

Bertie County Board of Commissioners



May 19, 2014

BERTIE COUNTY BOARD OF COMMISSIONERS

May 19, 2014

Meeting Agenda

This agenda is only a tentative schedule of matters the Commissioners may address at their meeting and all items found on it may be deleted, amended or deferred. The Commissioners may also, in their absolute discretion, consider matters not shown on this agenda.

(A)

***** APPOINTMENTS *****

- 7:00-7:05** Invocation and Pledge of Allegiance by Commissioner Trent
- 7:05-7:25** Public Comments
- 7:25-7:35** Convene as Board of Equalization and Review
- 7:35-7:50** Follow-up visit by Dr. Ann Britt, President of Martin Community College

Board Appointments (B)

There are no Board Appointments.

Consent Agenda (C)

1. Approve minutes for Regular Session 5-5-14 (C-1)
2. Approve minutes for Closed Session 5-5-14 (unless otherwise directed by the County Attorney)
3. Accept Tax Department Error Ledger – March 2014 (if available)
4. Consider approval of Resolution honoring the Class of 1964's 50th reunion for Southwestern High School (C-2)

*****OTHER ITEMS*****

Discussion Agenda (D)

1. EMS Billing System Recommendation (D-1)
2. EMS – Review list of recent items acquired at auction sale

Commissioners' Reports (E)

County Manager's Reports (F)

County Attorney's Reports (G)

Public Comments Continued

Closed Session

Pursuant to N.C.G.S. § 143-318.11(a)(3) to go into closed session to consult with the County Attorney in order to preserve the attorney-client privilege that exists between the attorney and this public body.

Pursuant to N.C.G.S. § 143-318.11(a)(6) to consider the qualifications, competence, performance, character, fitness, conditions of employment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee; or to hear or investigate a complaint, charge, or grievance by or against an individual public officer or employee.

Pursuant to N.C.G.S. § 143-318.11(a)(4) To discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations. The action approving the signing of an economic development contract or commitment, or the action authorizing the payment of economic development expenditures, shall be taken in an open session.

Adjourn

Windsor, North Carolina
May 5, 2014
Regular Meeting

The Bertie County Board of Commissioners met for their regularly scheduled meeting at 10:00AM in the Commissioners Room located at 106 Dundee Street Windsor, NC. The following members were present or absent:

Present: J. Wallace Perry, Chairman
Charles L. Smith, Vice-Chairman
Rick Harrell
John Trent
Ronald "Ron" Wesson

Absent: None

Staff Present: County Manager Scott Sauer
Clerk to the Board Sarah Seredni
Assistant County Attorney Jonathan Huddleston
Network Administrator Scott Pearce
Finance Director William Roberson
Emergency Services Director Mitch Cooper
Emergency Medical Services Director Matt Leicester

Media members present included Thadd White of the Bertie Ledger-Advance.

Other staff members present for a portion of the meeting included: Planning Developer Traci White, Department of Social Services Linda Speller, Cooperative Extension Richard Rhodes, and Register of Deeds Annie Wilson.

Chairman Perry opened the meeting and thanked all of those present for their attendance.

INVOCATION/PLEDGE OF ALLEGIANCE

Vice Chairman Smith led the Invocation and Pledge of Allegiance.

BOARD OF EQUALIZATION AND REVIEW

The Board convened as the Board of Equalization and Review as directed by Chairman Perry.

Mr. Phil Hoggard of the Bertie County Tax Department was present during this portion of the meeting.

Mr. Hoggard informed the Board that the County had not received any property tax appeals.

Members of the public that were present had no appeals to submit

Chairman Perry adjourned as the Board of Equalization and Review.

PUBLIC COMMENTS

Miles Davis, Chairman of the Bertie County ABC Board, updated the Board on the “Save a Life Day” tour that will be taking place on Friday, May 9, 2014 at Bertie High School from 8:00am-2:00pm.

Mr. Davis stated that he was not aware that a Resolution would need to be submitted, but requested that the Board still proclaim Friday, May 9, 2014 “Save a Life Day” in Bertie County.

Commissioner Harrell made a **MOTION** to proclaim Friday, May 9, 2014 as “Save a Life Day” in Bertie County. Commissioner Wesson **SECONDED** the motion. The **MOTION PASSED** unanimously

APPOINTMENTS

Bertie County Public Schools budget proposal by Superintendent Elaine White

Superintendent White, and other Bertie County Public Schools representatives, approached the Board regarding the BCPS budget proposal for FY 2014-2015.

Ms. White presented a PowerPoint detailing the current details of the school system, as well as new initiatives that the Board of Education would like to implement in the new fiscal year.

Mrs. White explained the technology initiatives for the high school and middle school which are funded with a Golden Leaf Foundation grant, in addition to the use of tablet devices for the four elementary schools.

Mrs. White also discussed the State’s School Safety Act requiring alarm systems needed at each school.

Superintendent White stated that the BCPS would be receiving a total of \$17,300,850.00 from the State.

In addition to the State planning allotment, Mrs. White explained that the school system must absorb budget reversions, or cuts of \$1,646,577 including significant reductions in low wealth and small school funds, and the elimination of 5.75 teaching positions.

Additionally, the school system is requesting an amount of \$3,003,000 from the County which is consistent with the sum requested in FY 2012-2013.

NOTE: The FY 2013-2014 County appropriation for school current expense funding is \$2,503,000.00 and the funding requested for FY 2014-2015 represents a \$500,000 increase.

Mrs. White also reported that the budget impact for the implementation of the new charter school is a funding cut of \$5,986 per pupil for state and local dollars.

Superintendent White reported that in 2014-2015, the Bertie County Schools will be using federal funds to provide a free breakfast and lunch program for every child, and that 64% of the children currently qualify for this program.

A capital outlay proposal amount of \$523,976 was also requested by the school system, in addition to the proposed use of \$900,000 in fund balance reserves for a new bus garage.

In follow up to a question from Commissioner Harrell at the last meeting, regarding the option of contracting out and bidding for vehicle maintenance services, Mrs. White indicated that she is in receipt of a letter from the NC Department of Public Instruction regarding this issue. Mrs. White reported that she would forward this letter to County Manager Sauer.

NC Forest Service's updates for fiscal year 2012-2013 by Bertie County Ranger, Mike Hoggard

Bertie County Ranger, Mike Hoggard, was present for this portion of the meeting.

Mr. Hoggard stated that in 2012, there was a total of 50 fire calls in the County with 25 of those being related to wild fires.

Mr. Hoggard stated that the largest wild fire occurred on NC 11 HWY and consisted of only woodland areas in which local resources were utilized to contain it.

He also commended the local volunteer fire departments for their continued support as they are a great asset to the NC Forest Service.

Mr. Hoggard also touches on other topics such as Forest Management, Fire Prevention, Information and Education, Water Quality Protection, and Urban Assistance and Pest Control.

Chairman Perry commended the NC Forest Service for their dedication to the County and thanked them for their "first class" service.

Bertie County Cooperative Extension – 100 years in North Carolina

Richard Rhodes of Bertie County Cooperative Extension was present for this portion of the meeting.

Mr. Rhodes presented a PowerPoint detailing the history and accomplishments of the North Carolina's Cooperative Extension over the last 100 years. The 100th year anniversary is officially on May 8, 2014.

DISCUSSION AGENDA

Chairman Perry adjusted the provided agenda in order to accommodate a presenter traveling from Raleigh, NC.

Health Insurance Options – Donna Nixon of Pierce Group Benefits

Donna Nixon of Pierce Group Benefits was present to make recommendations to the Board regarding an action plan for reducing health care costs while still utilizing the current provider of Blue Cross and Blue Shield of North Carolina.

Ms. Nixon provided her recommendation as well as answered questions from the Board.

Ms. Nixon also reiterated to the Board that the current participation in the Flexible Spending Accounts is low, and explained that some employees have been deterred from participating due to the \$4.00 per month (\$48.00 per year) Administration fee associated with the account.

She stated that the Board could consider covering that fee for employees in order to increase the amount of participants in the program.

Ms. Nixon also reiterated to the Board the need for an urgent care facility in the County, due to the high cost of emergency room utilization at the hospital.

Ms. Nixon recommended, and the County Manager concurred, that Alternative #2 provides the lowest out of pocket cost for employees, maintains pharmacy co-pays at the current level, and holds the emergency room co-pay expense to \$300.00 per visit.

After some discussion, Commissioner Wesson made a **MOTION** to accept the recommendation of Pierce Group Benefits on the Alternative #2 health plan. Vice Chairman Smith **SECONDED** the motion. The **MOTION PASSED** unanimously.

Additionally, Commissioner Wesson made a **MOTION** for the County to take over the \$4.00 per month fee (\$48.00 per year, per participating employee) for the Flexible Spending Accounts in order to increase participation in the program. Commissioner Trent **SECONDED** the motion. The **MOTION PASSED** unanimously.

BOARD APPOINTMENTS

EMS Advisory Council

The Board tabled this matter until further notice.

CONSENT AGENDA

Approve minutes for Regular Session 4-21-14

Commissioner Wesson made a **MOTION** to approve the minutes for Regular Session 4-21-14. Vice Chairman Smith **SECONDED** the motion. The **MOTION PASSED** unanimously.

Accept minutes for Closed Session 4-21-14

Per a request by the County Manager on behalf of the County Attorney, the minutes for Closed Session 4-21-14 were deferred for approval until further notice.

Accept Register of Deeds Fees Report – April 2014

County Manager Sauer recommended this item for approval.

Commissioner Trent made a **MOTION** to accept the Register of Deeds Fees Report for April 2014. Commissioner Wesson **SECONDED** the motion. The **MOTION PASSED** unanimously.

DISCUSSION AGENDA

Update from the Office of the State Fire Marshall by Emergency Services Director, Mitch Cooper

Emergency Services Director Mitch Cooper informed the Board of a recent report he received from the Office of the State Fire Marshall, which detailed the recent fire inspections for each department. Two departments had corrective action items noted.

Mr. Cooper stated that the State allows each department to correct any errors within a 12 month period.

Mr. Cooper informed the Board that all errors at both departments had since been corrected.

EMS Requests – Windsor Station Lease, Bertie/RCCC preceptor contract, Equipment

Windsor Station Lease

Assistant County Attorney Jonathan Huddleston recommended that the Board revisit the current lease with the Town of Windsor and either: have the lease be recorded at the Register of Deeds office, or to submit a memorandum of lease that is signed and notarized.

Commissioner Trent asked Emergency Services Director Mitch Cooper about the flood insurance at the current building and wondered about the safety of the County's equipment.

Finance Director William Roberson was called upon to investigate the insurance policy.

Commissioner Trent made a **MOTION** to move forward with the Assistant County Attorney's recommendation of submitting a signed and notarized memorandum of lease. Vice Chairman Smith **SECONDED** the motion. The **MOTION PASSED** unanimously.

Bertie/RCCC preceptor contract

Emergency Services Director Mitch Cooper presented the latest contract between the County and Roanoke-Chowan Community College in regards to the ride-along policy.

Commissioner Wesson made a **MOTION** to accept the contract with the listed changes. Commissioner Trent **SECONDED** the motion. The **MOTION PASSED** unanimously.

Equipment

Emergency Services Director Mitch Cooper and Emergency Medical Services Director Matt Leicester approached the Board regarding an upcoming auction involving equipment that the County will need to prepare for non-emergency transports.

Mr. Cooper and Mr. Leicester requested a total of \$41,800.00 for various items that will be sold at the upcoming auction.

Chairman Perry expressed concern for revenue and the rather constant requests from the EMS Department regarding equipment and other needs stating.

Commissioner Wesson asked if the current figure included auction fees.

Mr. Leicester stated that it did not include auction fees.

Mr. Cooper informed the Board that the auction isn't expected to present a lot of competition amongst the other local non-emergency transport providers as they already have well equipped vehicles to provide those services.

Mr. Leicester and Mr. Cooper stated that they were confident that they could secure this equipment for the stated amount, and could possibly receive it for less than requested.

Mr. Cooper also provided a detailed set of budget options to the Board and requested direction on where the EMS Department should go further.

After some discussion, the Board stated that feedback would be given during Budget Work Sessions as the Board would like the opportunity to digest the information provided by the EMS Department.

In regards to the equipment and the upcoming auction, Commissioner Trent made a **MOTION** to allocate and cap the spending of the EMS Department at \$41,800. Vice Chairman Smith **SECONDED** the motion. The **MOTION PASSED** unanimously.

Assistant County Attorney Huddleston requested that the Board also make a formal motion regarding the purchase of the two former First Med ambulances currently being used by the County. The County offered Capital One \$25,000 for the two vehicles, and the offer has since been accepted.

Commissioner Trent made a **MOTION** to purchase the two ambulance vehicles from Capital One for a total sum of \$25,000. Commissioner Wesson **SECONDED** the motion. The **MOTION PASSED** unanimously.

Mr. Cooper informed the Board of recent correspondence he had received from another EMS billing company.

He stated that during various conversations with this company, the County may be eligible to receive a higher reimbursement rate than with the current provider.

After a lengthy discussion, the Board requested that Mr. Cooper contact the alternate company, and have them make a presentation to the Board regarding their services.

Review existing County policy regarding road signs and renaming roads

The Board recognized Diane Spivey to speak regarding the current road sign and renaming roads policy in the County.

Mrs. Spivey, wife of deceased Isaiah Spivey, requested that the Board consider renaming “Spivey Lane” to “Isaiah Spivey Lane” in order to honor her husband, if at all possible.

Due to recent construction, the original “Spivey Lane” road sign was knocked down, and has not yet been replaced.

The Board asked for Mrs. Spivey to stay in touch with the County Manager as the Board will review the policy and will have an answer for her soon.

Website posting of Commissioner meeting audio recordings to enhance public access to meetings

After some discussion regarding the posting of Board meetings to the County website, Commissioner Wesson made a **MOTION** to post the recordings to the County website on the condition that there were no additional costs to do so. Vice Chairman Smith **SECONDED** the motion. The **MOTION PASSED** unanimously.

Preliminary Budget Discussion

County Manager Sauer reminded the Board that budget review is ongoing, and in light of discussions at a recent Board meeting regarding tax rates in surrounding counties, he provided each Commissioner with a copy of the NC Department of Revenue's tax rate summary for all counties and municipalities, including fire district taxes and other special district taxes.

County Manager Sauer noted that Martin, Halifax, and Northampton counties which have various additional layers of property taxes for fire districts and school districts. Bertie County, by comparison, has the equivalent of twos on the tax rate built in to the general county tax rate for fire departments, and imposed no additional fire district taxes.

Mr. Sauer also provided each Commissioner with a copy of the 2013 Local School Finance Study which ranks all 100 counties in North Carolina by the level of per pupil funding for school current expense, capital outlay, and debt service. The report also ranks counties on their ability to pay based on tax base and their individual relative effort. Bertie's ability to pay ranking is 97th out of 100 counties, while its relative effort is 8th in the State.

Sauer also noted that the School Superintendent's budget presentation requesting current expense funding equal to the FY 2012-2013 budget reflects a \$500,000 increase as compared with 2013-2014 budget ordinance, or the need to increase the tax rate by four cents.

County Manager Sauer then reminded the Board that 364 days earlier, the Board was presented with a budget plan requiring a tax rate of ninety-eight (\$0.98) cents in order to fund the department and agency request for FY 2013-2014. Ultimately the Board approved a budget with a six cent tax increase, and an appropriation of \$500,000 from fund balance reserves.

Sauer suggested that using \$500,000 from the County's reserves to pay annual operational costs is not sustainable. Furthermore, receipts from the regional landfill host fees are down nearly \$200,000 for the current year.

Sauer reminded the Board that as the budget officer for the County, he is compelled by North Carolina General Statutes to present a balance budget by June 1st. Chairman Perry urged the

Commissioner to look at all of our spending because this will be a very tough budget with difficult decisions to make.

Consideration of NCSU Forestry and Environmental Resources proposal to conduct a resource supply analysis

After some discussion, the Board came to a consensus to table this matter so that it could be discussed during approaching Budget Work Sessions.

COMMISSIONER'S REPORTS

There were no Commissioners Reports.

COUNTY MANAGER'S REPORTS

County Manager Sauer informed the Board that at a recent meeting, approval was given for the County to donate \$500.00 to the Relay for Life event in May 2014. In addition, Mr. Sauer stated that the event organizers were still in need of a proclamation making May 2014 "Relay for Life Month."

The Board was presented with a resolution.

Commissioner Trent made a MOTION for the Board to declare May 2014 as "Relay for Life Month." Vice Chairman Smith SECONDED the motion. The MOTION PASSED unanimously.

The Resolution reads as follows:



BERTIE COUNTY
106 DUNDEE STREET
POST OFFICE BOX 530
WINDSOR, NORTH CAROLINA 27983
(252) 794-5300
FAX: (252) 794-5327
WWW.CO.BERTIE.NC.US

BOARD OF COMMISSIONERS
J. WALLACE PERRY, Chairman
CHARLES L. SMITH, Vice-Chairman
RICK HARRELL
JOHN TRENT
RONALD "RON" WESSON

ADMINISTRATIVE STAFF
SCOTT T. SAUER, County Manager
SARAH SEREDNI, Clerk to the Board

**AMERICAN CANCER SOCIETY
RELAY FOR LIFE PROCLAMATION
BERTIE COUNTY 2014**

WHEREAS, the American Cancer Society is a community based voluntary health organization dedicated to eliminating cancer through research, education, advocacy and service; and

WHEREAS, 140 new cases of cancer are projected to occur in Bertie County in 2014, and 52 Bertie County citizens are expected to die from cancer this year; and

WHEREAS, racial and ethnic cancer disparities exist across the entire cancer spectrum from primary prevention to palliative care; and

WHEREAS, Relay For Life provides vital funding for cancer research and cancer control programs in Bertie County; and

WHEREAS, Relay For Life, sponsored by the American Cancer Society, will celebrate and honor, Bertie County citizens and their families that have been affected by cancer.

NOW THEREFORE, We the Bertie County Board of Commissioners do hereby proclaim the month of May 2014 as Relay For Life Month throughout the county and encourage all Bertie County residents to recognize the American Cancer Society's many contributions to improving the quality of life for all of our citizens; and

BE IT FURTHER RESOLVED that We the Bertie County Board of Commissioners do hereby encourage all citizens to join the celebrations and activities of Relay For Life on May 16 & 17, 2014.

This the 5th day of May, 2014.


J. Wallace Perry, Chairman


Sarah Seredni, Clerk to the Board

COUNTY ATTORNEY'S REPORT

There were no County Attorney reports.

CLOSED SESSION

As per recommendation from the County Attorney, Vice Chairman Smith made a **MOTION** to go into Closed Session pursuant to N.C.G.S. § 143-318.11(a)(4) to discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations. Commissioner Wesson **SECONDED** the motion. The **MOTION PASSED** unanimously.

The Board goes into Closed Session.

Vice Chairman Smith made a **MOTION** to return to Open Session. Commissioner Wesson and Commissioner Trent **SECONDED** the motion. The **MOTION PASSED** unanimously.

OPEN SESSION

No public was present.

ADJOURN

Chairman Perry adjourned the meeting at 1:20pm.



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WINDSOR, NORTH CAROLINA 27983
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BOARD OF COMMISSIONERS
J. WALLACE PERRY, Chairman
CHARLES L. SMITH, Vice-Chairman
RICK HARRELL
JOHN TRENT
RONALD "RON" WESSON

ADMINISTRATIVE STAFF
SCOTT T. SAUER, County Manager
SARAH SEREDNI, Clerk to the Board

C-2

Resolution by the Bertie County Board of Commissioners honoring the first graduating senior class of Southwestern High School in 1964 on this 50th Anniversary

WHEREAS, in 1964, these students entered Southwestern High School as 12th grade seniors due to the consolidation of W.S. Etheridge High School of Windsor and John B. Bond High School of Lewiston by the Bertie County Board of Education; and

WHEREAS, these students became the first class to graduate from the newly built Southwestern High School on June 6, 1964 under the principal leadership of the late Mr. J.S. Singleton; and

WHEREAS, the students from the two schools transferred to the new building in October 1963, quickly acclimated themselves and continued to work diligently toward graduation, and they bonded immediately, forming lifelong friendships.

WHEREAS, Southwestern High School has undergone several name changes since 1964 to include: Southwestern Elementary School, Southwestern Middle School, and Bertie Preparatory High School. It is still standing proudly 50 years later as the Bertie Early College High School and the Bertie Academy School; and

NOW, THEREFORE, BE IT RESOLVED by the Bertie County Board of Commissioners, that we salute the success and accomplishments of these proud Southwestern High School alumnae, as they celebrate their 50th class reunion;

FUTHERMORE, be it resolved that the 1964 Senior Prom theme "Singing in the Rain" brings back warm memories of friendship, joy and respect for your fellow classmates, teachers, school staff, and for the students who have benefitted from your united school spirit and legacy for these past fifty years.

Adopted this the 19th day of May, 2014

J. Wallace Perry, Chairman
Bertie County Board of Commissioners

Sarah Seredni, Clerk to the Board



SOFTWARE AND BILLING SOLUTIONS FOR TODAY'S EMERGENCY MEDICAL PROVIDERS



Colleton Software
237 Oakland Rd.
Walterboro, SC 29844

Brian Gurkin, President and CEO
Dave Pickren, National Director– Sales and Marketing
Mary Sparks, Director of Billing and Compliance
Annette Chamblian, Chief Technical Officer

The Company



Colleton Software

Who we are

our Company



Colleton – Our Company

North Carolina owned and held LLC

Founded in 1995

Software developed for Paramedics by Paramedics

Over 200,000 run calls in 7 states are conducted annually using our software

One source for your software, billing and technical support needs.



.....our Company

Colleton – Locations and Facilities

Office in Walterboro, South Carolina

New facility in Walterboro opened September 2006

9000 square foot building hosting operations, technical support, billings offices and product development.

North Carolina location expansion based on new company growth.

Plans developed for a new location in eastern North Carolina promoting jobs and economic growth within the area.

.....our Locations



Colleton Software – the right choice for Eastern North Carolina

- ▶ Colleton Software has collected in excess of \$52 million dollars over the past 3 years in billing revenue for Eastern North Carolina based services. This success has allowed our clients to meet their financial goals and allowed our organization to grow.
- ▶ Our company has an 19 year history of providing state of the art software and billing services to our clients throughout the Carolinas.
- ▶ We maintain the latest procedures for maintaining HIPPA compliance in our office. Our employees are trained in HIPPA compliance procedures.
- ▶ Colleton Software has clients located in 21 counties in Eastern North Carolina
- ▶ Colleton is the only firm that has a staff that is 100% NATIONAL CERTIFIED for each billing clerk.
- ▶ Our Director of Billing is CAC Certified through Page and Wolfsburg; who handles Medicare Billing compliance for the federal government.



Colleton Software – Certification / Experience

- Proven experience since 1995
- Comprehensive Billing and Payment Service in a paperless environment
- All billing services are conducted in our corporate offices. Nothing is outsourced. All services for software and billing are provided from the same location in North and South Carolina
- Claims Processed in 48 hours or less
- Electronic claims submissions to Medicare and all insurance carriers that accept EDI.
- HIPAA and Medicare compliant
- Detailed insurance questionnaire for all private patients
- Toll free number and email access for patients
- Provider enrollment and maintenance for various insurance companies
- Research outstanding claims
- Documentation reviewed for context, completeness and compliance
- Customized reports available
- We handle all legal inquiries and responses by lawyers for information



Colleton Software Billing Services

our billing process



Main Components Of Colleton Software's Plan For Bertie County as the EMS Billing Provider.

1. Maximize Revenue Generation
2. Excellent Client Services
3. Compassionate Patient Service
4. Federal and State Compliance
5. Industry Leadership and Growth Potential

The goals of the billing relationship between Bertie County and Colleton are:

1. North Carolina DOH Compliance / PGBA compliance/ Medicare Compliance
2. Decrease time required for Medicare and insurance payments to the squad (14 to 16 days)
3. Maximize operating revenue to Bertie County by properly coding and submitting claims.
4. Stream line paperwork process from start to finish
5. Establish history of calls, reports and agency information
6. Establish a solid program for communicating account information and revenues to management.
7. INCREASE and MAXIMUM revenues
8. Eliminate calls never collected on
9. Construct a check and balance system for the county with regards to EMS billing
10. Lower annual EMS billing write offs



Colleton Software - Experienced

- ✦ All client service representatives are Nationally Certified Billing Processors.
- ✦ Experience in navigating insurance and government payment processes
- ✦ Satisfy all federal, state, and local requirements
- ✦ Colleton maintains 100% HIPPA compliance with our billing services and MICS software.
- ✦ Comprehensive Billing and Payment Service in a paperless environment.
- ✦ Electronic claims submissions to Medicare, Medicaid and all insurance carriers.



Colleton Software Billing Services

Our clients in North Carolina



Our Clients in North Carolina

Located throughout the Southeast with clients from South Carolina to Texas. Currently 62 clients are using Colleton's products and services



<p><u>Carteret County</u> Carteret County Emergency Services 303 Courthouse Square Beaufort, NC 28516 (252)-728-8489</p>	<p>Jo Ann Smith, Director Carteret County Emergency Services Client since 2007 Former EMS Consultant Client</p>	<p>Increased Revenues by \$1.5million per year from EMS Consultants time as billing vendor</p>
<p><u>Chowan County</u> 208 W. Hicks St Edenton NC, 27932 (252).482.4365</p>	<p>Colin Ryan, Director Chowan County EMS Client since 2009 Former Southern Credit Client</p>	<p>Increased Revenues by \$473K per year and increased per call revenues by \$142 per call from Southern Credit's performance as billing vendor</p>
<p><u>Edgecombe County</u> 501 Office Street Tarboro, NC 27886 (252) 823-5266</p>	<p>Andrew Coccaro, Ex - Director John Britt- Current as of 1 /14 Client since 2013 Former Southern Credit Client</p>	<p>Revenues increased to almost \$815K from q4 2012 to q4 2013. Monthly revenues up almost double from Southern Credit performance as vendor</p>
<p><u>Samaritan Transport</u> Samaritan Ambulance Service, Inc. Office: (919) 365-2911 Cell: (919) 390-4580</p>	<p>Vance E. Haywood, Jr. Director Client since 2011 Former EMS Consultant Client</p>	<p>Per the client, we saved the company from closing following EMS Management and Consultants performance</p>
<p><u>Roanoke Medical Transport</u> (252) 789-4950 415 East Blvd, Williamston, NC 27892</p>	<p>Dave Sawyer Owner /Directing Manager Client since 2009 Former EMS Consultant Client</p>	<p>After the client fired EMS Consultants, we increased revenues over 72% allowing the client to expand and build a new corporate headquarters</p>
<p><u>Crystal Coast Medical Transport</u> 534 North 35th Street Morehead City NC 28557 Main Phone 252 808 5555</p>	<p>Mike Smith 252 725 2850 CELL Owner /Directing Manager Client since 2008 Former EMS Consultant Client</p>	<p>After the client cancelled EMS Consultants, we "saved the life of the business" per the client. CCMT has grown and expanded while we managed the revenue cycle effectively.</p>

Edgecombe County EMS

Southern Credit

Jan 2013	\$91,559	
Feb 2013	\$121,512	
Mar 2013	\$110,521	Southern Average
April 2013	\$68,213	\$97,951

Colleton Software

Jun 2013	\$199,136	
Jul 2013	\$227,074	
Aug 2013	\$156,314	
Sep 2013	\$202,563	
Oct 2013	\$237,312	
Nov 2013	\$257,644	Colleton Average
Dec 2013	\$246,421	\$218,066

Increase Per Month

\$120,115

Increase over first 7 month

\$840,807

Year to Year Increase after changing from Southern Credit

2012 – 4Q Results	Southern Credit	\$301,678
2013 – 4Q Results	Colleton Software	\$741,378

Increase year to year

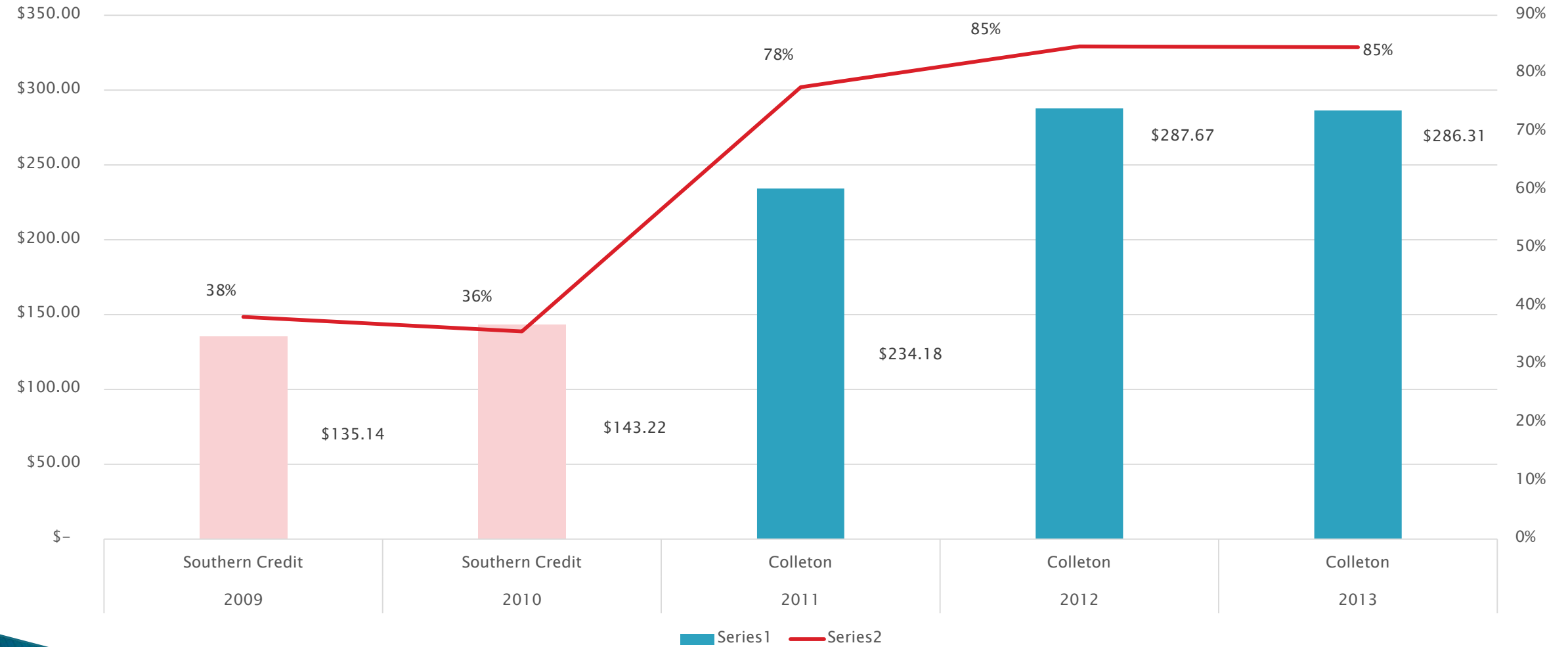
\$439,700

Edgecombe County Increases Revenue

Year to Year Increase	after changing from Southern Credit	
2012 – 4Q Results	Southern Credit	\$301,678
2013 – 4Q Results	Colleton Software	\$741,378
	Increase year to year	\$439,700

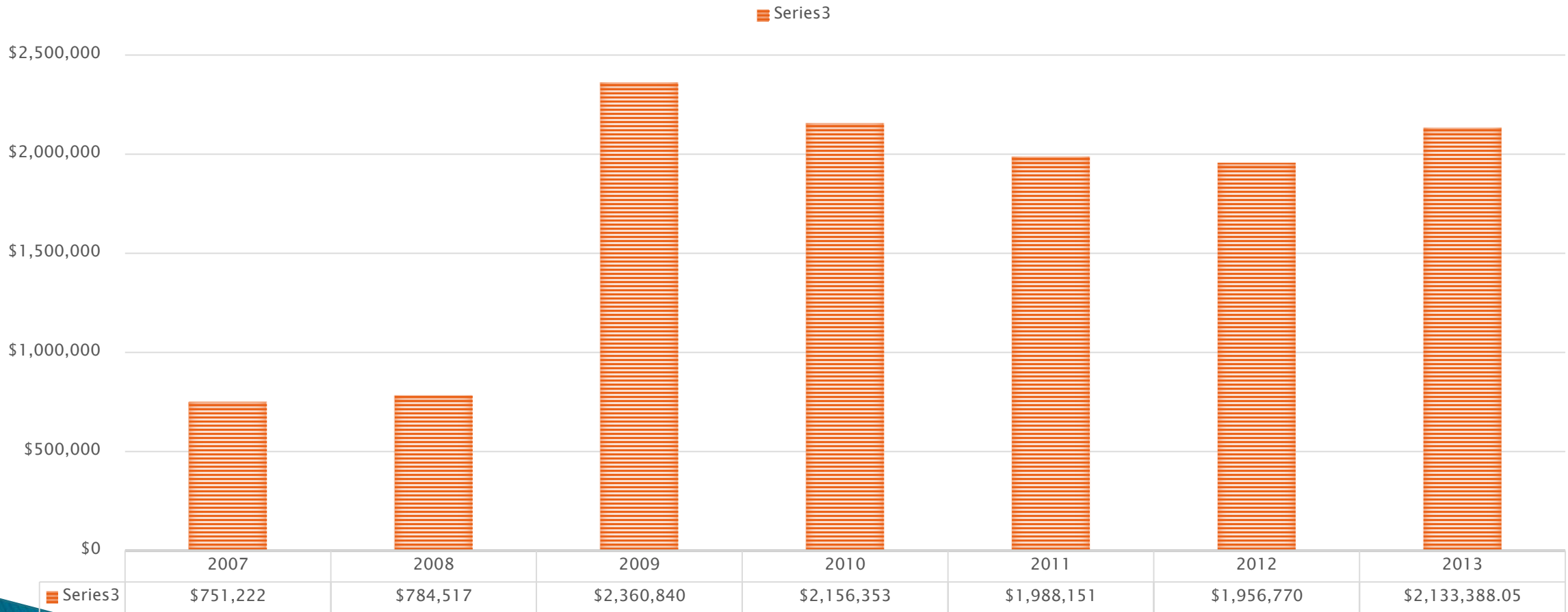
Chowan County Yearly Increase

Chowan Revenue and Percentage 2009 to 2013



Colleton increases revenues in Carteret County, North Carolina

CARTERET COUNTY EMS ANNUAL REVENUES



No. Carolina County Comparison

Eastern North Carolina Per Call Average



	1
■ Bertie County	\$200.00
■ Carteret County	\$293.22
■ Chowan County	\$310.00
■ Edgecombe	\$287.88
■ Hyde County	\$420.33

■ Bertie County ■ Carteret County ■ Chowan County ■ Edgecombe ■ Hyde County

Bertie compared to other NC Counties

- ▶ Our 911 full service North Carolina clients averaged \$283.44 per call transported in 2013.
 - ▶ Carteret County \$293.22 per call
 - ▶ Chowan County \$303.12 per call (BLS Service)
 - ▶ Edgecombe Co. \$287.88 per call
 - ▶ Hyde County \$420.55 per call
-
- ▶ Every North Carolina based Colleton client averaged at least \$250 per call including our non emergent clients operating at BLS / Non Emergent pay levels.

Bertie County Per Call Forecast

Monthly	300 calls per Month	\$325.11 per call paid	\$ 97,533 per month
Annual	3,600 call yearly		\$1,170,396

New Potential Revenue Opps.

Non Emergent Point to Point	150	\$225.00	\$33,750	\$405,000
Hospital Discharges (Greenville – Norfolk VA)	25	\$915.00	\$22,875	\$274,850
Non Emergent Other Counties	Long Term			

BERTIE COUNTY BASED NON EMERGENT PRIVATE COMPANY

- ▶ 2010 \$158.22 per Call 35.22%
- ▶ 2011 \$177.38 per Call 41.99%
- ▶ 2012 \$271.38 Per Call 87.15% (revenue up 36%)
- ▶ 2013 \$294.85 Per Call 98.55% (revenues up additional 22%)

Chowan County

- ▶ Averaging \$950.53 per transport for hospital discharges
- ▶ Approximately 60 transports per month
- ▶ Patients Transported to Vidant or Chesapeake Virginia area.
- ▶ Potential \$57,000 per month NEW REVENUE
- ▶ Chowan collected \$22K first month up to \$30K in April. Half of potential as they gear up ALS Service

Colleton Software Billing Services

Revenue Projections for Bertie County
Solutions for Bertie County

Bertie County Projected Increased Revenues

- ▶ 2015 Bertie County will run approximately 3600 billable EMS
- ▶ Average collection of \$325.11 per call
- ▶ Colleton for all clients averaged over \$286.88 per call

Bertie County Estimate Range

<u>Low Estimate (\$300 per call)</u>	<u>\$1.08 MM</u>
<u>Median Estimate (\$325 per call)</u>	<u>\$1.17 MM</u>
<u>High Level Estimate (\$350 per call)</u>	<u>\$1.26 MM</u>

Annual Increase for Bertie County \$400K to 500K

Potential Projected Revenues – Bertie County

Year		Bertie Non (Potential)	911 Service	Total Revenues	Increase
2014	Current Vendor	\$	\$	\$700,000	
2015	Colleton Software	\$ 405,000	\$ 1,170,000	\$ 1,575,000	\$ 875K
2016	Colleton Software	\$ 425,000	\$ 1,223,000	\$ 1,648,000	\$ 948K
2017	Colleton Software	\$ 450,000	\$ 1,330,000	\$ 1,780,000	\$ 1.080K
			Total 3 Year Increase		<u>\$2.903</u>

Bertie County realizes new revenue

- ▶ Our estimates for increased revenues in Bertie County show an increase of

\$875K over the 1st year then ramping up to
\$950K in year 2 followed by an increase of
\$1.048K in year 3

Over the 3 years of the project, we anticipate NEW revenues of \$2,903,000.

- ▶ These estimates are real world and realistic based on real results within the area with Emergent and Non Emergent Clients.

Steps to increasing EMS Revenue in Bertie County

Eliminate calls which were not paid

How To Increase Per Call Payments

- ▶ Secondary Payers
- ▶ Colleton works pending calls and payments
- ▶ Research for new payer sources
- ▶ Verification of rates and returns on a constant basis
- ▶ Electronic submissions of all calls
- ▶ Verifications, compliance, NEVER stopping until all payment avenues are explored

Colleton Solution to No Payers

- ▶ Research for secondary sources of payment
- ▶ Use PASSPORT to verify eligibility
- ▶ Work with Bertie County to manage PCS forms
- ▶ Work with hospitals, nursing homes and other health care facilities to secure missing payment information
- ▶ Colleton pending team researching calls out of normal payment timeframes

- ❖ Experienced EMS Billing Staff
- ❖ National Certified Billing Coders
- ❖ ePCR Integration to MICS or other PCR programs
- ❖ Systems upgrades and future enhancements
- ❖ 24/7 access to real time reports
- ❖ 24.7 access to patient data
- ❖ Modeling and Consulting on future EMS billing financial projections
- ❖ Automated eligibility verification
- ❖ Quality claim review to ensure compliance
- ❖ Electronic submission of claims
- ❖ Medicare electronic remittance
- ❖ Electronic Funds transfer from available payers
- ❖ Claim Monitoring and follow up
- ❖ Dedicated department to working all pending claims
- ❖ Tracking and resubmission of denial appeals
- ❖ Monthly and weekly financials
- ❖ Customized financial reports
- ❖ Dedicated Toll Free Customer Service Numbers
- ❖ Patient Statements and Invoiced mailed in a timely manner
- ❖ Scanning and archiving of all patient documentation
- ❖ Documentation training for on-site personnel
- ❖ Proactive compliance department
- ❖ Creative and compliant Patient Care Forms integrated
- ❖ Data redundancy and cloud back up for disaster recovery

Contract Billing Rates (billing revenues)

Billing Revenues

Commission Rates

All Collected Revenues

5.50%

Colleton invoices only on what is collected for Bertie County, not what is billed out.



Bertie County Executive Summary

- ▶ Increased revenues of \$400K to \$550K annually
- ▶ Decrease large write offs
- ▶ Decrease calls without payment
- ▶ Improve communications with financing department
- ▶ Realize 2.5 to 3.0 MILLION ADDITIONAL DOLLARS over the next 3 years with regard to EMS Billing
- ▶ 100% compliance with state, federal and local guidelines
- ▶ A true dedicated partner who will prioritize North Carolina counties and business in the state.

Conclusion

Colleton guarantees 48 business hours call processing and most calls are processed on the same day the call is received. Colleton has the resources and capacity to make sure that Bertie County maximizes revenues in an efficient timely fashion.

Based on our 18 years of documented success, our company's experience working with North Carolina based EMS services and our location in the low country of South Carolina and North Carolina; we offer the perfect solution for Bertie County's needs for billing and software



Why Choose Colleton Software



SOFTWARE AND BILLING SOLUTIONS FOR TODAY'S EMERGENCY MEDICAL PROVIDER

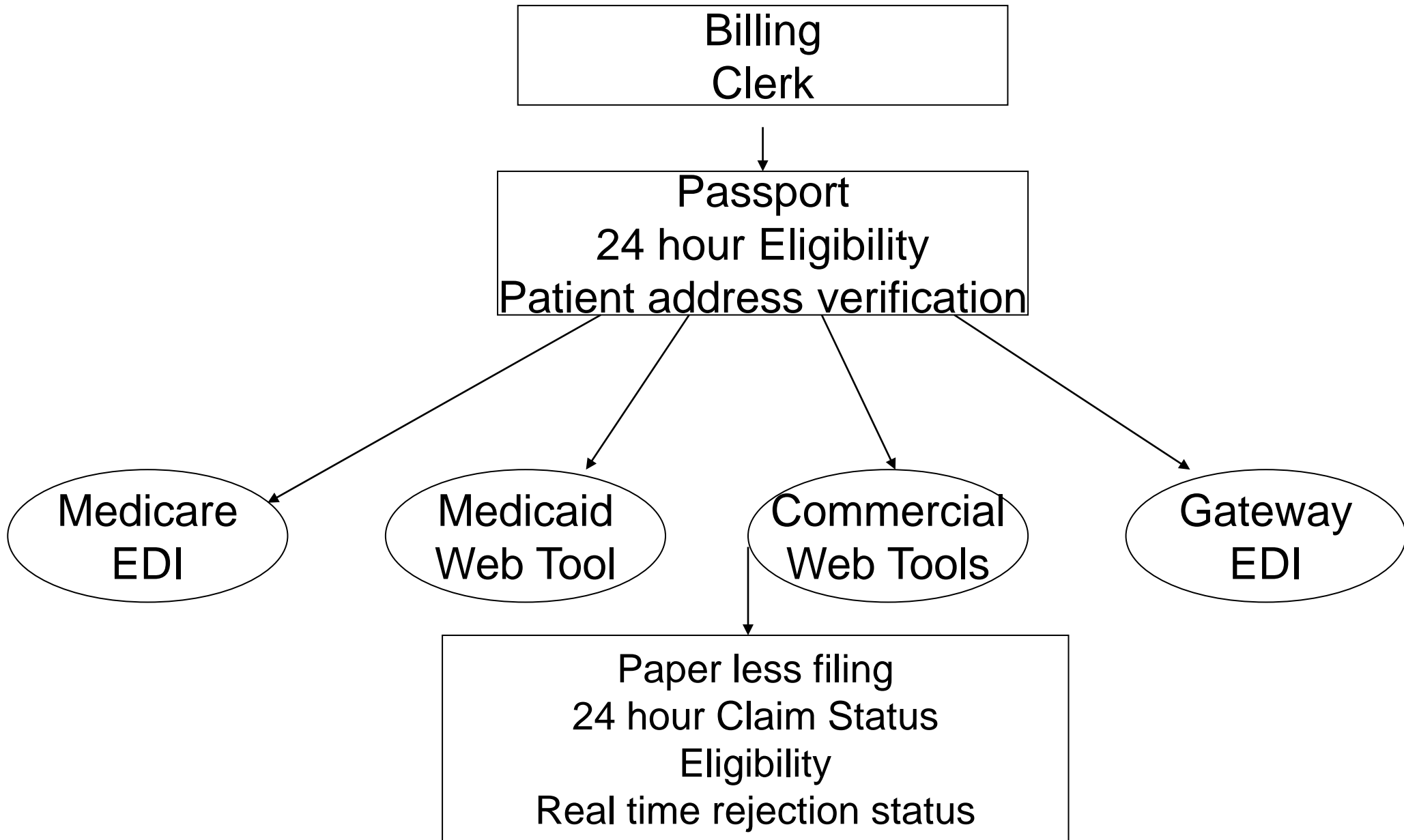
Colleton Software - Efficient

- ✚ All work is done electronically without the need for printing thousands of reports. Information is transmitted electronically saving time and effort of the printing, mailing and sending thousands of reports.
- ✚ We use EDI and Medicare Gateway to electronically submit calls to the appropriate payer sources.
- ✚ Calls from Bertie County are submitted to our office and automatically coded and prepared for the billing representative.
- ✚ Calls are processed in most cases on the same day we receive them. Calls guaranteed to be processed within 48 hours.
- ✚ Bills will be sent to patients within 7 days of receipt. If the patient has Medicare or insurance we inform the patient that we are filing on their behalf.

- ✚ Money in turn is available faster to Bertie County. On average Medicare payments should be received in the Bertie County bank within 14 to 16 days after the call is submitted.
- ✚ Provider enrollment and maintenance for various insurance companies
- ✚ Insurance claims are settled in the same time frame and payment should be received in a consistent timely manner.
- ✚ At the end of each month all monies that are collected by Colleton on behalf of Bertie County are tallied and reported to the squad for cross check.
- ✚ Bertie County will then be invoiced for the monies collected, not billed, by Colleton Software / Tarheel Medical Billing.

Colleton Software - Processing

- ✦ Calls are received daily and processed each day. We do not wait until the end of the month to process your calls. This allows for a steady stream of revenue to your organization.
- ✦ All calls are received electronically. There is no need for paper print outs, mailings or duplicate work that slows down collection times or employee efficiency.
- ✦ Documentation reviewed for context, completeness and compliance
- ✦ Calls are processed within 48 hours of receipt. Money is deposited directly into the bank of your choice. All funds are the property of Bertie County



Colleton Software - Communicate

- ✦ Reports are available weekly or by request at any time.
- ✦ Reports submitted to Bertie County include posted deposits, patient account summary, incomplete call list, pending revenues and collection summaries.
- ✦ Detailed reports outlining deposits made by Medicare, Medicaid, Commercial Insurance and Patient Payment
- ✦ Monthly reports are provided for categorization of charges, write offs, Medicare allowable write offs and pending payment reports
- ✦ Customized reports to make administration easier
- ✦ Reference and pull historical information achieved call data with the click of a button

Colleton Software - Technology

- ✦ Colleton Software utilizes the latest technology in our billing and collection department.
- ✦ Our automated processes are combined with a professional staff to guarantee your organization the best possible organization to represent you in billing and collection matters.
- ✦ Our software and billing services are complaint with Medicare.
- ✦ We have developed a methodology and process utilizing our software to make this process easy to track and manage.

Colleton Software – Increase Patient Payments

- ✦ Colleton Software's solution can increase your efficiency, increase your billing collections and seamlessly integrate your call management and billing operations.
- ✦ Detailed insurance questionnaire for all private patients.
- ✦ Toll free number and email access for patients
- ✦ Colleton will submit 3 statements to each client for payment.
- ✦ Patients may pay insurance co payments to our office via check or on line with credit card.

Colleton Software – Increase Patient Payments

- ✦ Patients may contact our office directly with questions on their bill. A toll free number is provided to the patient for personal interaction with our staff.
- ✦ All Patient Pay accounts are sent a bill and 3 statements, ageing the account to 120 days. After 120 days Patient Pay accounts are put on collections status and sent to our account recovery department to be researched for payment.
- ✦ If Bertie County takes advantage of the set off debt program, then we supply the state with all of the account data and provide support needed to process the accounts that are eligible.
- ✦ All patient bills and statements are processed through the Pitney Bowes PB1st software and hardware before mailing.
- ✦ This software verifies mailing addresses with the USPS mailing database to ensure the correct mailing address is processed. We use this software to process The PB1st software also includes Forward Track software that allows us to change patient

Billing Clerk

- Private Pay
- Medicare / Medicaid
- Insurance Companies

Eligibility Review

- 24 hour eligibility
- Patient address and information verification
-

Processing

- Medicare / EDI
- Medicaid Web Tool
- Commercial Insurance via Web Tools
- Gateway EDI

Status Update

- Paperless filing
- 24 hour claim status
- Eligibility determination
- Real time rejection status



Our billing proces

Colleton Software - Pending

- ✦ Colleton has developed a new department online which researches all patient accounts as those accounts reach ageing of 120 days. Our Account Recovery department will work all calls after the patient has received one bill and 3 statements.
- ✦ Account Recovery may call the patient to help set up a payment schedule and research missing patient data (insurance information and any patient data needed to submit the claim to insurance)
- ✦ All Commercial, Medicare and Medicaid pending accounts are processed until they reach 60 days old and are researched and reprocessed.
- ✦ All Attorney accounts are handled in house and tracked with software we developed. This software ages all accounts on hold for attorney every 30 days and notifies the attorney's offices by fax to check the status of all cases. Settled cases are billed to the patient if the attorney's office is not making payment.

Colleton Software – The Plan

- ✦ Establish a pattern of real time revenues for real time expenses.
- ✦ Communicate with Bertie County to better understand revenue opportunities and maximize revenues.
- ✦ Monthly and Quarterly meetings set to review accounts and work together to maximize revenues.
- ✦ Research every call, find a payer, communicate with health care facilities.
- ✦ Dedicated personnel to Bertie County
- ✦ Maximize patient pay, collections and debt set off program
- ✦ Continuously work pending accounts to verify eligibility and payments.

Steps to increasing EMS Revenue in Bertie County

Timely work and timely submission for constant revenues and maximum revenues

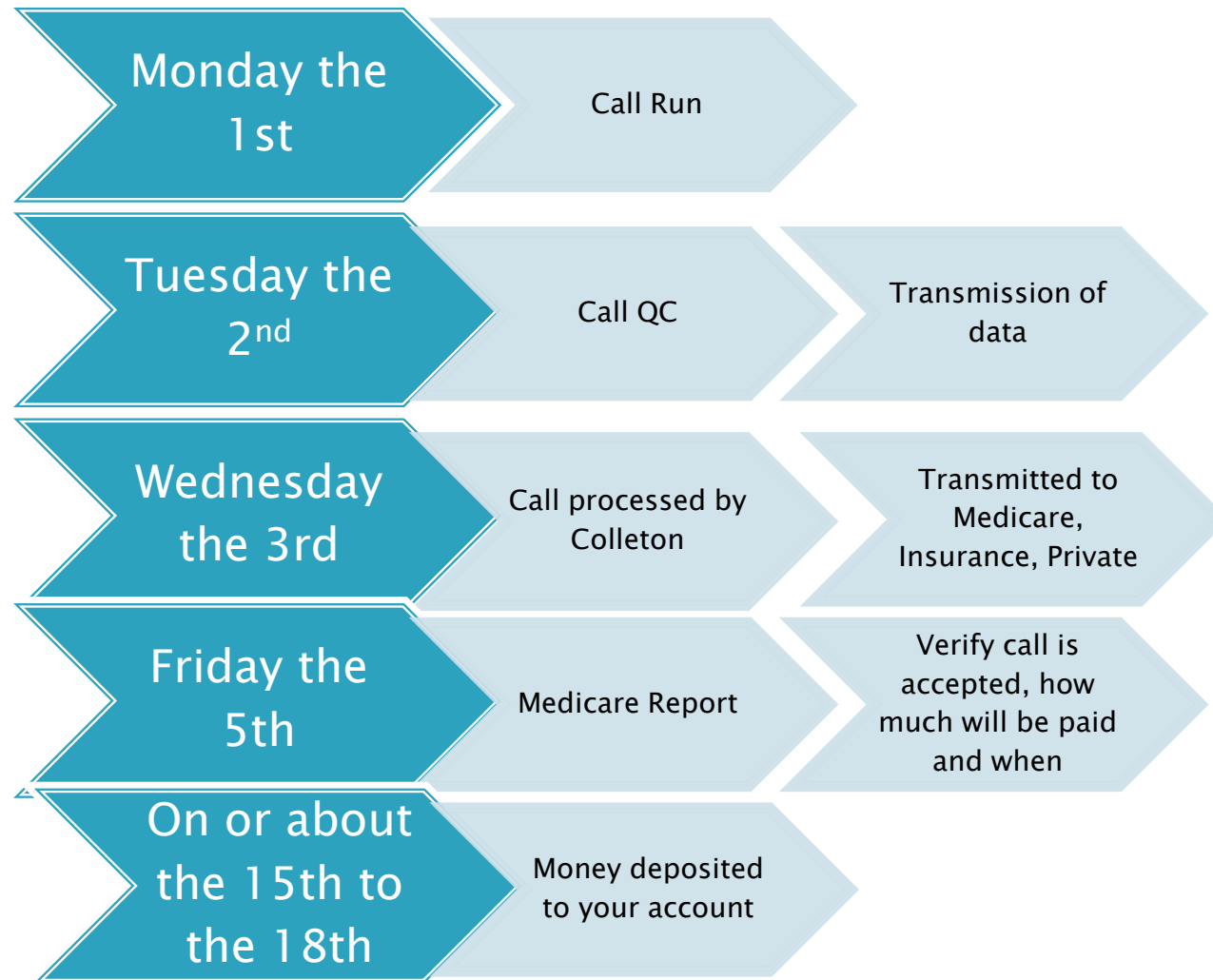
Colleton Software will process for Bertie County all information and files for the set off debt program. We supply the state with all account data and provide any support needed to process the accounts that are eligible.

All Patient Pay accounts are sent a bill and 3 statements, ageing the account to 120 days. After 120 days Patient Pay accounts are put on collections status and sent to our account recovery department to be researched for payment.

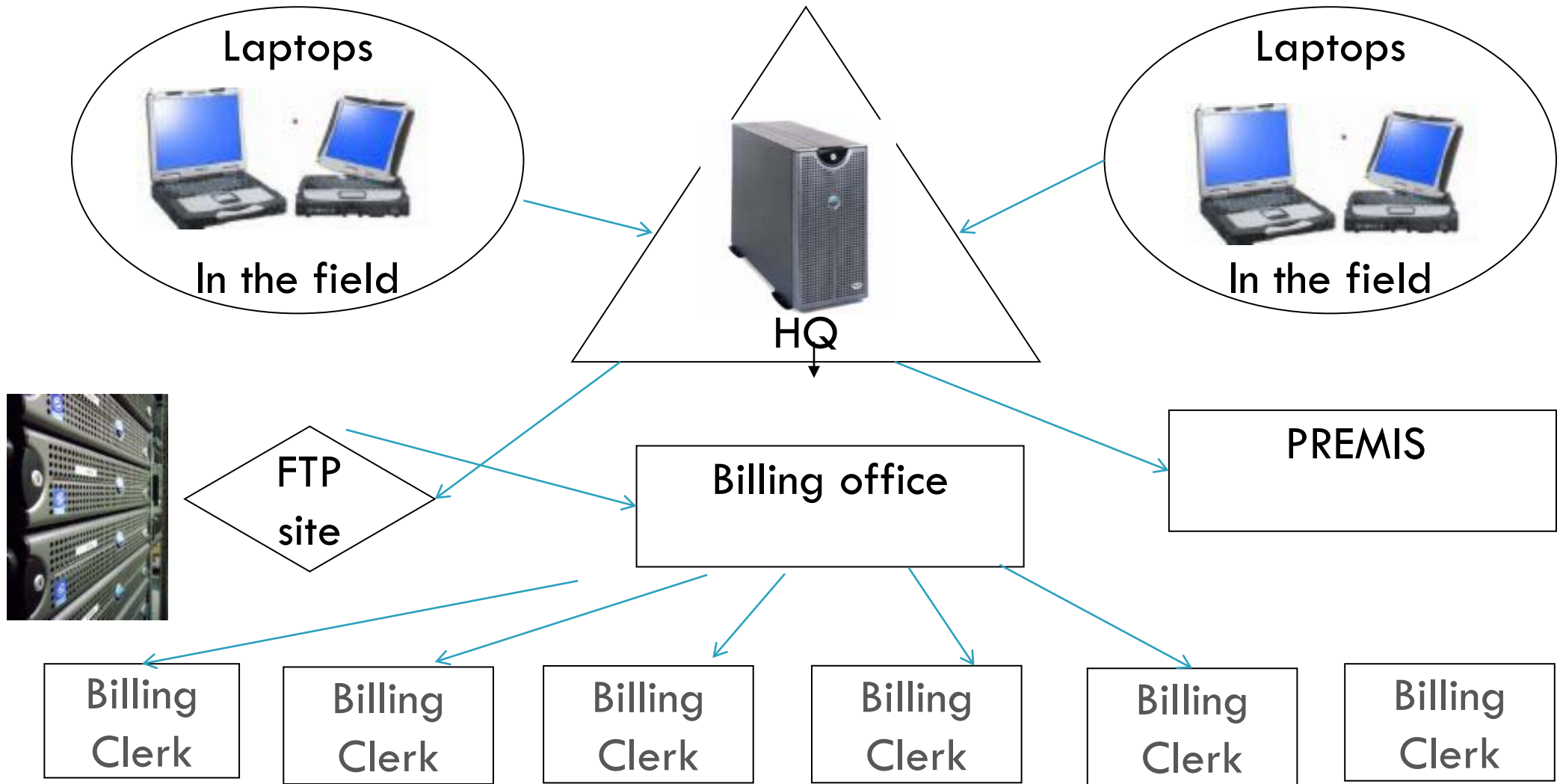
All Commercial, Medicare and Medicaid pending accounts are processed when they reach 30 days old and are researched and reprocessed.

Pending Accounts





.....Time Frame for Collections



Our billing process