proposed EMS Operating budget.

The timing of this purchase is good in that we have 1 year remaining on our current contract for Billing Software and we can simply not renew it at the conclusion of 2025. The timing is not so good in the fact that you will see we are also proposing a long overdue change in the EMS CAD software as well. The setup and implementation of these products is no small undertaking but with the support of my management team I am confident we will accomplish it quickly and smoothly. Once approved we will begin the Billing Software implementation process immediately and I have been told that we could go live in as little as 8 – 12 weeks. This works perfectly for us as we do not bill any current year claims until March and January and February receivables are always booked back to the previous year.

As always, I welcome any questions or comments.

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