Digitech®

Digitech Computer LLC
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Proposal

RFP 2022-024: Ambulance Billing and Electronic Patient Care Reporting

City of Lauderhill, FL

May 12th, 2022

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ADDENDA	Addendum 1	April 4, 2022
	Addendum 2	April 25, 2022

A. LETTER OF TRANSMITTAL

Digitech is pleased to submit this proposal in response to City of Lauderhill's Request for Proposals 2022-024 EMS Ambulance Billing and Electronic Patient Care Reporting. We have carefully reviewed the requirements of the RFP and are confident that we understand the Scope of Work and will meet and exceed the City's expectations should we be awarded this contract.

Our response details a comprehensive plan that will achieve your financial, technological, and reporting goals while meeting all requirements. We will deliver all contract requirements to the highest standards of performance, transparency, and integrity. The City will be provided with state-of-the-art technology, flexible reporting capabilities, improved collection results, and complete project management.

We believe we are the only ambulance billing firm in the U.S. who offer you this combination of benefits:

Florida experience. We're no strangers to your state and region: we currently process over 1,000,000 claims annually for more than 50 clients in Florida and have several Digitech representatives based in the state. Our Florida clients range from small agencies with fewer than 5,000 annual transports to those running more than 50,000 transports. We partner with Miami Dade County, Broward Sheriff's Office, City of Fort Lauderdale, Palm Beach County, City of Jacksonville, Leon County, and Orange County, among others.

This unrivaled depth gives us a deep understanding of Florida regulations and the unique aspects of Florida Medicaid processing, extensive access to patient insurance information, and a strong voice for our clients with payers and legislators to ensure maximized reimbursements.

+ **Reliable revenue growth.** We consistently increase collections over our clients' previous solution. Because of our fast, efficient, and accurate billing process, we often start increasing cash flow immediately when we bring clients on board. We go after every dollar of every claim, not just the low-hanging fruit. Your money won't be left on the table.

+ **Innovative proprietary technology.** We own the Ambulance Commander platform 100% and use it to power our billing operations end-to-end. It will bring unique value to you because we've been building and improving based on client feedback for over 30 years.

+ **Customization.** Owning our technology means we can develop new features and processes tailored to exactly what you need – something we love doing for our clients.

+ **True transparency.** You will get 24/7 real-time access to Ambulance Commander. This lets you know exactly what's going on with your claims, money, and data at any moment.

+ **Service to the community you serve.** We commit to continuing to deliver a comprehensive, high-quality program to your citizens.

+ **Trust, security, and peace of mind**. Our business is built on our relationships with clients, and we conduct our partnerships with integrity. We prioritize data security and compliance practices. **It is our goal to make you feel like our only client**.

Digitech Computer LLC is a privately held limited liability company. We are headquartered in Chappaqua, NY, and have offices in Tampa and Miami.

Addresses for our corporate and Florida offices:

Headquarters	**Tampa Office**	**Miami Office**
480 Bedford Road	1103 Marbella Plaza Drive	7900 NW 154 Street
Building 600, 2nd Floor	Tampa, FL 33619	Suite 201
Chappaqua, NY 10514		Miami Lakes, FL 33016

Since our inception in 1984, we have specialized in ambulance billing and currently process nearly 6,000,000 ambulance claims annually for private, municipal, and hospital-based ambulance service providers in 37 states and the District of Columbia.

We thank you for the opportunity to bid on this contract and look forward to further communications with you.

For additional questions regarding this RFP response, please contact Scot Metcalf, District Sales Manager, at 407-242-8120 or smetcalf@digitechcomputer.com.

Digitech Client States

The undersigned further represents and warrants that this bid is a firm and irrevocable offer for a period of 180 days and that he has full and complete authority to submit this proposal to the City on behalf of the bidder and enter into contract if this proposal is accepted. The signature represented is authorized to bind the offeror to contract with the City.

Sincerely,

Mark Schiowitz
President & CEO

EXECUTIVE SUMMARY

Digitech is 100% dedicated to providing ambulance billing services of the highest quality. It's what we dedicate ourselves to every day. We state with confidence that we can fulfill your requirements and exceed your expectations by implementing our fully HIPAA-compliant, high-performance billing solution.

OUR MISSION

We understand the Lauderhill Fire Rescue's mission of commitment to the safety of your citizens and to the protection of life, property, and environment. We admire your ISO Class 2 status and support your motto of "Prepared for the Worst, Providing the Best."

We know your EMS providers take risks every day. Our mission is to support your public servants by ensuring that your revenue stream keeps flowing. It is our responsibility to the City to utilize all our resources to collect every dollar possible to maximize collections.

We are confident that we will be able to increase collections for your organization. We developed our billing platform, Ambulance Commander, to maximize revenues, and it has allowed us to consistently increase collections over our clients' previous solution. (See our Billing Process section for more information.) This track record includes improvements in several major services such as Dallas Fire-Rescue, Memphis Fire, Grady EMS in Atlanta, and Gwinnett County Fire and Emergency Services.

In every instance Digitech was able to significantly increase collections in the first year. The chart below illustrates the improvements in collections per trip that we achieved for several of these clients.

Cash per Trip Improvement at Major Metro Services
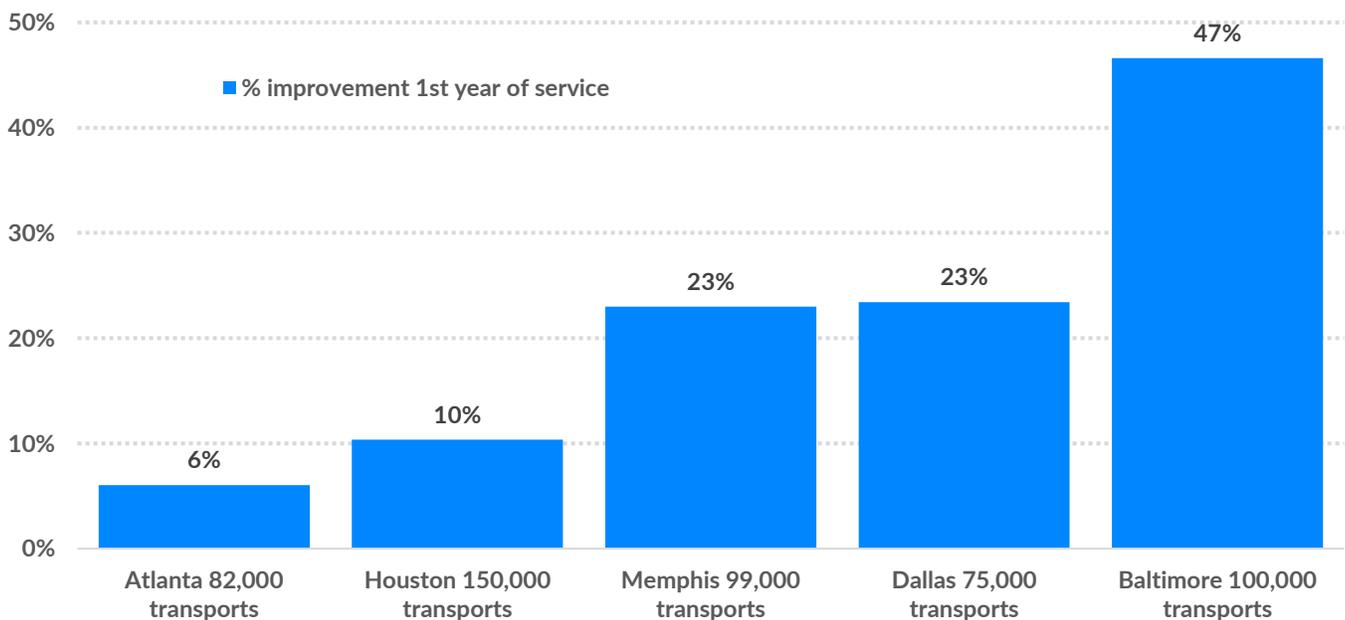
- % improvement 1st year of service

	%
Atlanta 82,000 transports	6%
Houston 150,000 transports	10%
Memphis 99,000 transports	23%
Dallas 75,000 transports	23%
Baltimore 100,000 transports	47%

FLORIDA EXPERIENCE

We're no strangers to your state and region: we currently process nearly 900,000 claims annually for more than 50 clients in Florida and have several Digitech representatives and two local offices in the state. Our Florida clients range from small agencies with fewer than 5,000 annual transports to those running more than 50,000 transports.

This unrivaled depth gives us a deep understanding of Florida regulations and the unique aspects of Florida Medicaid processing, extensive access to patient insurance information, and a strong voice for our clients with payers and legislators to ensure maximized reimbursements.

We look forward to continuing our work in the State of Florida through the extension of our relationship with the City of Lauderhill.

PARTNERSHIP

By partnering with Digitech, you will receive the highest quality EMS billing service centered on innovative technology, responsive customer support, real-time reporting, and integration expertise. We take a long-term consultative approach to ambulance billing projects. Our experience has shown us that every client is different and needs a unique combination of services. Customizing our approach is always beneficial.

ONGOING CONSULTATION

As part of our consultative style, we consider it our responsibility to keep you up to date on important changes to regulations in the EMS industry in Florida and across the country. We integrate compliance within all our business activities and will serve as informed advisors for City officials through our:

+ Active membership in industry trade organizations

+ Participation in regional and national ambulance associations and conferences

+ Consultation with authorities on ambulance industry law

+ Continuous monitoring of industry trends, regulatory changes, and updates to federal, state, and local rules and regulations

+ Observation of industry best practices

You will receive ongoing consultation related to all aspects of billing and collections for ambulance service. We consider it our responsibility to stay informed and guide you in any new and revised interpretations of relevant laws and policies. We watch closely any developments in the changing landscape of Medicare and Medicaid reimbursements that may affect your collections, and we will keep you informed of any changes to processes or policies. Through our partnership, you will be provided with a deep pool of resources and experience to be called upon however you need. These resources include our innovative technology offerings as well as our dedicated staff of EMS billing experts. Our technology and our people work together to create a powerful system.

RISING TO CHALLENGES

We learn from our clients. By listening to you, we seek to understand your concerns and needs so we can respond as a true partner. We're a billing service that lives for the challenge of continuously evolving new solutions that will keep you prepared for future challenges.

THE DIGITECH DIFFERENCE

Detailed below are the aspects of our business that make us unique, the reasons we succeed where others do not, why our clients provide quality references, and the source of our confidence that we will succeed with the City.

+ **Advanced billing platform.** Digitech created and continually refines our award-winning proprietary billing software platform, Ambulance Commander. This technology will provide a new level of transparency into your data and result in performance improvements. For example, PCR Lens is a unique tool we developed for EMS providers that helps QI administrators see, measure, compare, and improve the quality of demographic and insurance data collection in the field.

+ **Proprietary technology.** Ownership of the Ambulance Commander platform has many benefits. Significantly, we can customize processes based on the City's requirements. We are also able to provide all our clients 24/7 real-time access to the system.

+ **Comprehensive reporting**. Digitech's powerful and comprehensive reporting system provides flexibility, ease of use, real-time graphical data, transparency, and the ability to customize to meet any reporting or analysis need. Please see **Appendix A, Reporting Suite**, for an overview of the reports Digitech can supply.

+ **Active industry memberships**. Digitech participates in industry trade organizations, attends regional and national ambulance associations and conferences, and consults regularly with authorities on ambulance industry law. We continuously monitor industry trends and track updates to federal, state, and local rules and regulations to keep our clients informed.

+ **Commitment to serving the EMS community**. Digitech is committed to providing educational and actionable information to our clients and to the entire EMS community. We offer regular publications covering EMS topics, such as a recent whitepaper on billing metrics. Additionally, we send out regulatory updates and host webinars and discussions about best practices. Digitech also sponsors major tradeshows and conferences, where we always make sure to connect with clients who are in attendance.

+ **Exceptional account management**. Our Account Managers will provide guidance and leadership to the City's throughout a comprehensive implementation period and beyond. They will help you leverage our innovative technology and dedicated staff of EMS billing experts. Our technology and our people work together to create a uniquely powerful system that puts a premium on compliance and customer service.

+ **Qualified staff.** Digitech's centralized, <u>one-team</u>, one-system approach offers a senior management group with hundreds of years of combined ambulance billing experience and an IT team whose only function is to develop, upgrade, and maintain Ambulance Commander. Many staff members are EMS experts, EMTs, former EMS directors, billing specialists, editors, and certified ambulance coders. Digitech's Quality Assurance team is made up of staff members who have backgrounds as EMTs, paramedics, nurses, or EMS billing professionals.

+ **Dedicated compliance program.** Digitech's compliance program incorporates many regulatory safeguards, including random daily and monthly claims audits, independent third-party audits, and an annual SOC 1 Type 2 audit. Each Medicare and Medicaid claim is reviewed and approved by our Quality Assurance specialists before being released to the carrier for payment.

+ **Established data security plan.** We offer a state-of-the-art IT framework that includes hosting, complete redundancy, and a fully implemented disaster recovery plan. Redundancy, a Tier 3 data center, mirrored databases, server virtualization, and a secondary data center make up the infrastructure that has yielded 99.999% uptime over the last five years. Our plans prepare assets required to recover from catastrophes quickly, so that the City will not experience data loss or cash flow interruption.

+ **Active participation in the ET3 initiative.** Digitech is fully prepared to support our clients' participation in the ET3 model. Since the announcement of ET3, we have prepared our systems to enable billing for expanded treatment in place options and telehealth practices conducted in the field as soon as government payers will allow EMS providers to bill directly for them. We look forward with anticipation to the expansion of billing options for emergency medical services and to the increased acceptance of EMS as an equal partner in pre-hospital care for patients. As the program has developed, we have sponsored forums to enable our clients to discuss the implications of the ET3 model with a panel of CMMI experts.

❝

Digitech has met and exceeded our expectations in all areas. They are friendly, courteous, prompt, and professional. They are knowledgeable and up to date on all things CMS. They are quick to respond not only to us, but also to our patients. They are extremely good at what they do, and I believe that is because they take the job of EMS billing very seriously. They are everything we want in a billing company – and more.

SONORA COPLING
Former Senior Administrative Assistant, EMS Division
Plano Fire-Rescue, TX

B. PROFESSIONAL LICENSES, CERTIFICATES, REGISTRATIONS AND MEMBERSHIPS

Include all relevant licenses, certificates and other credentials that your company possesses; Proposer/Contractor shall meet or exceed NEMSIS database compliance and must be certified as compliant with the Florida EMSTARS interface for over one (1) year.

In addition, the Proposer should provide verification to confirm that your firm adheres to required Codes of Ethics and Professional Responsibility related to credit and collection practices. List any relevant trade associations that your company is affiliated (Better Business Bureau, Chamber of Commerce, etc.). Include proof of insurance in this section.

RELEVANT LICENSES, CERTIFICATES, AND OTHER CREDENTIALS

Digitech's coders are certified by NAAC, CMS, or both. Certifications are attached (**Appendix B**) for several of the coders that will manage your account.

Amanda Mihalick is our Certified Ambulance Compliance Officer. Krina Merchant, Corporate counsel for Digitech, is also a CACO.

Digitech's Certified Ambulance Documentation Specialist is Tom Pile.

NEMSIS AND FLORIDA EMSTARS COMPLIANCE

ESO, the ePCR solution proposed, meets, or exceeds the standards for NEMSIS database compliance and Florida EMSTARS compliance as required.

CODES OF ETHICS AND PROFESSIONAL RESPONSIBILITY

Digitech's documented Code of Conduct details policies and procedures relating to standards of business activities and relationships. The Code is based on the laws, rules, and regulations that apply to Digitech's work in the medical transportation industry. All officers and employees of Digitech must adhere to and comply fully with the Code, including the requirement to report violations of which they become aware. The Code also includes a policy of non-intimidation and non-retaliation for reporting offenses.

ASSOCIATIONS AND AFFILIATIONS

Our Florida experience allows us to work closely with Florida associations and legislators to address issues swiftly and to the benefit of our Florida clients. We are sponsors of the Florida Fire Chiefs Association and the Central Florida Fire Chiefs Association. Our memberships help us keep pace with the EMS billing and revenue cycle management industry.

American Ambulance Association

California Ambulance Association

Florida Fire Chiefs Association

Georgia EMS Association

International Association of Fire Chiefs

IAFC – EMS Section

IAFC – Eastern Division

Metropolitan Fire Chiefs Association

NAEMT

Tennessee Ambulance Service Association

Texas Association of Air Medical Services

Missouri Ambulance Association

PROOF OF INSURANCE

Digitech's proof of insurance is included as **Attachment 1**.

C. COMPANY PROFILE

> 1). Provide legal name, address, Telephone number, Fax number, Toll free number, E- mail address, Web page address, etc. of the proposer, together with legal entity (corporation, partnership, etc.) If proposer is a corporation, provide certification from your states Secretary of State verifying proposer's corporate status and good standing, and in the case of out-of-state corporations, evidence of authority to do business in the State of Florida; Provide hours of operation; Years in business; State whether the firm is local, regional, or national; Provide addresses and phone numbers for headquarters and other relevant offices if applicable; If applicable, provide a statement concerning the proposer's status as a minority or woman owned business enterprise. In the case of a sole proprietorship or partnership, the Social Security numbers for all owners or partners may be requested during the Committee review process.

Digitech Computer LLC is a privately held limited liability company.

We are a national company with headquarters in Chappaqua, NY, and we are authorized to do business in the state of Florida. Our New York State Certificate of Good Standing is included as **Attachment 2**. Our Florida Secretary of State (Sunbiz) certificate is included as **Attachment 3**.

Our normal business hours of 8am – 6pm ET, Monday through Friday.

> 480 Bedford Road
> Building 600, 2nd Floor
> Chappaqua, NY 10514
> Phone: 914-741-1919
> Fax: 914-741-2818
> Email: sales@digitechcomputer.com
> Website: www.digitechcomputer.com

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Digitech has met and exceeded our expectations in all areas. They are friendly, courteous, prompt, and professional. They are knowledgeable and up to date on all things CMS. They are quick to respond not only to us, but also to our patients. They are extremely good at what they do, and I believe that is because they take the job of EMS billing very seriously. They are everything we want in a billing company – and more.

SONORA COPLING
Former Senior Administrative Assistant, EMS Division
Plano Fire-Rescue, TX

A BRIEF HISTORY OF DIGITECH

38	**730**	**38**	**5.8**M	**5**
State Reach	Professional Staff	Years in Business	Annual Transports	Office Locations

Digitech was started as a consulting firm specializing in software for business analytics. In 1987, founder and CEO Mark Schiowitz decided to focus Digitech on technology for the medical transportation market, an industry which he had learned in the family-owned ambulance company. Mark wrote the initial versions of [Ambulance Commander](#), Digitech's proprietary ambulance billing and dispatch platform.

Within a few years, much of the New York ambulance industry was using Ambulance Commander. Digitech successfully assisted over 70 companies to set up in-house billing departments. Several are still clients, including one that first partnered with us in 1987.

This early experience showed us that we could dramatically improve the billing and collections process for our clients, but we needed to invest in technology and leave behind the traditional software sales model. We began to offer a full third-party billing service that would handle all aspects of claims processing for clients. In 1994, Joyce Kerulo joined Digitech to build our billing services division, and she is now Chief Revenue Officer. Walt Pickett began his role at Digitech that year in customer service and programming, and he is now Chief Operating Officer.

Following our early success, we were contracted by several New York hospitals. In every case we showed increases in collections over the previous solution and soon built a reputation for maximized collections, cutting-edge technology, efficient processes, and in-depth reporting. We entered the municipal market by contracting with Burnsville Fire in MN, Orem Fire in UT, and several New York and New Jersey clients. We continued to show significant collections improvements and earned high praise for technology, process, and reporting capabilities that clients found revolutionary.

We continued to grow through partnerships with municipal clients like Memphis Fire, Baltimore City Fire, Gwinnett County Fire and Emergency Services in GA, Dallas Fire-Rescue, Grady Health System EMS in Atlanta, and Houston Fire Department. For Houston, we increased collections from $28 million to $68 million in our first year of service with more than $156 million recovered to date from the Texas Ambulance Supplemental Payment Program.

Today our [staff](#) is made up of engineers, developers, EMS experts, EMTs, former EMS directors, billing specialists, editors, and certified ambulance coders. To date, we have increased collections every time we have been contracted while maintaining an impeccable compliance record.

2). Provide an overview of your policies and procedures, staffing, facilities, technological capabilities, and other relevant attributes of your organization; describe your processor training and certifications.

POLICIES AND PROCEDURES

Various Digitech policies and procedures appear throughout this proposal.

COMPLIANCE

We prioritize staying ahead of regulatory requirements and changes, as well as the resources we need to integrate compliance within all of our billing and collection activities, training, and quality management programs.

Additional detail about our compliance policies and procedures can be found in response to the HIPAA requirements item and the Compliance section.

CUSTOMER SERVICE

Please see the Customer Service item in the Scope of Work section for information about the policies and procedures in this area.

STAFFING

Our staff of more than 730 employees focuses exclusively on EMS billing. This is one of the greatest resources we offer you.

Digitech employs a flexible staffing model through which each payer group is handled by a team of Digitech staffers specializing in that area. For instance, Medicare claims from multiple clients are managed and processed by our team of Medicare specialists. Under this model, experienced staff works alongside newer staff members, so that all clients have the benefit of our most experienced coders and billers working their claims. This approach ensures claims processing will proceed without interruption due to vacations or unforeseen absences. All billing staff are cross trained to enable employees to be temporarily reassigned should a particular processing group require additional resources to manage a spike in volume.

Digitech's flexible staffing policy is designed specifically to counteract any potential interruption of service caused by staff turnover, vacations, illnesses, personnel changes, and time off by ensuring that competent and experienced staff members are always assigned to each aspect of the billing process. The policy also provides a means to mentor new employees by having them work side-by-side with senior staff and ensures that temporary increases in volume in any area are handled without delay by moving staff members into that area until any backlog is cleared.

> Partnering with Digitech means you'll work with real people who understand EMS and understand your agency. We're big enough to handle the largest clients, but small enough to know each one personally.

FACILITIES

Digitech has five U.S. locations:

+ Chappaqua, NY

+ Tampa, FL

+ Miami, FL

+ Pleasanton, CA

+ Mechanicsburg, PA

As you can see, two of these offices are in Florida. The City will have a local team to provide support.

TRAINING

We require all Digitech employees to complete and pass our internal billing and compliance training program annually.

Training that we provide to clients is discussed in response to the Training requirement in the Scope of Work section.

CERTIFICATIONS

Staff certifications are discussed under the first item of Tab B. A sampling of certificates is attached as **Appendix B**.

> 3).   Provide a copy of a recent SAS 70 type I or type II independent service auditor's report on the controls placed in operations and data centers as well as a copy of its disaster and recovery policies and procedures.

Digitech uses Withum (formerly WithumSmith+Brown) to perform an in-depth audit on the controls and related processes we use to manage financial reporting. The results of our SSAE 18 (SOC 1 Type 2) audits, as well as the previous types of audits that the SSAE 18 replaced, have all been favorable. Withum has confirmed that Digitech meets the recognized national standards for safeguards for hosting or processing our clients' data.

We have included as **Attachment 4** a letter from Withum confirming the scope and results of our most recent SSAE 18 audit. This letter also points out that "AICPA standards restrict the distribution and use of the report to Digitech and user entities (customers) and the independent auditors of such user entities of Digitech's services." We would be happy to share our complete audit results with you confidentially at shortlist if it is required and if we are favored with an invitation for further consideration.

D. QUALIFICATIONS AND EXPERIENCE

Qualifications and experience of the firm as well as individual(s) who will provide the services. The submission should include:

1). Details on the qualifications of the individual(s) who will be our representatives from your company. List the names and titles of the principals, management and personnel who will be assigned to this contract. Include resumes / summary of experience of these persons. Discuss your staff including customer service representatives and help desk support staff.

As part of your partnership with Digitech, you will have access to our entire team of EMS billing experts. You will have the mobile numbers of senior officers to ensure that you have emergency access 24/7. Technical Support is available around the clock at (914) 741-1919 ext. 1.

MEET YOUR TEAM

A select group will be trained on your specific requirements. Only those billers will work your claims. Additional billers will be cross trained to account for any vacations, unforeseen absences, or temporary reassignment. Our Customer Service Representatives and help desk support staff are experts at dealing with patient issues and are well trained and knowledgeable in EMS billing practices and procedures.

Let us introduce you to some key members of your team:

Walt Pickett, Chief Operating Officer

Walt oversees the implementation and execution of all contracts. He heads the teams that manage integrations, credentialing, and support, and he works closely with the Account Management and Client Services teams to ensure that all client requirements are met. Walt will be a senior level point of contact for the City.

Joyce Kerulo, Chief Revenue Officer

Joyce will oversee the setup of Digitech's billing process for you, and will be your senior-level point of contact during the term of the contract. Her team will handle all aspects of your billing.

Ben Lambert, Chief Technology Officer

Ben manages the technical aspects of implementation. His team of programmers and analysts will ensure all your technological needs are met.

Fran Cuzzo, Vice President of Billing Services

Fran will supervise all aspects of patient collections, process electronic and paper billing, and support the IT department with testing new processes on Digitech's platform.

Cathy Tenzyk, Vice President of Billing Services

Cathy will run regular random audits of your claims to guarantee compliance with all applicable rules.

Maxine D'Agostino, Vice President of Billing Services

Maxine will ensure that your implementations for Medicare and Medicaid are handled in compliance with Florida and U.S. regulations.

Mitchel Holder, Executive Director of Analytics

Mitch will be a day-to-day resource for you. He will guide you in maximizing the financial and operational insights available through the reporting suite and in analyzing, understanding, and responding to the challenges that your organization faces in the ever-changing EMS marketplace.

Max Dekle, Senior Software Developer and Data Analyst

Max will create any custom reports that you need and enroll you in Digitech's award-winning PCR Lens solution.

Mary DelFranco, Director - Account Management

Mary will lead the teams who will implement Digitech's services and oversee training and coaching your team on system functionality. You will be able to contact Mary and her team 24/7 with any questions.

Anthony Santos, Account Management – Implementation Team Lead

Anthony is one of our Senior Account Managers and will manage the onboarding process and authorization of the City as an EMS billing service provider.

Amanda Mihalick, Certified Ambulance Compliance Officer

Amanda will provide you with any compliance training, compliance plan development support, and consultation on fee schedules if necessary.

Krina Merchant, Corporate Counsel

As Corporate Counsel, Krina manages multiple projects for Digitech. She balances business goals with legal risk, allowing her to effectively support the departments she works with.

Amanda Stark, Risk Manager

Amanda's responsibilities include reviewing and auditing clients' claims to ensure they are billed in compliance with each payer's rules.

Please see **Appendix C** for résumés of the staff above.

> 2). Details on the qualifications of the firm, including documentation of the firm's experience in similar work. Indicate the number of years' experience Proposer has had in providing these services (delineate total years and years doing business in the South Florida Area); Describe your capabilities and provide a menu of your services.

Digitech was formed in 1987 and began servicing south Florida in over 20 years ago. As mentioned in our Cover Letter and Executive Summary, we have deep experience in the state, a substantial Florida client base, and two local offices. Please see our Florida client map that follows.

This unrivaled depth gives us a deep understanding of Florida regulations and the unique aspects of Florida Medicaid processing, extensive access to patient insurance information, and a strong voice for our clients with payers and legislators to ensure maximized reimbursements.

We look forward to establishing a relationship with the City of Lauderhill.
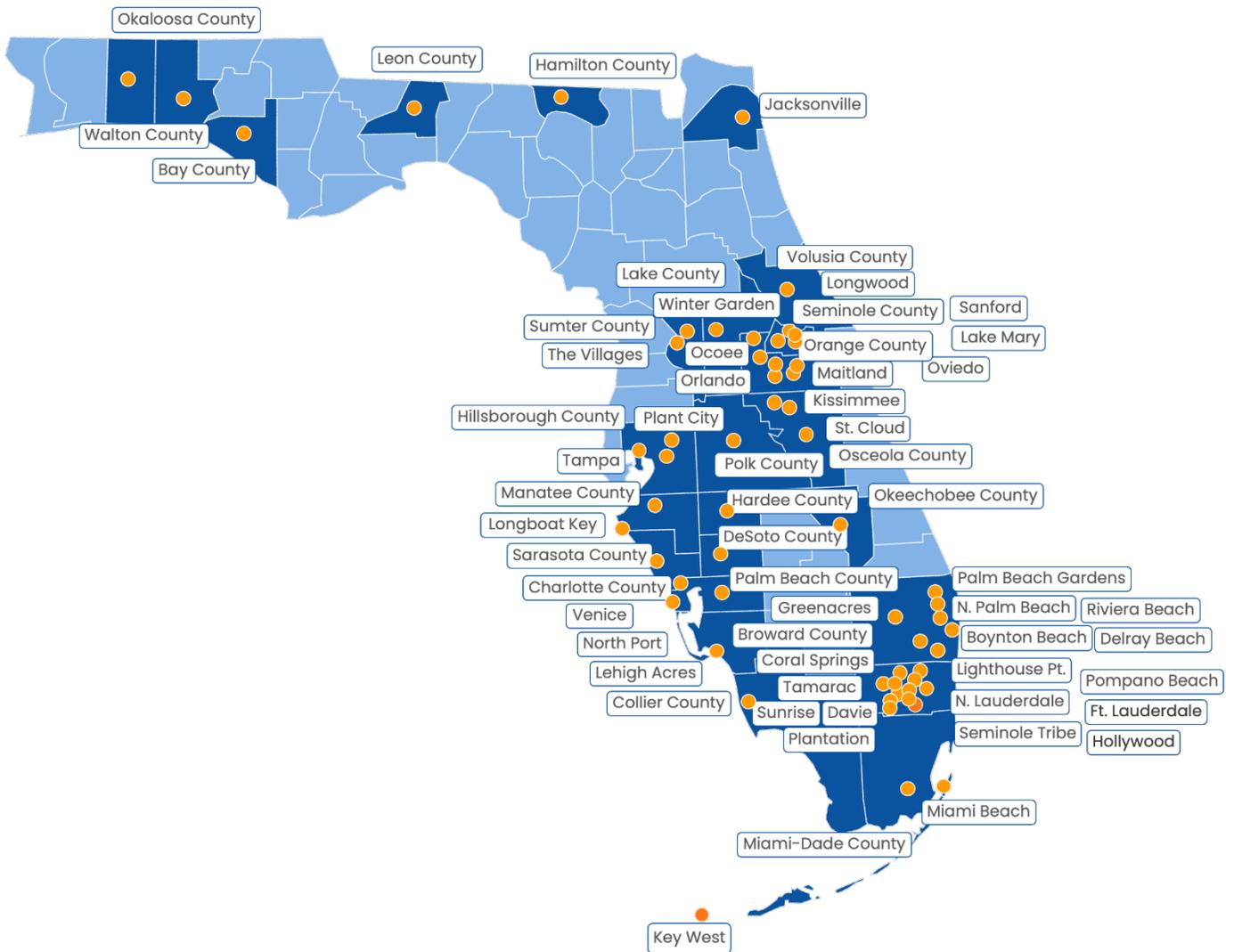
3). Demonstrate firms experience and knowledge of Florida Medicare and Medicaid billing for a minimum of (1) year and verify experience with at least (2) Florida municipal agencies performing at least 20,000 emergency transports per year for each agency.

With more than 20 years' experience working for Florida EMS providers, Digitech is intimately familiar with the requirements of billing for Medicare, Medicaid, and managed care programs in the state. We have assisted many clients with the delivery of cost reporting to the Florida Agency for Health Care Administration and will continue to provide support and assistance to the City of Lauderhill with the preparation of any required reports for Public Emergency Medical Transport reimbursement programs.

We have several Florida clients with at least 20,000 annual emergency transports, such as Orange County (72,000), Collier County (30,100), Polk County (72,000), and Lake County (48,000).

> 4). Facilities - Include a list of company's equipment, communication capabilities, etc.

The Ambulance Commander billing system is a hosted solution, accessible with security authentication from any computer with an internet connection. Digitech's facilities, equipment, and communication capabilities will meet or exceed Lauderhill's requirements for this project.

> 5). Technological capabilities - capability to produce technology requirements of this contract; any specialty equipment, etc. Confirm your ability to accept and provide files formatted to interface with the City. Discuss your hardware, software network and wireless systems that will be used.

In the Company Profile section, we provided information about our origin as a software company. Decades later, these beginnings still yield positive results for our clients. Technical innovation is part of our DNA. Lauderhill can be assured that we have the expertise and stability to handle all your technical requirements.

DIGITECH'S BILLING PLATFORM

Ambulance Commander is the platform that powers our high-quality billing process. It's 100% created and owned by Digitech; we've refined and perfected the technology over the course of 30+ years. We use Ambulance Commander to process your claims, and you will use the platform to run reports, monitor KPIs, manage documents, and provide account access to your patients.

Whenever we can automate a piece of the billing process carefully and compliantly, we do so in Ambulance Commander. The platform reveals the 30,000-foot view of your organization, allows you to zoom in to view the smallest detail of an individual claim, and shows everything in between.

Many other EMS billing companies state that they use a proprietary billing platform but rely on third-party software vendors who may take weeks or months to make programming changes if they can make changes at all. At Digitech, we have an in-house development team that can customize the platform in response to client needs.

Ambulance Commander can be accessed by authorized County personnel from any computer with a browser and reasonably fast internet connection. It's completely secure and compliant.

With Ambulance Commander, you get:

- Full transparency into all claim details

- No dependence on third-party software vendors

- Customization to your unique requirements

- 24/7 real-time access

- An in-house development team that incorporates changes in regulations or client feedback into the platform

- Efficiency through careful automation of difficult processes

- Integration with other systems such as ePCR software, dispatch tools, and receiving hospital patient systems

- On-demand training

- Total data security and regulatory compliance, so you have peace of mind

INTEGRATION EXPERTISE

We have extensive experience with the integration of third-party software systems which can include ePCR, dispatch systems, bank lockbox accounts for timely payment, receiving hospital patient systems, etc. These critical integrations allow for the seamless transmission of data and are supported 24/7 by our in-house team of programmers and systems engineers.

ePCR INTEGRATION EXPERTISE

Digitech's Ambulance Commander is fully integrated with the industry's ePCR systems. We have built, tested, certified, and deployed many times over what is now our standard ePCR interface. The approach used by our teams for customization, installation, and training has been tested and proven extensively. We are confident of our ability to provide seamless integration with ESO.

6). Other available resources you will use for this contract (must be included in your total price).

Several innovative components of our platform will be available to the City and included in the total bundle of services that we offer. Many of our automation solutions are internal facing, meaning that you may only see the resulting benefits of the technology rather than use the tools themselves. Because we promote transparency into all our processes, we'd like to pull back the curtain and show you Sleuth, Appeal-IT, and some of our other automated features.

SLEUTH

Sleuth is our proprietary demographic search solution; it finds missing or incomplete patient and insurance information when field personnel and receiving hospitals are not able to provide it.

This unique web-based tool steps in when the patient's Social Security Number is not available, using any available demographic information to discover the SSN via our search algorithms that search multiple large databases. Once identified, the patient's SSN is fed into our querying system that connects to insurance companies in search of the policy number associated with the SSN. Then we can bill the claim to the correct carrier, so we don't leave any of your money on the table.

APPEAL-IT

One difference between Digitech and other billing vendors is our unrelenting pursuit of every dollar of your insurance claims. Insurance companies routinely short-pay claims, even when they're required to pay the full amount, and many billing vendors will accept less than the billed amount and write off the balance.

Not Digitech! We appeal all short-pay claims with Appeal-IT, our automated appeals solution. We built this computerized appeals filing tool because manually filing appeals can become prohibitively expensive and tiresome, but the Appeal-IT process is both affordable and unrelenting. It's just one of the technological innovations we've invested in to produce significant collections increases for all our clients.

PEDESTAL

Pedestal is the tool we built in-house to guide our implementation process. Our Account Managers use Pedestal to generate checklists and implementation plans and to carefully detail and track all tasks along the way. When a task requires client participation, Pedestal keeps all stakeholders informed about any activity associated with that task, from start to finish.

OTHER AWARD-WINNING COMPONENTS

PCR LENS

PCR Lens, a set of reporting and analysis tools that offers insight into the data collected by EMS service providers during interventions and ambulance transports, was the winner of an EMS World Innovations Award. The application aggregates demographic and insurance data input by medics to their electronic patient care reporting software during each run and displays that data in an interactive user interface. Agency administrators, EMS leaders, and QA/QI officers can access this data in a variety of user-defined views.

Not only does PCR Lens display which data points were successfully collected by each medic, but it also validates the collected data after the claim has passed through Digitech's billing process, where the demographic and insurance data is verified for completeness and accuracy.

The benefit that this application provides to our clients is the ability to create detailed visual analyses of the accuracy and completeness of the data collection efforts of individual medics, crews, shifts, or stations. Those efforts can be compared to their own past performance and also to the data collection efforts of other medics, crews, shifts, or stations. For example, an individual medic may capture Social Security numbers 91% of the time. After the data validity check, PCR Lens might show that only 83% of SSNs captured were accurate. Conversely, another crew member might show that she only captures insurance information on four out of five runs, but she gets it right every time.

PCR Lens helps QA/QI administrators make sense of the field data collected by their medics and use that knowledge for efficiency improvements, better patient care and outcomes, and increased revenue for clients. Another benefit of the PCR Lens application is the option to share data with other Digitech clients and compare data collection performance against similar services. Administrators can connect with other PCR Lens users from agencies across the country to share best practices and successful mitigation and training strategies.

SYMPTOM MAP

Digitech's Symptom Map is an interactive heat map that allows EMS agencies to geospatially track call locations and responding crews. Symptom Map users can track any diagnosis code or provider impression, map the concentration of EMS responses to specific symptoms, and drill into individual claims to see all account details, including the complete patient care report.

The development of Digitech's Symptom Map was driven by the COVID-19 crisis. In early March 2020, it became clear that COVID-19 was going to have a significant impact on EMS operations everywhere, and Digitech drew upon its history of rapidly delivering solutions in response to evolving needs. A client approached Digitech with a request to help them understand how and where the virus was spreading within their constituency. The request was swiftly passed to our development team. Within days, Garrett Anger, senior developer at Digitech, had delivered a prototype of the heatmap. With just a few refinements, the solution was made available to all clients before the end of March 2020, just two weeks after COVID-19 was declared a Public Health Emergency. Digitech's Symptom Map was a winner of Digitech's second EMS World Innovations Award.

7). Provide information on five entities / contracts in which your firm has successfully developed, installed, integrated, tested and had acceptance of the proposed EPCR system within the last 3 years, preferably for Florida governmental agencies. Proposer should have proprietary ownership of both its proposed billing and EPCR technology.

Digitech's Ambulance Commander has built, tested, certified, and deployed many times over what is now our standard ESO interface. We have successfully integrated with the ePCR solution numerous times to support operational deployments similar to those required be the City. The approach used by our teams for customization, installation, and training has been tested and proven extensively. We are confident of our ability to provide seamless integration with ESO Solutions.

The references provided in the next section are EMS billing partnerships where we have implemented ESO.

8). Other previous and existing contracts - List similar contracts that your firm has been associated with within the past five years (delineate what services you provided). Each contract description must include at least the following information:

I.   Name and Location of Project

II.   Nature of your firm's responsibility on the project/ work for which your firm was directly responsible

III.   Contact Person (Name, Address, Phone #, Fax, E-mail)

Please see the next section, References.

> Yesterday afternoon, I made telephone contact with representatives of several of the client organizations you referred us to. Of course, I expected them to say nice things about Digitech – that's what references do; what particularly caught my attention, however, was the *enthusiasm* your clientele put into their comments, large and small clients alike.
>
> **DOUGLAS A. JONESI**
> EMT-P, Director of EMS
> Raytown EMS, MO

E. REFERENCES

1.	Provide a list of account(s) where the agency has received a minimum EMSTARS EMS data quality score of 95% or higher within the last year.

This item is not applicable to Digitech's response.

2.	List two of your references that are Florida municipal agencies performing at least 20,000 emergency transports per year for each agency.

Please see below for our references. Four of the references have more than 20,000 transports.

3.	Provide a minimum of five (5) reference accounts, preferably Florida government agencies, where the vendor's proprietary billing and EPCR solutions are both being used by each referenced client.

These list of accounts must include the following: contact persons name, current e-mail address and phone number(s) This list should include accounts that represent proposing company's experience with entities of similar size and exposures as the City of Lauderhill.

The table below provides references for whom Digitech provides EMS billing services. We are confident their testimonies will support our success.

Current Client	Contact Information	Scope of Contract	Start of Service
Lake County EMS 315 W. Main St. Tavares, FL 32778	Jerry Smith EMS Director (352) 742-3930 jsmith@lakecountyfl.gov	Annual Transports: 48,000 EMS Billing Services PEMT/MCO Services ESO ePCR Integration	2018
Polk County Fire Rescue 1295 Brice Blvd. Bartow, FL 33830	Holly Newton Financial Administrator (863) 534-5604 hollynewton@polk-county.net	Annual Transports: 72,000 EMS Billing Services EPR Systems ePCR Integration	2006
Orange County Fire Rescue 6590 Armory Ct. Winter Park, FL 32792	Alex Morales Finance Director (407) 836-9015 alex.morales@ocfl.net	Annual Transports: 75,000 EMS Billing Services PEMT/MCO Services ImageTrend ePCR Integration	1999
Collier County EMS 8075 Lely Cultural Parkway Naples, FL 34113-9005	Cindy Long Supervisor (239) 252-3742 cindy.long@colliercountyfl.gov	Annual Transports: 30,100 EMS Billing Services ImageTrend ePCR Integration	2017
Davie Fire Rescue Department 6901 Orange Drive Davie, FL 33314	Daniel Moran Battalion Chief (954) 797-1241 dmoran@davie-fl.gov	Annual Transports: 7,000 EMS Billing Services PEMT/MCO Services ESO ePCR Integration	2004

F. REPORTS/BILL FORMS

1. List and provide a sample of all reports that you offer to the City for this contract. Include or attach a sample of each relevant report that will be available via the Internet or by mail/fax and the range of time periods available (daily, weekly, monthly, etc.)

This section should include, but not be limited to the following reports: Distribution of Charges and Collections

Aged Receivable Report

Patient Alpha Listing Monthly Payment Listing Overpayment Reports

COMPREHENSIVE REPORTING SUITE

We know that your reporting requirements are crucial to this project, and we commit to exceeding your expectations. We believe that the best claims processing software would be inadequate without powerful reporting, and that's why we've integrated our powerful reporting suite across our entire Ambulance Commander platform.

You'll find reporting tools in all our solutions. Report generators let you sort, filter, and run reports that you create based on tens of thousands of possible combinations of fields and criteria. This functionality gives you the ability to print virtually any report imaginable.

We will provide the reports you need. During implementation and throughout our partnership, we will discuss the parameters of each report with you so that we understand exactly what you want to see. All reports can be printed or downloaded in a variety of formats, including Excel, Word, XML, or PDF.

If you have specialized reporting requirements that are not already provided or cannot be created through our report generators, we will customize a reasonable number of reports needed at no cost, often within 24 hours of your request. You will have access to the reporting experts on our staff, including Max Dekle, our Data Analytics Specialist, and Mitch Holder, our Executive Director of Analytics. We will make sure you have all the reporting tools necessary to effectively monitor and analyze your data.

In addition to the monthly operational and financial reporting packages we provide, you will be armed with our Dashboard and PCR Lens solutions, giving you powerful self-service reporting capability.

OPERATIONAL / FINANCIAL REPORTING & ANALYSIS SOLUTION - DASHBOARD

Dashboard™ Digitech's Dashboard brings your operational and financial data into an easy-to-use interface that will enable your managers, administrators, and business analysts to get a real-time picture of any aspect of your operations. Dashboard's intuitive user interface provides a set of advanced reporting and analysis tools that will help your organization stay on top of the game and ahead of the curve.

The basic setup of Dashboard contains several pre-defined views and layouts displaying critical operational metrics, including a set of Key Performance Indicators validated by Page, Wolfberg & Wirth, the premier EMS law firm. In addition to these default options, Dashboard is also highly customizable, allowing users to configure and save personal views, so you'll see exactly what you need to know when you need to know it.

Digitech's Dashboard

FIELD DATA QUALITY MONITORING & REPORTING SOLUTION - PCR LENS

PCR Lens is our data quality reporting solution. It aggregates the pre-hospital data from your agency's EMS responses as they come to Digitech as Patient Care Reports. PCR Lens then displays the data in an interactive user interface. Here, you're able to create your own views and filters, making it easy to pinpoint problems, push training and re-education where it's needed, and identify high-performing individuals and crews.

With PCR Lens, you can also compare your agency's pre-hospital data as it comes to us through the ePCR with that same data after we've run it through Ambulance Commander. We perform error-scrubbing and match information against national demographic databases. Then our certified ambulance coders review and edit that data during the creation of the claim.

The initial data collected in the field can be compared with the same data after these Digitech processes take place. Chiefs, EMS Directors, and QA/QI Administrators can quickly and accurately analyze the data collected by your medics and compare their efforts to peers, other shifts, other stations, and even other EMS organizations.

PCR Lens helps you make sense of the mountains of data collected by your medics and push improvements in efficiency, better patient care and outcomes, and increased revenue for the department.
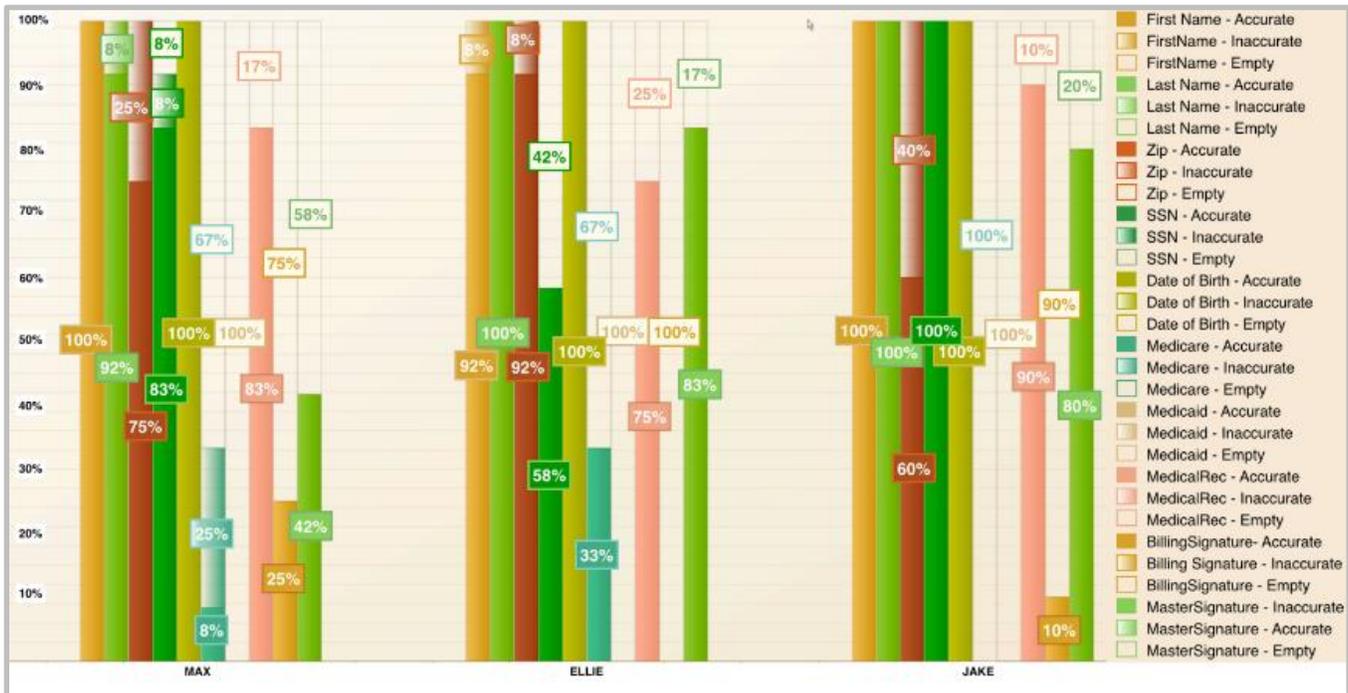
Digitech's PCR Lens

OTHER REPORTS AND PACKAGES

In addition to Dashboard and PCR Lens, we provide you pre-configured reports, including a monthly reporting package. Two of our most popular pre-configured reports are the Financial Scorecard and the Analytical Scorecard.

FINANCIAL SCORECARD

The Financial Scorecard allows you to follow the money at any point in your revenue cycle. The report tracks every dollar of your charges until payment is complete, allowing you to instantly review all receivables and view a breakdown by payer, facilities, or patients for any date range.

ANALYTICAL SCORECARD

The Analytical Scorecard gives you a complete picture of your critical data. The report analyzes claim costs and charges on a per-carrier basis. You may define one or more options for Top Priority, Financial Groups, Service Level, Trip Class, and Company data to include in a report.

MONTHLY REPORTING & FINANCIAL PACKAGES

Digitech's standard monthly reporting package includes both detailed and graphical representations of critical financial data including sales, cash receipts, adjustments, accounts receivable, days sales outstanding, collection percentages, collections per transport, and more.

We deliver this package to your specifications on a mutually agreed upon schedule. Whenever needed, authorized stakeholders from your organization can also produce these reports on demand.

At the end of each month, Digitech performs a hard close of all books and records, which ensures all accounting numbers related to sales, cash receipts, adjustments, and receivables for that month will never change. This makes it easy for anyone to review performance and identify specific topics to explore.

We will deliver a monthly financial reporting package to you that is accrual-based and adheres to Generally Accepted Accounting Principles and includes our Cash Receipts Report, Sales Reports, Adjustment Reports, the Accounts Receivable Report, and the Accounts Receivable Roll Forward report, which ensures that the closing balance of each month is matched to the penny to the next month's opening balance.

> "
>
> Their reporting system, combined with the Dashboard, provides access to all of our data on a real-time basis which enhances the decision-making process.
>
> **NEIL J. DEPASCAL, JR., CPA**
> Deputy Assistant Director, CFO
> Houston Fire Department, TX

2.   Submit sample bill forms and the messages that will be used on each successive bill mailed.

Please refer to **Appendix D, Sample Patient Statements** for a view of our standard statements. Messages can be customized to suit the City of Lauderhill's preferences.

G. SCOPE OF WORK

This section of the proposal should explain the Scope of Work as understood by the proposer, detail your firm's approach, activities, and work products.

Discuss your offering and understating regarding the following:

- Invoicing / Billing

- Collections

- Medicare and Medicaid requirements

DIGITECH BILLING PROCESS

Digitech achieves exceptional results for every client, every time. This is true whether the service is large or small, converting from billing in-house, or using a third-party billing service. According to our clients, they see improvements in level of service, technology, and reporting capabilities. This is not by accident – it's by design. Our business model merges advanced technology solutions with a highly experienced and knowledgeable team that manages every detail of each account. Digitech's process for creating and billing claims can be broken down into three stages:

+ Data Collection
+ Research and Coding
+ Resolution
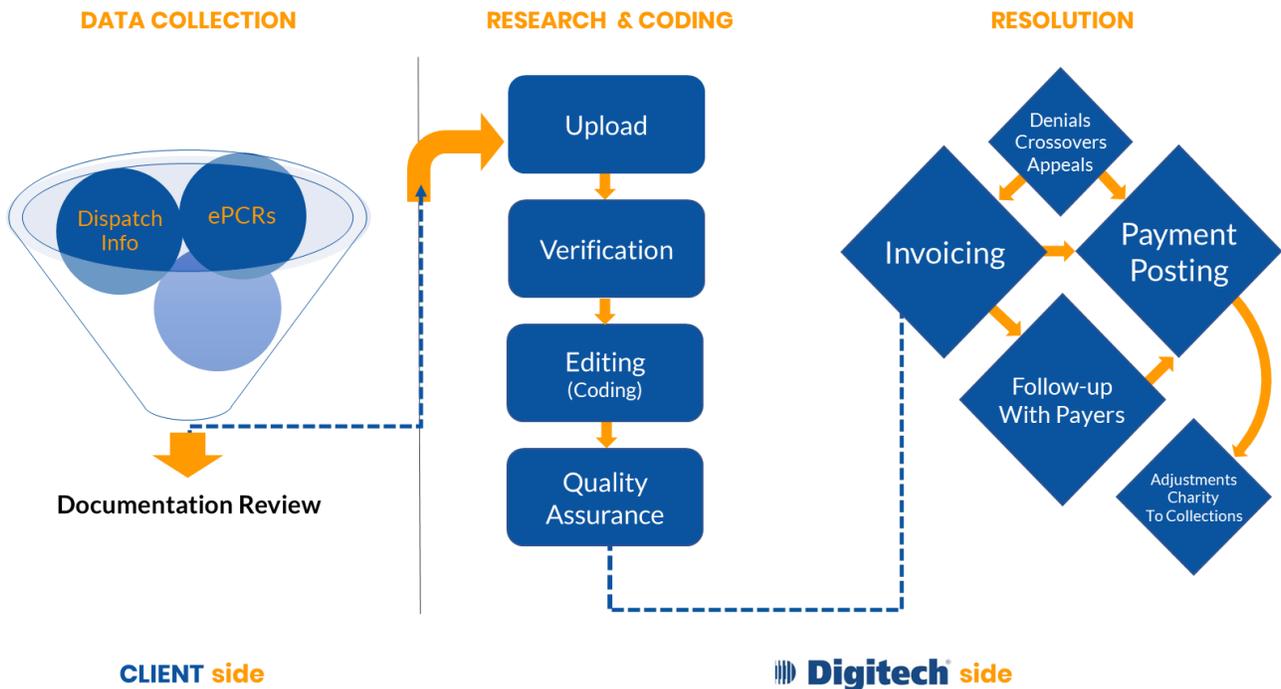
The diagram above provides a visual representation of these steps, which we explain in more detail in the following sections.

DATA COLLECTION

The first stage of our billing process occurs primarily on your side, from dispatch of the transport to the creation of the patient care record in the ESO ePCR application. We require minimal assistance from you to perform billing services on your behalf. What we do require is within the scope of normal provision of EMS billing services:

Data collection, enhanced by the PCR Lens solution we offer you to monitor the quality and quantity of the patient demographics and billable information that your medics collect in the field.

Reasonably accurate PCRs with narrative descriptions of treatments provided and drugs administered, delivered in a timely fashion.

Review by your Quality Assurance team to ensure that run records are complete and clinically accurate before marking them as "Ready to Bill" and preparing them for transfer to Digitech. This step is not required, but we highly recommend it.

Dispatch Info | **ePCR Reports**
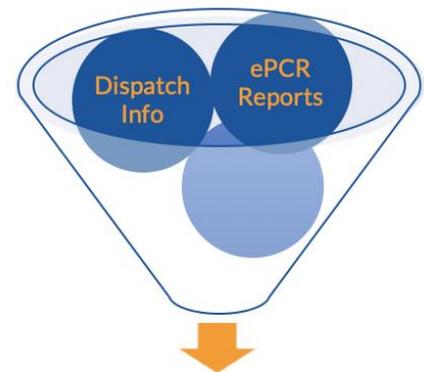
**Documentation Review**

RESEARCH & CODING

In this phase, our Ambulance Commander interface obtains your billing and dispatch information from ESO's servers once it is ready to bill, usually after a review by your QA personnel.

Digitech will provide training to your medics to support the creation of compliant PCRs with narratives that accurately document all treatments provided and support their medical necessity. In addition, we offer PCR Lens, a unique tool to help your providers see, measure, and improve the quality of demographic and insurance data collection in the field. Once Digitech pulls the billing and dispatch information from the ePCR host servers, the next stage of the process begins.
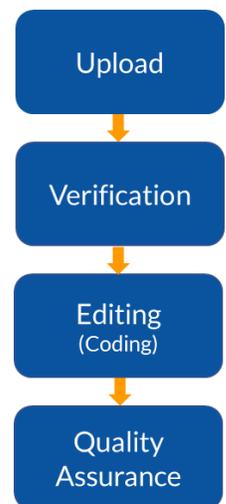
DATA UPLOAD

Pre-hospital Patient Care Reports and all associated transport data are uploaded into Digitech's system via Secure File Transfer Protocol. This process is typically completed within two to three hours each morning via an import routine written by Digitech for specific ePCR systems.

Digitech has import routines for every major ePCR system on the market. Our routines are unique in that we import *all* the information from the PCR system, not just the information required for billing. This greatly increases our ability to provide reporting and analytics that directly relate your finances to your patient care. Incident numbers, transport numbers, and individual record numbers (when multiple vehicles respond to the same incident) are all recorded and associated with the claim number we assign.

Upload

Verification

Editing
(Coding)

Quality
Assurance

> ### Our routines are unique in that we import *all* the information from the PCR system.

On a regular basis, we perform a reconciliation to make sure that all patient care records have been imported into Ambulance Commander, our billing platform. This process, along with your own reconciliation process of matching an ePCR to each run, ensures that all billable transports dispatched have been transferred.

Once the PCR data has been reconciled, our billers can see all critical transport data, including the dispatch data, the crew data, the unit data, and so on. They can also see the PCR itself which contains the details of the patient assessment, the treatments and interventions provided, and the narrative entered by the responding medic. With this information, they begin the next step in the billing process – Verification.

> ### We reconcile all transport records to PCRs. You will never lose a claim.

VERIFICATION

Verification is the process of finding missing billing and demographic information and confirming the data that is currently available. We complete this process within one business day of receipt of PCR data. Our verifiers do the following:

+ Access multiple public and private databases to locate missing patient information.

+ Contact patients by phone to get insurance information when necessary.

+ Contact admitting hospitals to get patient information that we then use to find insurance information with our demographic search tools. When possible, we build electronic bridges to hospitals and directly query databases or transfer patient demographic and insurance data.

+ Use clearinghouses to find or verify insurance and demographic information.

+ Provide invoicing forms with a simple insurance information section and return envelope, which makes it easy for patients to return demographic and insurance information to Digitech by mail.

+ Provide web portals for each client where patients can check the status of their accounts, make payments, update demographic profiles, provide signatures, and input insurance information.

USING PUBLIC AND PRIVATE DATABASES

Digitech uses our proprietary Sleuth search solution to connect to multiple large databases. Its search algorithms use any available data to locate additional demographic information. Our goal is to find the patient's social security number, which we then submit to other databases to find insurance information.

USING CLEARINGHOUSES

Using the demographic information available, verifiers search large clearinghouse databases to find or verify available insurance information and determine eligibility. This process also allows us to identify secondary insurance that field personnel will almost never obtain, and that even the receiving hospitals may not be able to provide. We validate Medicare, Medicaid, and all insurances daily for all the claims that we receive.

In addition to verification of insurance information on file, we validate patient insurance status by feeding the verified social security number into our insurance polling system which queries insurance companies in search of a policy number associated with that social security number. Digitech uses Experian and other such databases for this process. We typically complete this validation of patient insurance status in a matter of hours on the same day the trip information was downloaded.

EDITING (CODING)

Editing is the intensive process by which we review each claim manually and determine level of service, medical necessity compliance, signature compliance, and mileage. As part of the editing process, Digitech's certified coders review the content of the ePCR, evaluate the narrative, decide whether the claim is billable, and if so, how the claim should be billed. It's important to get it right.

Once the editing process is complete, claims are procedure coded and scheduled for invoicing. Any accompanying paperwork is verified and attached to the claim using Digitech's SecureDocs document imaging interface. We typically complete editing for all claims within 24 business hours of receipt of ePCR data.

> The key to effective automation is knowing when NOT to automate. Digitech's coding process is not automated. Our certified coders review every claim after reading the entire PCR to determine the correct level of service and proper coding.

RESOLVING MISSING INFORMATION AND DISCREPANCIES

When required for Medicare and Medicaid claims, Digitech contacts patients to obtain signatures. If we have exhausted all possible avenues of recovering missing information, our editors compile a list of claims that cannot be edited or coded and therefore cannot be submitted, such as claims that are missing clinical information, trip origin or destination, or other critical transport details.

Typically, this list represents a very small portion of the claims we receive. We will notify your team of these discrepancies within 48 business hours of receipt of ePCR data. We will ask your representatives to review and supply us with the requested information if possible, and we will update each claim accordingly.

Ambulance Commander provides an audit trail of every action undertaken, so each time a claim is touched in any way, the system creates a time-stamped record. Digitech will report all open issues for the month to you. Most issues are resolved prior to closing the month's transactions.

QUALITY ASSURANCE – THE HUMAN ELEMENT

Digitech's Quality Assurance team, headed by a NAAC-certified coder, is made up of experienced staff members, all of whom have backgrounds as EMTs, paramedics, nurses, or EMS billing professionals. The QA staff manually reviews 100% of Medicare, Medicaid, and Railroad claims. All Medicare claims are checked for medical necessity, mileage, and signatures. All Medicaid claims are similarly verified for medical necessity.

Our QA department frequently works directly with clients to ensure that they are trained on filling out paperwork with as much accuracy as possible. If QA finds that the paperwork conflicts with the level of service listed in the claim, or if the narrative is not sufficiently informative, they reach out for more information. This could involve contacting the care facility or the patient for clarification.

RESOLUTION

Resolution of claims involves invoicing, posting, and short-pay follow-up. There is a circular dynamic between these steps, as the remittance processing phase often results in claims returning to invoicing for re-billing to secondary and tertiary payers, for denied claims to be corrected and resubmitted, for appeals processing, or for balances to be invoiced directly to patients.

In more detail, the processing layer includes the following:

INVOICING CLAIMS

Approximately 98% of the compliant claims completed by our clients make it through the Data Upload, Verification, and Editing processes so that they are invoiced within 24 business hours of being received. Digitech will prepare invoices according to the rates and timelines you establish.

Denials
Crossovers
Appeals

Invoicing

Payment
Posting

Follow-up
With Payers

Adjustments
Charity
To Collections
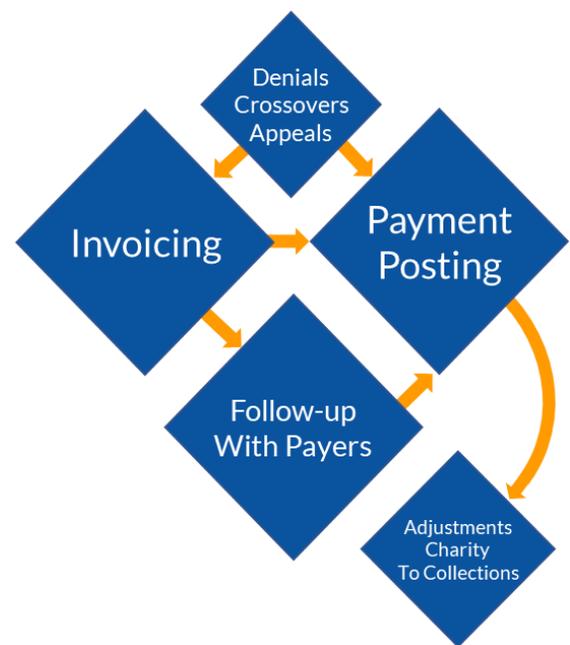
INVOICING COMMERCIAL CARRIERS

This step includes submitting electronic files to carriers that accept them or sending paper claims to those who do not. Where possible, Digitech files directly with the carrier, but alternatively will file claims using intermediaries and clearinghouses. We prefer direct billing as it speeds the process, and faster processing typically results in better collections. When the commercial carrier does not pay in full, Digitech will appeal the claim. Our automated Appeal IT system sends appeals to carriers within 24 hours of a short-paid claim being posted. We follow up on all commercial claims on a regular basis (typically every 20 days) until they are resolved.

INVOICING MEDICARE OR MEDICAID

Digitech is focused on compliance. Depending on applicable laws and regulations, before sending claims to Medicare or Medicaid we will verify that the:

+ Level of service is correct

+ Correct modifiers have been applied

+ Signatures have been obtained

+ Supporting Physician Certification Statements for non-emergency transports are attached

+ Medical necessity of the transport is correctly documented

+ Mileage is correct

Digitech will file directly and electronically with both Medicare and Medicaid.

PATIENT INVOICING – THREE INVOICE CYCLE

Our patient invoicing typically follows a three-invoice cycle. We use mailers specially designed to make it easy for patients to return valid insurance information. Our patient invoicing process is as follows:

+ Once we have exhausted all efforts to locate and verify insurance coverage for a patient, an initial invoice is sent, usually within 48 hours of our receipt of the ePCR data.

+ A statement of account is generated and mailed to the patient's responsible party 30 calendar days after the original invoice and followed up with a phone call.

+ When a patient account is not paid after 60 days, Digitech sends a pre-collection notice in accordance with mutually agreed policies and again follows up with a telephone call.

+ Patient accounts that remain unpaid after 120 calendar days are sent to collections or adjusted in accordance with your policies.

We employ a positive customer service approach in dealing with overdue accounts and do not engage in any form of debtor harassment, improper language, or unreasonable conduct at any point.

Remittance Processing

Remittances are received and processed through a bank lockbox[1]. A lockbox facilitates the payment process in the following ways:

+ All payments will be immediately credited to your account. Digitech will never have control over your cash.

+ All payments will be immediately credited to the patient's account.

+ The bank will image all documentation so that both parties can view payment details at any time.

The lockbox simplifies the process of reconciling deposits. Once a payment is received, often in the form of an Explanation of Benefits funds are immediately posted to your account. Cash is reconciled every day. We never have unapplied accounts.

"

The City of Houston was profoundly pleased to discover that Digitech does not carry an unapplied funds account. We rest easy knowing that every dollar is correctly allocated.

LATOYA JASPER
Former Deputy Assistant Director, Finance
City of Houston, TX

Payment Via Paper Check

+ Paper checks are received in a PDF format with the scanned check followed by the EOB.

+ Each paid claim is pulled into Digitech's general posting function using the invoice number included with the payment.

+ The payment is posted by procedure code for insurance.

+ If the insurance carrier provides 835 Electronic Remittance Advice files, the payment is posted using the 835.

+ If there is no 835-remittance available, the payment is posted in general posting.

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[1] Digitech requires the establishment of a bank lockbox to receive and process payments. We can assist in setting up a lockbox account, but lockbox fees will be the responsibility of your agency.

+ Any remaining balance after receipt of payment from insurance providers will be appealed or crossed over to the next payer, depending on the contract the City may have with the payer or the specific type of insurance plan.

PAYMENT VIA ELECTRONIC FUNDS TRANSFER

+ Electronic funds transfer payments are sent to Digitech by the client or made available to us via login to your lockbox.

+ All electronic funds transfer payments are posted via 835 ERA files.

+ Each deposit date is balanced using a spreadsheet listing out the totals for the lockbox deposit and each carrier that pays via electronic funds transfer.

+ Any amount that is not posted by Digitech is shown on the remittance spreadsheet as Non-Digitech Cash.

+ Each day's report will show total amounts for both Digitech and Non-Digitech payments arranged by payment source (lockbox or electronic funds transfer).

PREFERRED METHOD FOR CREDIT CARD PROCESSING

Our preferred payment method for credit card payments is to connect our payment portal to the clients' credit card merchant processor. Patients access their account information through our secure and convenient online interface. Through our portal, patients can provide insurance or demographic information and review the status of their account. Credit and debit card payments, including payments via health saving account and flexible savings cards, can also be made through Portal's 256-bit SSL self-service payment interface. All credit card transactions processed for you will be handled in compliance with Payment Card Industry Data Security Standard regulations.

Patient invoices also provide a mailing address for those clients who wish to pay by check.

PATIENT INVOICING CUSTOMER SERVICE

When we're dealing with your patients, we want to speak to them as you would. All Digitech staff who interact with patients are comprehensively trained in best practices guided by HIPAA; OIG Waste, Fraud, and Abuse rules; the HITECH Breach Notification rules; Red Flag Identity Theft rules; local, state, and federal laws and regulations; and compassionate care principles for patient privacy and patient rights.

> Our calling campaigns include provisions for patients to set up payment plans or carry out charity plans as defined by your agency.

INVOICE FORMAT

All notices, invoices, and letters will be delivered in a format you approve and in compliance with the provisions of the Fair Debt Collection Act and all other applicable laws and regulations.

PARTIALLY PAID CLAIMS AND DENIALS

If the claim is partially paid, one of the following will occur:

+ The claim will be crossed over to the next payer if the original payer paid all that was legally due.

+ The balance will be transferred to the patient if no additional insurance is available.

Only a tiny percentage of claims we submit are denied because our platform traps claims for correction before they are submitted, speeding the collection process. The small number of denied claims will be corrected and re-invoiced. If they are paid, no action is required. If the claims are denied, we begin the appeal process:

+ We request additional documentation from the receiving hospital when applicable.

+ Occasionally we will contact a family member to provide documentation to support the claim.

We then file the first level appeal. If there is a favorable decision, then no further action is needed. If we receive an unfavorable decision, and we have cause, we appeal to the second level. For Medicare, the second level appeal is handled by a Qualified Independent Contractor.

If we receive a favorable decision, no further action is required. If we receive an unfavorable decision, our usual practice is to file an appeal to the Administrative Law Judge where applicable.

At times, the claim or a portion of the claim is not paid, and we are reasonably sure it will never be paid. In those situations, claims will be sent to collections or adjusted according to your protocols.

REFUNDS AND OVERPAYMENTS

Digitech's established method of processing refunds is as follows:

+ We submit a refund request to the client.

+ The client writes the refund check and notifies Digitech.

+ Digitech makes the financial adjustment to the account.

WE APPEAL ALL SHORT-PAY CLAIMS

Digitech does not leave your money on the table. Here again, we use the power of automation to manage denials, appeals, and short-paid claims. Appeal-IT, another distinguishing automated feature of Ambulance Commander, systematically appeals the short-paid claim until we have successfully recovered the complete balance. Where a manual appeal process may become expensive and tiresome, our automated process is both affordable and unrelenting.

RECEIVING AND PROCESSING PATIENT RECORD REQUESTS

Digitech uses ChartSwap as a repository for attorneys to request invoices, medical records, etc., for the clients they represent. The attorney's request typically consists of a letter detailing the nature of their request and a HIPAA form signed by the patient.

After Digitech reviews the request, the attorney will be charged a fee based on the number of pages to be included in the document. The fee is inclusive of searching, handling, copying, and mailing costs.

SEGREGATION OF DUTIES

Digitech is committed to maintaining security. To ensure that you are protected from loss, the same individual on Digitech's staff will not be able to enter billing information, adjust billings, post payments, or deposit funds.

SPEED OF PROCESSING IMPACTS COLLECTIONS

Our experience has shown that getting invoices out within a day or two of receipt of PCR data positively affects the outcome of the collections process, not only by avoiding timely filing issues, but also by enabling the follow-up on denials, partial payments, short-pay claims, and appeals to begin that much sooner.

Typically, within one business day of receipt of transport data, Digitech billing personnel begin all automated batch claim processing tasks including:

+ Electronic invoicing and filing

+ Paper invoicing, printing, and mailing when appropriate

+ Self-pay invoicing

+ Facility invoicing (if applicable)

> Faster processing speed typically results in better collections. That's why we submit 98% of compliant claims within 24 hours.

FINAL CLAIM RESOLUTION PROCESS

During onboarding, we will work together to understand your requirements so that we can customize our final claim resolution process for you. Generally, claims that go through the process and remain unpaid either go to collections or are adjusted according to the contract requirements. These amounts include:

+ Adjustments
+ Charity programs
+ Discounts
+ Claims sent to collections or written off in accordance with your policy

When we have not been able to make any contact or retrieve any kind of insurance information for a patient, Digitech will adjust claims according to your policies. We will prepare and transmit a file containing the claim data to your designated debt collection agency in a format and on a schedule determined jointly between Digitech, the collections agency, and the City. Digitech has experience with collection agencies across the nation and while we prefer to keep our relationships with collection services at arm's length to avoid any appearance of conflict of interest, we would be happy to recommend services that we have found to be reputable.

FINAL ACCURACY CHECKS

Permeating every aspect of Digitech's billing process is a series of Quality Assurance and Auditing functions that ensure all other processes, either manual or automated, deliver proper and accurate results.

In addition to automated functions that examine every link in the chain to verify that claims or data are not falling through the cracks, getting misdirected, or remaining unprocessed for any reason, we employ a team of QA personnel whose sole job is to check batches of claims manually every day to verify that both systems and people are processing all data with the high level of accuracy that we demand.

Further oversight and analysis of our automated processes includes continuous random claim auditing by our quality assurance department; a monthly Financial Reporting Review done by our dedicated client account managers before monthly reports are sent out; biennial audits conducted by one of the premier firms serving the EMS marketplace; and an annual SOC 1 audit conducted by Withum, one of the nation's most respected accounting firms. Our final accuracy check is our cash posting process, which enables our specially trained cash posters to pick up anything missed by the other safety measures.

> In my experience, it is a true rarity to find a company whose services and software align so completely with the business needs of a customer. I'm sure you would agree that businesses, teams, and groups do not achieve this level of performance by accident. It takes vision, skill, determination, and a commitment to service excellence. Digitech has managed to do this and we are proud to have you as a partner in supporting the provision of outstanding EMS services in our community.
>
> **ANDREW BAXTER**
> Former Fire Chief
> Charlottesville Fire Department, VA

- HIPPA Requirements

Digitech is responsible for ensuring the privacy and security of all patient information we receive or use under both the Privacy Rule and the Security Rule of the Health Insurance Portability and Accountability Act of 1996.

We are committed to ensuring that our privacy and security policies, procedures, and training are up to date and effective in safeguarding the confidentiality, integrity, and availability of all protected health information received, maintained, and transmitted by our company. We will adjust our policies and procedures accordingly based on periodic reviews and evaluations of our privacy protection systems.

Digitech is fully compliant with all applicable HIPAA requirements. We have implemented a comprehensive HIPAA compliance program that incorporates:

+ Membership in organizations that provide research and updates on current legal and best practice guidelines.

+ Incorporation of detailed compliance awareness and procedures within all training systems and at all levels. Training covers regulatory requirements as well as procedures and processes developed by Digitech, including electronic configurations, business rules, and communication rules to ensure compliance with all regulatory, privacy, and security requirements.

+ Automated tracking and monitoring systems including automated fraud indicator flags, compliance tracking, and intrusion detection and prevention.

+ Quality assurance programs that focus on daily compliance management and verification.

+ Comprehensive personnel screening and monitoring.

+ Comprehensive binding terms and conditions within contracts between Digitech and suppliers.

+ Outreach security and compliance assistance and training for both suppliers and customers.

+ Legal and compliance advisory services.

- Compliance with other applicable Federal, State and local laws and requirements.

Digitech complies with all Federal, State, and local laws.

- Customer Service - your plans for response to patients' concerns, negotiations etc.

While performing services on your behalf, Digitech commits to the highest level of professionalism in patient interactions. Patients in need will be guided to alternative financial resources that may be available. We believe it is important to provide this personalized attention to help your patients identify their options.

We provide clients a toll-free telephone number for customer service and patient inquiries. We have bilingual (English and Spanish) staff onsite in customer service positions during our normal business hours of 8am – 6pm ET and utilize translation services for other languages as necessary.

After-hours calls are directed to our user-friendly voicemail service that allows patients to leave information for follow-up by our Customer Service Representatives. Calls are returned to patients the next business day. On weekends and holidays, patient voicemail and email communications are checked at least once per day.

In customer service as in all our operations, Digitech is committed to the highest ethical standards. Our Customer Service Representatives are experts at dealing with patient issues and are well trained and knowledgeable in EMS billing practices and procedures. Your calls will be answered with a custom greeting such as, "City of Lauderhill" and patients are counseled through every step of the payment process.

Digitech personnel will ensure that all patient interactions are professional and friendly. Sensitivity to your organization's reputation is our foremost consideration. We pride ourselves on our exceptional customer service. We invite you to contact any of our clients to ask how they feel about the way we handle their patients.

PHONE SYSTEM FOR PATIENTS

Our experience over the years has shown us that those who can pay usually do. We follow compassionate billing practices and treat every patient with kindness and respect with an eye toward helping the patient meet their financial obligation. This includes suggesting community and state-based organizations to help the patient pay, establishing payment plans if acceptable to the client, and managing charity programs for our client.

QUICK PHONE FACTS

+ Our phone system uses dedicated toll-free numbers for each client.

+ All calls are answered with a greeting approved by the client.

+ Customer service hours are 8:00 AM to 6:00 PM Eastern.

+ In a typical month, 94% of calls are answered within 90 seconds.

+ Downtime over the life of the system has been less than .1%.

ESCALATION OF SERVICE ISSUES

Digitech's Service Escalation Tracking System will log any service issue that requires escalation and enable your administrators to track these issues through to resolution. Digitech will make every attempt to immediately resolve client or patient questions, issues, and queries during the initial phone call or interaction with your clients and patients. All questions received by telephone are logged to the patient record, which includes details of all conversations, issues, and proposed resolutions.

Digitech strives to resolve issues and verify resolutions in writing within one business day whenever possible, based on the nature of the problem, and will make all associated records available to you. Concerns regarding the actions of Digitech staff are also logged to the employee's personnel file, addressed through training where possible, and through disciplinary action when necessary.

The escalation path for service issues is from the collection or billing specialist through the Department Area Supervisor to the Chief Revenue Officer. Issues and comments received by Digitech will be brought to the attention of your senior executives through your Digitech account manager or through the Chief Revenue Officer of Billing Services when they are of a degree of urgency that requires the involvement of senior management.

Chief Revenue Officer

Department Supervisor or Area Manager

Billing Representative
First Response is immediate
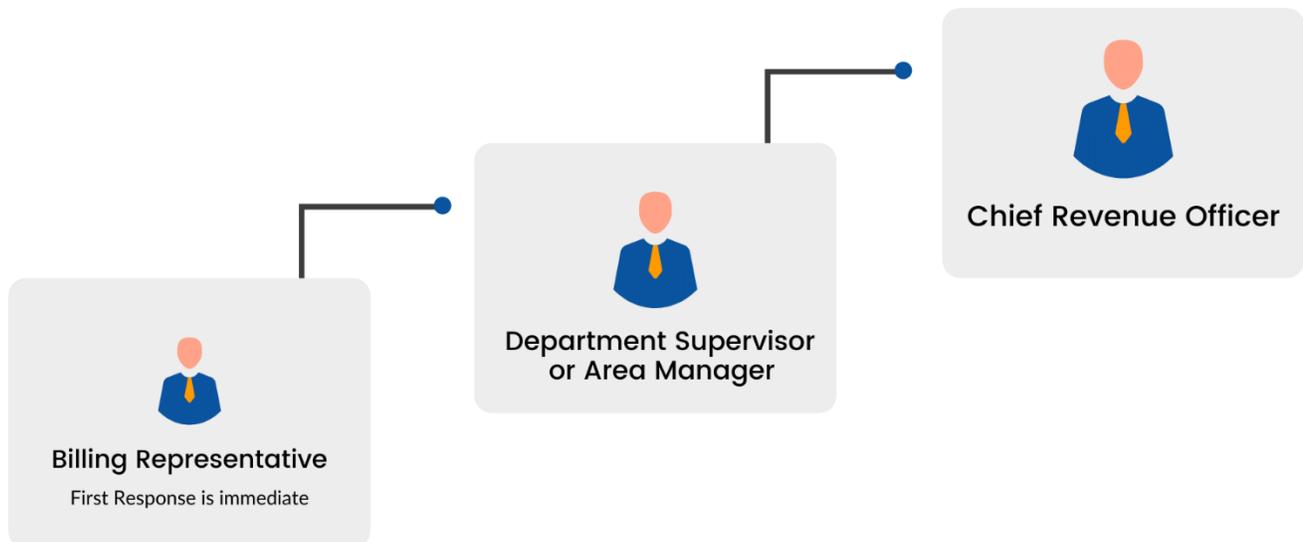
All actions, notes, and contacts will be entered into the complaint tracking system.

SUPPORT AVAILABLE TO YOU

Because emergency service providers are always on the job, Digitech's support team is on call around the clock for you. During our normal business hours of 8am – 6pm ET, Monday through Friday, our support team is available to respond to any questions that you may have.

Outside of business hours, you can reach the Digitech team by phone to handle any urgent technical needs. Senior Management provides direct contact information to our clients, including personal mobile numbers, to enable the escalation of any issue to the highest levels of attention that may be required.

> Digitech's customer service is phenomenal. In fact, now that I think about it, it's better than that which I receive from any of my vendors.
>
> **WILL SMITH**
> Assistant Finance Director
> Bryan Fire Department, TX

- Documentation Maintenance

SecureDocs® SecureDocs is Digitech's document storage and management solution that will bring efficiency to our partnership. Together, we use SecureDocs to easily store, organize, and retrieve documents related to your transports and claims. This includes letters, legal materials, or any other important documentation.

SecureDocs replaces paper filing systems by providing one-click access to documentation. Using Optical Character Recognition and barcode recognition technologies, SecureDocs offers full text search capability for all scanned images, simplifying the process of locating, viewing, printing, or emailing important documentation. It's safe and compliant, meeting all HIPAA standards and secured by 256-bit Secure Socket Layer encoding and barcode technologies. All images are stored and backed up on servers maintained by Digitech.

- Communications with City of Lauderhill Staff – including letters of complaints, past due accounts, meetings, etc.

Digitech monitors all correspondence, written and verbal, as part of the contract. Letter of complaints are addressed immediately through your assigned account manager or client relations representative. Please see the response to item Customer Service, where we've discussed our escalation procedures.

- Training provided by your firm to Lauderhill staff.

Training is an important part of our partnership. We offer training on various parts of the revenue cycle management process to ensure our mutual success.

TRAINING DURING IMPLEMENTATION

Initially, we will provide system training during onboarding. Once all Ambulance Commander components have been installed and configured, we begin a testing and acceptance phase to ensure everything meets your contract requirements. During this time, we also conduct user training, so we have qualified testers from your side. We develop a joint test plan that we will use to guide and evaluate results.

AMBULANCE COMMANDER TRAINING

Digitech provides comprehensive training for your administrators on the Ambulance Commander platform. We offer ongoing remote training to ensure that you can access and use Ambulance Commander efficiently and easily. Training will be provided in a Train the Trainer format so you can train other staff on the platform as needed.

Once training has been completed, you may identify a systems administrator who will have access to set up new employees with the appropriate permissions and security or change any user's level of security at any time. This level of system control will enhance your data security because you can control the specific level of access needed for individual employees.

Training on the Ambulance Commander platform includes learning how to access and create reports, (for evaluation and forecasting) and research individual claims, and review and audit collections activity. While we provide you detailed reports regularly, it's also critical to us to make sure you know that you can see anything that happens on any claim at any time, and that you're able to track the status of collections at any point in the process.

> We provide comprehensive remote training to ensure efficient access and use of the Ambulance Commander platform.

DOCUMENTATION TRAINING

Digitech provides documentation training to help your medics improve their documentation and understand the importance of creating complete and compliant patient care reports. These skills are important and valuable as they affect the billing cycle, but also because EMS is becoming more integrated into the larger healthcare sphere.

We will provide online documentation training to all your medics on a mutually determined schedule.

DIGITECH LEARNING CENTER

To deliver documentation training, we offer a powerful resource in the form of the Digitech Learning Center (DLC). The documentation compliance course covers all aspects of data collection and documentation of pre-hospital patient care, including operational data, clinical data, history and vital signs, interventions and observations, billing data, and writing complete and compliant narratives.

The DLC's programs are designed for busy EMTs, firefighters, and paramedics who can do the work at their convenience—on the job, in a coffee shop, at home, or wherever there's a free moment and good Wi-Fi. Mobile devices and desktop systems all work equally well to consume the training. The coursework is supplemented by an array of resources and references participants can use to further advance their documentation skills. Onscreen instructors include EMTs and paramedics from Digitech's staff, and material for the courses was developed in conjunction with our Certified Ambulance Coders and Quality Assurance experts along with seasoned Emergency Medical Services professionals at Digitech who understand the components and the value of clean, compliant patient care reports.

Home page of the Digitech Learning Center

- Communications with Ft. Lauderdale serviced hospitals

Digitech will contact your receiving hospitals and make every effort to integrate directly with their systems to enable direct communication. Direct integration with hospital data systems can be a critical component in gathering patient demographic or insurance information and will contribute greatly to success of our billing efforts. We will dedicate the necessary resources to create and maintain smooth and secure interfaces. Throughout the state, we have integrated 400 Florida hospitals with our billing system. We offer the City an unrivaled patient information source with data from around the country, which is especially beneficial in capturing tourist billing information.

- Surveys

Digitech agrees to mail a Customer Satisfaction Survey in the manner prescribed by the City. We recommend the use of our web-based survey tool. Online surveys offer many advantages over mailed surveys: complete anonymity, no data entry, speed of response, ease of modification and analysis, and environmental consciousness. They also generate a higher response rate from a strong sampling of the clients surveyed. Digitech will provide online client surveys to give your organization important feedback on both our performance and the performance of your transporting crews.

- Electronic Data Transfer

Please see the Billing Process, Upload section above on the electronic data transfer process at Digitech.

- Computer / Hardware / Software/ Report Writing and Computer Aided Dispatch Requirements

Digitech will ensure that software and hardware is in place to support the full billing and receivables process for the City. Per your requirement, pricing includes nine rugged computer laptops.

> "
> Digitech has met and exceeded our expectations in all areas. They are friendly, courteous, prompt, and professional. They are knowledgeable and up to date on all things CMS. They are quick to respond not only to us, but also to our patients. They are extremely good at what they do, and I believe that is because they take the job of EMS billing very seriously. They are everything we want in a billing company – and more.
>
> **SONORA COPLING**
> Former Senior Administrative Assistant, EMS Division
> Plano Fire-Rescue, TX

H. INSTALLATION

Proposers shall provide a proposed timeline schedule, from date of City award, to complete the delivery of all system components, including all equipment, hardware, software, and related City staff training in order to provide a completed, satisfactory system installation. The delivery time shall be stated in calendar days from the date of City notice to proceed with delivery. Such timeline information and proposed dates shall include, but not necessarily be limited to: delivery, installation, diagnostic testing, training of designated personnel, and other phase related completion dates, in accordance with the RFP specifications.

Digitech's time-tested implementation plan is the foundation for an efficient transition and our successful partnership. We use our technology to ensure a well-organized, speedy rollout of services with no interruption in cash flow to your organization.

At the outset of the project, we establish communications between Digitech project leaders and your project leaders. This includes meetings via web conference, detailed and documented implementation plan updates, email exchanges, and phone calls. The figure on the following page shows the key elements of implementation. All three phases– Discovery, Installation and Configuration, and Testing and Acceptance – can be completed in 60 days or less.

1. Implementation begins at contract execution with the Discovery phase, guided by our New Client Checklist.

2. During the Installation and Configuration phase, we set up key components of the system and establish relationships with your stakeholders to ensure successful operations.

3. During Testing and Acceptance, we train your users and test all aspects of the Ambulance Commander setup to make sure it is working according to your requirements.

Once the Testing and Acceptance phase is complete, we reach the Go-Live milestone, and Digitech will begin billing and collection activities on your behalf. Details of each phase are discussed in the following pages.

DISCOVERY PHASE

Digitech's implementation process begins with the Discovery Phase, where we will work with you to complete our New Client Checklist (NCC). The NCC is a complete list of all the data we require to enroll your agency with processors, as well as identify and document business rules, rates, and special processes of your organization. We will provide all credentialing services necessary to ensure successful enrollment with all government and commercial payers.

Implementation Timeline

Discovery Phase

Installation & Configuration Phase

Testing and Acceptance Phase

Contract Execution

Contract signed

Project commences

NCC Returned

Client returns New Client Checklist

Plan Delivered

Implementation Plan delivered to client

Payer Registration

Digitech begins payer registration process

Platform Implementation

Digitech begins Ambulance Commander implementation

Customization

Digitech configures systems and processes to client specifications

ePCR Integration

Implementation of ePCR import process begins

Documentation review

Hospital Integration

Digitech establishes connectivity with hospital systems

Final Tasks

Final implementation tasks completed

System Testing

Full system tested and certified

Go-Live

System live

Billing commences

Using this information gathered during the Discovery Phase, we complete a detailed written implementation plan to cover all the activities of the later phases, begin to set up the billing system, and enable our billing department to review the information required to establish the proper procedures to begin billing for you. We work closely with you to complete the NCC document quickly.

Digitech

New Client Checklist

This form must be completed and signed by authorized personnel of your agency only.

Place the cursor in the text field (Enter text) and type information. The box will automatically expand to accommodate your text. Click on a checkbox ☐ to insert/uninsert an X.

Department's Demographic Data			
Department's full legal name: *As reported to IRS*	Enter text		
DBA: *If applicable*	Enter text		
Physical/practice address of main department: *On file with Medicare/CMS*	Street: Enter text		
	City: Enter text	State: Enter text	ZIP code: Enter text
Current correspondence & remit / lockbox / pay to address of department: *Address to be used on patient mail*	PO Box or Street: Enter text		
	City: Enter text	State: Enter text	ZIP code (Zip+4):: Enter text
	Is this remit address used just for the ambulance department? ☐ Yes ☐ No		
	Does this address accept BOTH correspondence and deposits? ☐ Yes ☐ No		
	Is this a lockbox? ☐ Yes ☐ No		
NEW correspondence & remit / lockbox / pay to address of department: *Address to be used on patient mail, only required if changing address*	PO Box or Street: Enter text		
	City: Enter text	State: Enter text	ZIP code (Zip+4): Enter text
	Is this remit address used just for the ambulance department? ☐ Yes ☐ No		
	Does this address accept BOTH correspondence and deposits? ☐ Yes ☐ No		
	Is this a lockbox? ☐ Yes ☐ No		
Department's Main Telephone Number: *On file with Medicare/CMS*	Enter text		
Department Fax Number: *On file with Medicare/CMS*	Enter text		

Contact Details		
Primary contact person: *Person that we will refer to for all procedural questions*	Name: Enter text	Phone: Enter text
	Title: Enter text	Cell phone: Enter text
	Email address: Enter text	
	Address: Enter text	City/State/Zip:
	End of Month (EOM) report recipient? ☐ Yes ☐ No	
IT Department contact info:	Name: Enter text	Phone: Enter text
	Email address: Enter text	Cell phone: Enter text
	Address: Enter text	City/State/Zip: Enter text

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Sample Page of Digitech's New Client Checklist

INSTALLATION AND CONFIGURATION PHASE

Installation and Configuration begins with the installation of the Ambulance Commander platform and any customizations identified as a result of the NCC research. The process of tailoring, customizing, and refining our service is iterative and collaborative because we want to make sure that all elements will meet your needs. For example, we will work directly with your team to ensure that information systems, reporting formats, and information exchange processes are fully aligned with the requirements of the contract. The design of the solution and specifications for integration of billing services, communications, and ePCR functions will be well documented prior to System Testing to support review and approval.

During this phase we complete initial setup tasks with external stakeholders, including processor registrations, hospital interfaces, and your systems. We also prepare customized patient correspondence.

The process is managed using our detailed implementation plan which lists every task, the task owner, the current status of the task, and the estimated completion date. Weekly conference calls based around the implementation plan ensure that every task required for Go-Live is completed.

I. New Client Startup Tasks						
Task	Dependents	Owners	Start	Status	ETA	Completed
1. Sign contract		Digitech Client		Open		
2. Send welcome package – New Client Checklist, Digitech Roster	I.1	Digitech		Open		
3. Complete and return New Client Checklist	I.2	Client		Open		
4. Complete Internal Billing Service Checklist	I.3	Digitech		Open		
5. Update Pedestal Client Master with basic agency and contact information	I.3	Digitech		Open		
6. Update Pedestal with Client Vendors, Billing IDs, and Processors	I.3	Digitech		Open		
7. Send initial Implementation Plan	I.4	Digitech		Open		
8. Update version control board	I.3	Digitech		Open		
9. Update SOC1, 3.12 Business to Business Transmission Document	I.4	Digitech		Open		
10. Hospital Access	I.4	Digitech		Open		

Sample Page of Digitech's Client Implementation Plan, which drives the agenda of weekly conference calls

TESTING AND ACCEPTANCE PHASE

When all system components have been installed, tailored, and configured, we begin Testing and Acceptance. In this phase, we test all components and connections to ensure that they meet contract requirements and the data standards required by all stakeholders. During this time, we also conduct user training so that your team will have qualified testers to implement the final Acceptance Test. Digitech will develop a Test Plan jointly with you to ensure all contract requirements are met. We will use that plan during Acceptance Testing to guide testing and to evaluate results. We will work closely with you to manage any discrepancies uncovered in Acceptance Testing, correcting, and retesting as needed. Upon successful completion of Acceptance Testing, we will achieve the Go-Live milestone, transitioning to live operations and full responsibility for your billing and collection from that point.

Digitech will provide you with training as needed to ensure efficient access and use of the Ambulance Commander platform. Training will be provided in a "Train-the-Trainer" format allowing you to instruct other staff on the system as needed. Once the training has been completed, you may identify a systems administrator who will have access to set up new employees with the appropriate permissions and security or change any employee's level of security at any time. This level of system control will enhance your data security by providing the specific level of access needed by employees who are utilizing the system.

Because all systems will be tested by Digitech and certified by your team prior to the Go-Live date, you can be confident you will enjoy error-free billing and collections from the beginning of the project.

Once Digitech has assumed responsibility for all aspects of the billing and collection process, we will begin the final implementation phase. While all systems will be fully tested and all processes thoroughly vetted prior to the Go-Live date, there can be unanticipated issues that crop up, or opportunities to improve business processes that could not be foreseen without some actual experience with the system. Therefore, we use the period following Go-Live until the first full month's reporting is completed to monitor the system closely and jointly with you. Further system monitoring and process improvements will continue throughout the term of the contract.

> **"**
>
> The implementation was a methodical and well thought out process. Digitech made what could be a difficult transition a smooth one by handling all the payer enrollments, integrations, and system setup. Their implementation plan clearly laid out all the required tasks and who was responsible for each task with ETAs, and it was updated weekly so we could watch the progress.
>
> **TAMARA NILMEIER**
> Former Director of EMS and Physician Revenue Cycle
> Grady Health System – Atlanta, GA

Our solution allows Digitech to file 95% of claims within 24 hours of receipt of trip information, allowing you to realize maximum cash flow early in the collection cycle. We will deliver professional customer service while we maintain, support, and continually improve the overall processing service in accordance with your objectives and obtain the maximum financial results on your behalf. Working jointly, we can identify any bottlenecks and work together to reduce or eliminate them, achieving the levels of service and collection sought.

NO CASH FLOW INTERRUPTION DURING IMPLEMENTATION

Our goals during the implementation process are to minimize interruptions of your normal processes, minimize your resources required, and avoid any disruption to your cash flow. With careful planning, attention to detail, and clear communication, we will achieve these goals together. Beyond normal operating expenses, you will have no other known costs associated with implementation.

Cash flow often increases during the critical early months of our service to you. For example, during our implementation with Memphis Fire Rescue, cash flow increased during the first months of the contract because Digitech was processing claims in one to two days, while the prior vendor was taking up to 30 days to get claims out. With more cash flow, you can focus your resources on patient care and other operational priorities.

Transitional Cash Flow
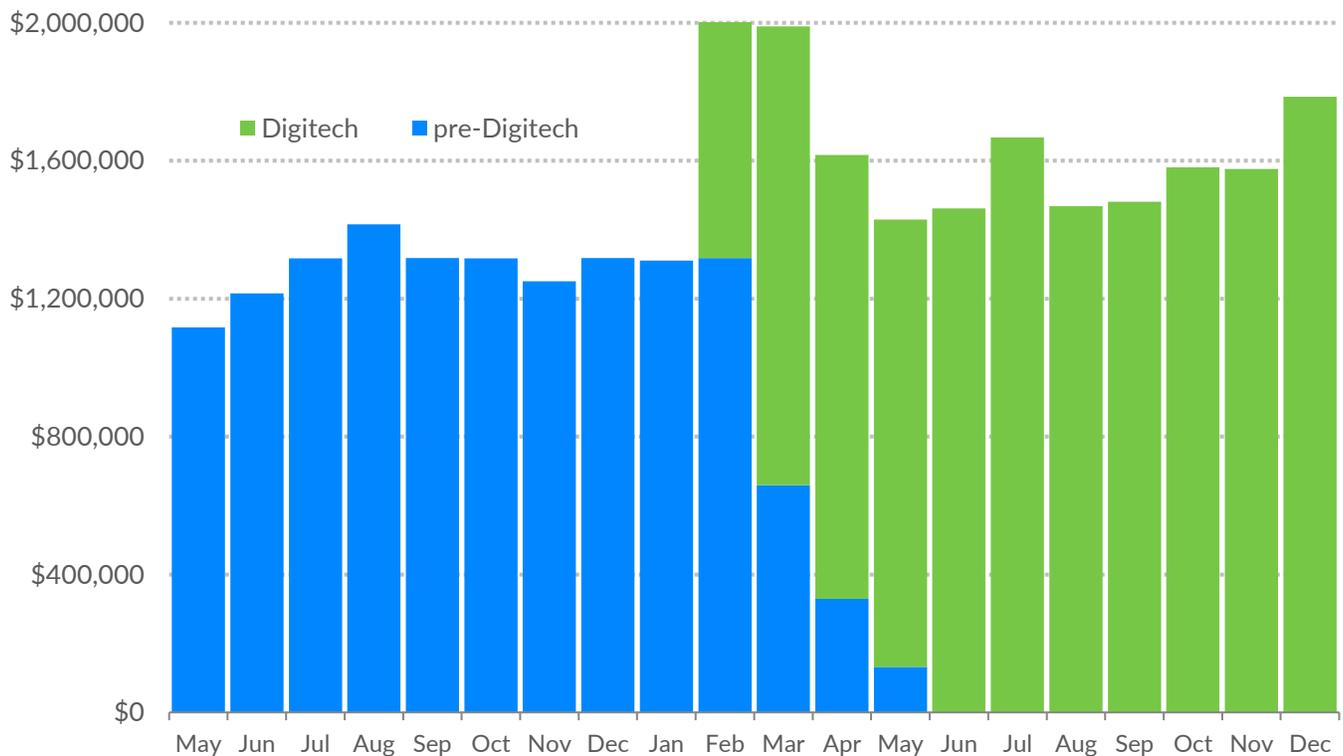
Cash flow when Digitech implemented in Memphis. Collections often jump as we begin processing claims.

I. WARRANTIES

Provide information on any warranties associated with your system.

Digitech provides support for the billing platform, Ambulance Commander. As the platform is a cloud-based technology system developed by Digitech and provided as part of our services, no warranty is required.

ESO Solutions will be responsible for all IT issues related to the ePCR software.

Rugged laptops receive three years of Protection Plus Warranty (see **Attachment 5**).

J.   ITEMS NOT INCLUDED IN YOUR PROPOSAL

Discuss / explain any requirements of the RFP that are not included in your proposal / your firm will not provide under this contract.

This is not applicable to Digitech's response. We take no exceptions to the RFP.

K.   OTHER STANDARDS USED / ADDITIONAL INFORMATION

> List in detail, any additional standards and/or practices that you consider worthy of consideration by the Evaluation Committee in evaluating your proposal.
>
> Any additional information that the proposer considers pertinent for consideration should be included in this section of the proposal.

Here we discuss our Auditing and Compliance practices.

AUDITING

Auditing is a key aspect of our business model at Digitech. In addition to the auditing tools that are integral to our Ambulance Commander billing platform, we frequently and continuously perform various audit procedures that keep you safe and your claims compliant throughout the course of our contract.

Among these regular audits are:

+ Random daily claims audits

+ Monthly claims audits

+ Independent random audits of Digitech claims

+ Annual SSAE 18 (SOC 1 Type 2) Audit

RANDOM INTERNAL AUDITS

Daily, our internal auditing staff pulls random claims from the production queue and evaluates them for quality, completeness, and accuracy of information. We also run quality control tests daily, ranging from claim checks to timing of filing.

On a monthly basis, billing managers perform thorough internal audits. These audits include but are not limited to pre-billing tests of unbilled claims, post-billing tests of claims whose service dates are greater than 60 days old, and exception handling tests.

EXTERNAL AUDITORS

Our compliance staff works closely with nationally recognized law firms specializing in billing and compliance issues for the EMS industry, such as Page, Wolfberg & Wirth, LLC; Fitch and Associates; and The Werfel Group, LLC. These firms perform random claims audits and other services for Digitech.

Our billing personnel also attend periodic conferences and seminars on legal and regulatory topics to stay informed and ahead of industry trends and topics.

These relationships help our clients because Digitech can quickly tap into legal and regulatory resources for questions and consultation, and we are happy to use these valuable resources on your behalf.

SSAE 18 (SOC 1 Type 2) Audit

Digitech uses Withum (formerly WithumSmith+Brown) to perform an in-depth audit on the controls and related processes we use to manage financial reporting. The results of our SSAE 18 (SOC 1 Type 2) audits, as well as the previous types of audits that the SSAE 18 replaced, have all been favorable. Withum has confirmed that Digitech meets the recognized national standards for safeguards for hosting or processing our clients' data.

We have included as **Attachment 4** a letter from Withum confirming the scope and results of our most recent SSAE 18 audit. This letter also points out that "AICPA standards restrict the distribution and use of the report to Digitech and user entities (customers) and the independent auditors of such user entities of Digitech's services." We would be happy to share our complete audit results with you confidentially at shortlist if it is required and if we are favored with an invitation for further consideration.

Record Retention and Destruction

We retain both physical and digital records per legal and client requirements.

Ambulance Commander's audit trail function creates records of all services performed, including data entry, record modifications, billing events, and all financial transactions. This creates an unalterable record of every action ever taken on an account. You can access these records in real-time. Ambulance Commander users cannot manufacture or edit audit trail records from within the platform and can only access audit trail data through read-only interfaces.

COMPLIANCE

Our compliance plans and collections policies adhere fully to all local, state, and federal laws and regulations regarding collections, financial transactions, privacy, and "standards of reasonable care" for information handling, management, and destruction. This includes full compliance with Fair Debt Collection Practices Act, Fair and Accurate Credit Transactions Act, Fair Credit Reporting Act, Gramm-Leach-Bliley Act, Family Educational Rights and Privacy Acts and Children's On-Line Privacy Protection Act.

We prioritize staying ahead of regulatory requirements and changes, as well as the resources we need to integrate compliance within our billing and collection activities, training, and quality management programs. More detail on our HIPAA Compliance guidelines was also discussed previously in this proposal in response to the HIPAA requirements item in the RFP.

CODE OF CONDUCT

Digitech's documented Code of Conduct details policies and procedures relating to standards of business activities and relationships. The Code is based on the laws, rules, and regulations that apply to Digitech's work in the medical transportation industry. All officers and employees of Digitech must adhere to and comply fully with the Code, including the requirement to report violations of which they become aware.

DIGITECH'S COMPLIANCE OFFICER

Digitech's Certified Ambulance Compliance Officer, Amanda Mihalick, is responsible for compliance at Digitech. She handles compliance training, ensures Digitech maintains its SOC 1 Type 2 audits, and oversees the comprehensive program for compliance, employee training, and Red Flag monitoring and response. She is responsible for the day-to-day development, management, and enforcement of the Compliance Plan and reports to a body of employees who are higher up the chain of command.

The Compliance Officer's responsibilities include:

+ Training new employees for the first time and existing employees on a rolling basis. It also includes annual employee re-certification and annual review of the Compliance Plan.

+ Setting up and responding to an anonymous tip hotline as well documenting and investigating all complaints.

+ Keeping updated on changes in compliance rules, laws, and regulations in the industry and implementing these changes into our policies and procedures.

+ Logging any reported breaches and following HIPAA breach notification rules to inform you, and at your discretion, inform patients of any PHI leaks.

INTERNAL COMPLIANCE TRAINING AND EDUCATION

At Digitech, training consists of a combination of courses, employee study guides, and periodic testing to ensure that employees understand the material. All employees are required to complete Digitech's training program. The program includes material on HIPAA; HITECH; Red Flags; and Waste, Fraud and Abuse. This is a comprehensive course given by our Compliance Officer with an overview of rules, laws, and regulations. All employees must score 100% before they are considered certified. Annually, employees are required to complete a refresher course that covers recent changes in healthcare billing and HIPAA issues.

ESTABLISHING OPEN LINES OF COMMUNICATION

Digitech's Compliance Tip Hotline is available to our employees 24/7, enabling them to voice concerns anonymously. All employees are aware of this hotline through the display of posters with contact information throughout the office. We will publish the name and title of our Compliance Officer for the benefit of your citizens, and our toll-free compliance hotline will be available to your representatives. The Compliance Officer maintains a documented record of all calls to the Compliance Tip Hotline, actions taken in response to reported incidents, and the resolutions to the concerns raised.

DISCIPLINARY POLICIES

Digitech expects that the conduct of its directors and employees be held to the highest ethical standards, good judgment, and consideration of others. Acts that are subject to immediate disciplinary action include, but are not limited to:

+ Violating laws, regulations, or Digitech's Code of Conduct

+ Directing or encouraging others to violate laws, regulations, or our Code of Conduct

+ Failing to report known or suspected violations of laws, regulations, or our Code of Conduct

+ Interfering with others or being uncooperative during an internal or external investigation

+ Retaliation for reporting a concern or violation

> **Digitech will establish a toll-free HIPAA Compliance Hotline for use by your City officials.**

IDENTIFICATION OF COMPLIANCE RISK AREAS AND NON-COMPLIANCE

We ensure that we can identify compliance risk areas and areas of non-compliance so that they can be mitigated quickly. Audits are the primary tool we use to identify compliance issues. Internal audits involve reviewing claims on a daily and monthly basis to meet requirements. External audits are performed by independent firms with expertise in laws relating to EMS billing.

The Office of the Inspector General retains the authority to exclude individuals who have engaged in fraudulent activities from billing federally funded health care programs.

We check the Medicare and Medicaid exclusions lists to ensure that none of Digitech's employees have taken part in such fraudulent activities and that all staff are eligible to file claims with government entities. New and existing employees are checked monthly.

RESPONDING TO COMPLIANCE ISSUES

To make sure that we respond appropriately to any compliance issues that may arise, our billing managers perform random claim audits. As a result, management is involved with the process from beginning to end. If any compliance issues are found, billing managers will meet with the editor of that specific claim, explain the issue, and re-train the employee on how to avoid the issue in the future. Any issues are then corrected so that claims can be billed appropriately.

L.   BID/PROPOSAL FORMS

Please complete and all forms. Failure to do so may result as Non-Responsive

BID BOND

BID INVITATION

PROPOSER FINANCIAL PROPOSAL FORM

April 25, 2022

Krina Merchant
DIGITECH COMPUTER LLC
480 Bedford Road, Building 600, 2nd Floor
Chappaqua, NY 10514

Re: CITY OF LAUDERHILL
    Project: City of Lauderhill, Florida RFP Number: 2022-024
    Estimated Contract Price: $ 110,000.00
    Bid Date: 5/5/2022
    Surety: TRAVELERS PROPERTY CASUALTY GROUP

Dear Krina Merchant:

Enclosed please find the above captioned bid bond, executed per your request.

The bid bond must be signed by an authorized representative of your company, notarized and sealed with the corporate seal if applicable. It is your responsibility to ensure the bid bond conforms with your needs and instructions to us, including but not limited to the correct coverages and parties, and with any laws applicable to your operations and/or the contract requiring the bid bond, and to advise us immediately, in writing, if the bid bond form so executed does not contain the proper information. Accordingly, it is incumbent upon you to carefully review the bond, and we will expect that you will, double-check all information, including signatures, dates, amounts and job descriptions for accuracy, and to verify that the bid bond form we executed is the form required by the specification. This will avoid the possibility of having a low bid rejected because of a clerical error. We will also expect you to verify that anything unusual that has been requested by the obligee is attached.

If, following your review of the bond, you do not advise us in writing of any problem or deficiency in its terms and information but submit the bond as is, your submission will constitute your verification, and we will justifiably assume, that the bond form as issued is correct and appropriate for the purpose for which it is being submitted. You further understand that we will have no liability for any deficiencies or discrepancies not brought to our attention in accordance with this letter.

The bid bond authorization is based upon your original estimate. **If the actual bid price exceeds this estimate by 10% or more, you must contact us for additional authority!**

Please call our office if you should have any questions or need any further assistance.

Good Luck on your Bid.

Sincerely,

Bartlomiej Siepierski
Record #2858180

Your bid results are very important, please mail this information back to the address below, or email your Aon representative within 5 days of the bid opening.

	Contractors Name		**Contract Price**
1.	_____	$	_____
2.	_____	$	_____
3.	_____	$	_____

Where did you place _____ And your price $ _____

If awarded contract, is final bond required?   Yes ☐   No ☐

DOCUMENT 00401
CITY OF LAUDERHILL
BID BOND

BIDDER: *(Name and Address)*:

Digitech Computer LLC

480 Bedford Road, Building 600, 2nd Floor, Chappaqua, NY 10514

SURETY: *(Name and Address of Principal Place of Business)*:

Travelers Casualty and Surety Company of America

One Tower Square, Bond/5PB, Hartford, CT 06183

OWNER: *(Name and Address)*:   CITY OF LAUDERHILL
5581 W. Oakland Park Blvd.
Lauderhill, FL 33313

BID: BID DUE DATE: **May 5, 2022**

PROJECT TITLE:

**City of Lauderhill, Florida
RFP NUMBER: 2022-024**

BOND: BOND NUMBER: ___N/A_____

DATE: *(Not later than Bid Due Date)*: ___04/25/2022_____

PENAL SUM: _____5% of Bid Amount_____

IN WITNESS WHEREOF, Surety and Bidder, intending to be legally bound hereby, subject to the terms printed on the reverse side hereof, do each cause this Bid Bond to be duly executed on its behalf by its authorized officer, agent, or representative.

BIDDER

Digitech Computer LLC   (Seal)
Bidder's Name and Corporate Seal
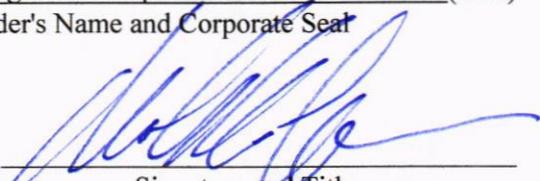
By: _____
Signature and Title
PRESIDENT & CEO

Attest: _____
Signature and Title COUNSEL

SURETY

Travelers Casualty and Surety Company
of America   (Seal)
Surety's Name and Corporate Seal
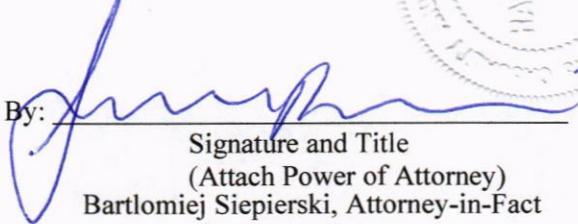
By: _____
Signature and Title
(Attach Power of Attorney)
Bartlomiej Siepierski, Attorney-in-Fact

Attest: _____
Signature and Title
Rachel Fore, Witness

00401 - 1

Note: (1)   Above addresses are to be used for giving required notice.

               (2)   Any singular reference to Bidder, Surety, Owner or other party shall be considered plural where applicable.

1. Bidder and Surety, jointly and severally, bind themselves, their heirs, executors, administrators, successors and assigns to pay to Owner upon default of Bidder any difference between the total amount of Bidder's bid and the total amount of the bid of the next lowest, responsible and responsive bidder as determined by Owner for the Work required by the Contract Documents, provided that:

    1.1. If there is no such next lowest, responsible and responsive bidder, and Owner does not abandon the Project, then Bidder and Surety shall pay to Owner the penal sum set forth on the face of this Bond, and

    1.2.   In no event shall Bidder's and Surety's obligation hereunder exceed the penal sum set forth on the face of this Bond.

2. Default of Bidder shall occur upon the failure of Bidder to deliver within the time required by the Bidding Documents (or any extension thereof agreed to in writing by Owner) the executed Agreement required by the Bidding Documents and any performance and payment bonds required by the Bidding Documents and Contract Documents.

3. This obligation shall be null and void if:

    3.1. Owner accepts Bidder's bid and Bidder delivers within the time required by the Bidding Documents (or any extension thereof agreed to in writing by Owner) the executed Agreement required by the Bidding Documents and any performance and payment bonds required by the Bidding Documents and Contract Documents, or

    3.2. All bids are rejected by Owner, or

    3.3. Owner fails to issue a notice of award to Bidder within the time specified in the Bidding Documents (or any extension thereof agreed to in writing by Bidder and, if applicable, consented to by Surety when required by paragraph 5 hereof).

4. Payment under this Bond will be due and payable upon default by Bidder and within 30 calendar days after receipt by Bidder and within 30 calendar days after receipt by Bidder and Surety of written notice of default from Owner, which notice will be given with reasonable promptness, identifying this Bond and the Project and including a statement of the amount due.

5. Surety waives notice of and any and all defenses based on or arising out of any time extension to issue notice of award agreed to in writing by Owner and Bidder, provided that the total time for issuing notice of award including extensions shall not in the aggregate exceed 120 days from Bid Due Date without Surety's written consent.

6. No suit or action shall be commenced under this Bond prior to 30 calendar days after the notice of default required in paragraph 4 above is received by Bidder and Surety and in no case later than one year after Bid Due Date.

7. Any suit or action under this Bond shall be commenced only in a court of competent jurisdiction located in the state in which the Project is located.

8. Notices required hereunder shall be in writing and sent to Bidder and Surety at their respective addresses shown on the face of this Bond. Such notices may be sent by personal delivery, commercial courier or by United States Registered or Certified Mail, return receipt requested, postage pre-paid, and shall be deemed to be effective upon receipt by the party concerned.

9. Surety shall cause to be attached to this Bond a current and effective Power of Attorney evidencing the authority of the officer, agent or representative who executed this Bond on behalf of Surety to execute, seal and deliver such Bond and bind the Surety thereby.

10. This Bond is intended to conform to all applicable statutory requirements. Any applicable requirement of any applicable statute that has been omitted from this Bond shall be deemed to be included herein as if set forth at length. If any provision of this Bond conflicts with any applicable provision of this Bond conflicts with any

TRAVELERS

Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **BARTLOMIEJ SIEPIERSKI** of **CHICAGO** , **Illinois** , their true and lawful Attorney(s)-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this **21st** day of **April**, **2021**.

State of Connecticut

City of Hartford ss.
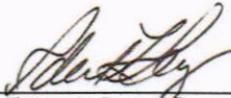
By: _____
Robert L. Raney, Senior Vice President

On this the **21st** day of **April**, **2021**, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of each of the Companies, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of said Companies by himself as a duly authorized officer.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

My Commission expires the **30th** day of **June**, **2026**
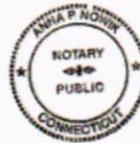
_____
Anna P. Nowik, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of each of the Companies, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of each of the Companies, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this **25th** day of **April** , **2022** .
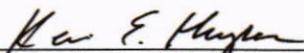
_____
Kevin E. Hughes, Assistant Secretary

To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney(s)-in-Fact and the details of the bond to which this Power of Attorney is attached.

2022-024

EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

Issue Date: 4/4/2022

Questions Deadline: 5/5/2022 02:45 PM (ET)

Response Deadline: 5/5/2022 02:45 PM (ET)

Contact Information

Contact: Kentrea White Purchasing and Inventory Supervisor

Address: 5581 W. Oakland Park Blvd
Lauderhill, FL 33313

Phone: (954) 777-2051

Email: kwhite@lauderhill-fl.gov

Event Information

Number: 2022-024
Title: EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING
                    SERVICES (EPCR)
Type: RFP
Issue Date: 4/4/2022
Question Deadline: 5/5/2022 02:45 PM (ET)
Response Deadline: 5/5/2022 02:45 PM (ET)
Notes:

NOTICE TO BIDDERS

NOTICE IS HEREBY GIVEN that the CITY OF LAUDERHILL is seeking sealed proposals for the following work as specified.

EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

RFP 2022-024

CITY OF LAUDERHILL, FLORIDA

The City of Lauderhill will be accepting sealed proposals until **2:45 P.M. on, May 5, 2022** in the City Clerk's Office, Room 421, 5581 West Oakland Park Blvd., Lauderhill, Florida 33313. Bids will be opened at 3:00 P.M. in Room 135. ***Bids received after 2:45 P.M. EST will not be considered and will be returned unopened.***

The City of Lauderhill, Florida (City) is seeking proposals from qualified proposers, also herein after referred to as the Contractor, to provide EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR) for the City's Fire Rescue Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

Bid Attachments

EMS BILLING RFP 3-29-22.pdf   **Download**

EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

Supplier Information

Company Name: Digitech Computer LLC

Contact Name: Mark Schiowitz

Address: 480 Bedford Road, Building 600, 2nd Floor

Chappaqua NY, 10514

Phone: 914-741-1919

Fax: 914-741-2818

Email: sales@digitechcomputer.com

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Mark Schiowitz, President and CEO

Print Name

Signature

PROPOSER FINANCIAL PROPOSAL FORM

Name of Proposing Firm: __Digitech Computer LLC_____

ITEM DETAIL COSTS:

Overall Contract Fee or percentage for Billing Services as outlined in the attached Scope of Services for all billings. __4.95%__ of Net Collected Revenue

COMPENSATION

The CONTRACTOR shall be paid by City of Lauderhill a monthly amount representing fees for CONTRACTOR'S Services computed as follows:

(a) __4.95%____ Percent of non-Medicaid net collections by CONTRACTOR("Collections"), plus

(b) __$10_____ Dollars per Medicaid beneficiary account; Plus

(c) __2.45%____ Percent of all Collections for Lauderhill's use of CONTRACTOR provide field data capturing and reporting system consisting of five (5) Pen-based Panasonic Toughbook Tablet units, Field Automation Software, Administrative Reporting System, Additional units may be obtained at an additional cost to Lauderhill Fire-Rescue of percent. The additional % of collections will commence upon the date of hardware receipt; plus

*see Clarification Statement below

(d) __$0.71_____ One-hundredths dollar per HIPAA compliant Notice of Privacy Practices sent to patients.

Bidder agrees to provide all labor, materials, components, and all other incidentals for a fully functional emergency medical services (EMS) reporting system including all hardware and software components that may be required in order to provide a comprehensive system to perform the functions outlined in the RFP specifications in accordance with the terms, conditions, and specifications contained in this RFP. EXCEPT FLORIDA MEDICAL CLAIMS

A flat fee for performing any billing associated with FLORIDA MEDICAID CLAIMS. This shall be PER billing, and shall not be a percentage. The City of Lauderhill estimates that there will be approximately 2,800 FLORIDA MEDICAID BILLINGS per year. This is an estimate only, based on prior year, and does not in any way guarantee that the contractor shall be paid this amount.

Authorized Signature: _____ Date: __May 5th, 2022_____

Above costs shall be fixed for the three-year duration of the contract. Cost evaluations will be based upon the total of items a thru d above

*Clarification Statement: As outlined in the RFP, Digitech is providing nine (9) devices versus the five (5) listed in this cost section. Additionally, we are providing a 10th spare unit to ensure compliance with the 24-hour replacement requirement of the RFP.

PRICE PROPOSAL

Digitech has prepared this proposal under several basic assumptions, including the following:

+ All billing, collection, and transport data provided by the City in its RFP is accurate and it is understood by both parties that Digitech has relied on the City's data for pricing purposes.

+ The City will provide reasonably complete demographic information as part of your Patient Care Reports, and it is understood that crews will make best efforts to provide insurance information, social security numbers, and other demographic information.

+ The City will provide any remittance information received through a different account from the EMS lockbox[2] in a timely manner, including a listing of the ACH deposits by deposit date, referencing the carrier.

+ After the contract award, good faith negotiations will take place during which both the City and Digitech can discuss and negotiate specific requirements of the RFP.

SUMMARY OF FEATURES INCLUDED IN DIGITECH'S PRICE

+ All hardware and software required by Digitech personnel to perform medical transport billing and collection accurately and efficiently

+ All mailing forms and envelopes necessary to perform all billing functions

+ Any postage necessary to mail billing or other information to patients, insurance companies, third parties, and attorneys

+ Availability of a national toll free 800 number for patients, City personnel, insurance companies, attorneys, and third parties to call for information or discussion of account status

+ All fees related to our national database searches for patient demographic information

+ All fees related to the electronic submission of claims

+ All fees and expenses associated with the hosting of our application

+ List of included features continues on the next page

+ An electronic interface to the City's ePCR system or to any future ePCR system chosen by the City during the term of the contract

+ Ongoing review of ePCR documentation by qualified Digitech staff

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[2] Digitech requires the establishment of a bank lockbox to receive and process payments. We can assist in setting up a lockbox account, but lockbox fees will be the responsibility of your agency.

- Ongoing review and analysis of rates, policies, and procedures with City officials

- Documentation compliance training for City medics through the Digitech Learning Center

- Regular meetings for review of performance on a mutually agreed upon schedule

- Includes nine rugged laptops with three years of Complete Care Warranty

- NPPs mailed with each invoice

- Fees related to customer satisfaction surveys

Reporting Suite

COMPREHENSIVE REPORTING SUITE

We know that your reporting requirements are crucial to this project, and we commit to exceeding your expectations. We believe that the best claims processing software would be inadequate without powerful reporting, and that's why we've integrated our powerful reporting suite across our entire Ambulance Commander platform.

You'll find reporting tools in all our solutions. Report generators let you sort, filter, and run reports that you create based on tens of thousands of possible combinations of fields and criteria. This functionality gives you the ability to print virtually any report imaginable. We will also provide all the reports you request. During implementation and throughout our partnership, we will discuss the parameters of each report with you so that we understand exactly what you need. All reports can be printed or downloaded in a variety of formats, including Excel, Word, XML, or PDF.

If you have specialized reporting requirements that are not already provided or cannot be created through our report generators, we will customize a reasonable number of reports needed at no cost, often within 24 hours of your request. You will have access to the reporting experts on our staff, including Max Dekle, our Data Analytics Specialist, and Mitch Holder, our Executive Director of Analytics. We will make sure you have all the reporting tools necessary to effectively monitor and analyze your data.

In addition to the monthly operational and financial reporting packages we provide, you will be armed with our Dashboard and PCR Lens solutions, giving you powerful self-service reporting capability.

Digitech's Dashboard

OPERATIONAL & FINANCIAL REPORTING & ANALYSIS SOLUTION

Dashboard™ Digitech's Dashboard brings your operational and financial data into an easy-to-use interface that will enable your managers, administrators, and business analysts to get a real-time picture of any aspect of your operations. Dashboard's intuitive user interface provides a set of advanced reporting and analysis tools that will help your organization stay on top of the game and ahead of the curve.

The basic setup of Dashboard contains several pre-defined views and layouts displaying critical operational metrics, including a set of Key Performance Indicators validated by Page, Wolfberg & Wirth, the premier EMS law firm. In addition to these default options, Dashboard is also highly customizable, allowing users to configure and save personal views, so you'll see exactly what you need to know when you need to know it.

FIELD DATA QUALITY MONITORING & REPORTING SOLUTION

PCR Lens™ PCR Lens is our data quality reporting solution. It aggregates the pre-hospital data from your agency's EMS responses as they come to Digitech as Patient Care Reports. PCR Lens then displays the data in an interactive user interface. Here, you're able to create your own views and filters, making it easy to pinpoint problems, push training and re-education where it's needed, and identify high-performing individuals and crews.

With PCR Lens, you can also compare your agency's pre-hospital data as it comes to us through the ePCR with that same data after we've run it through Ambulance Commander. We perform error-scrubbing and match information against national demographic databases. Then our certified ambulance coders review and edit data during the creation of the claim.
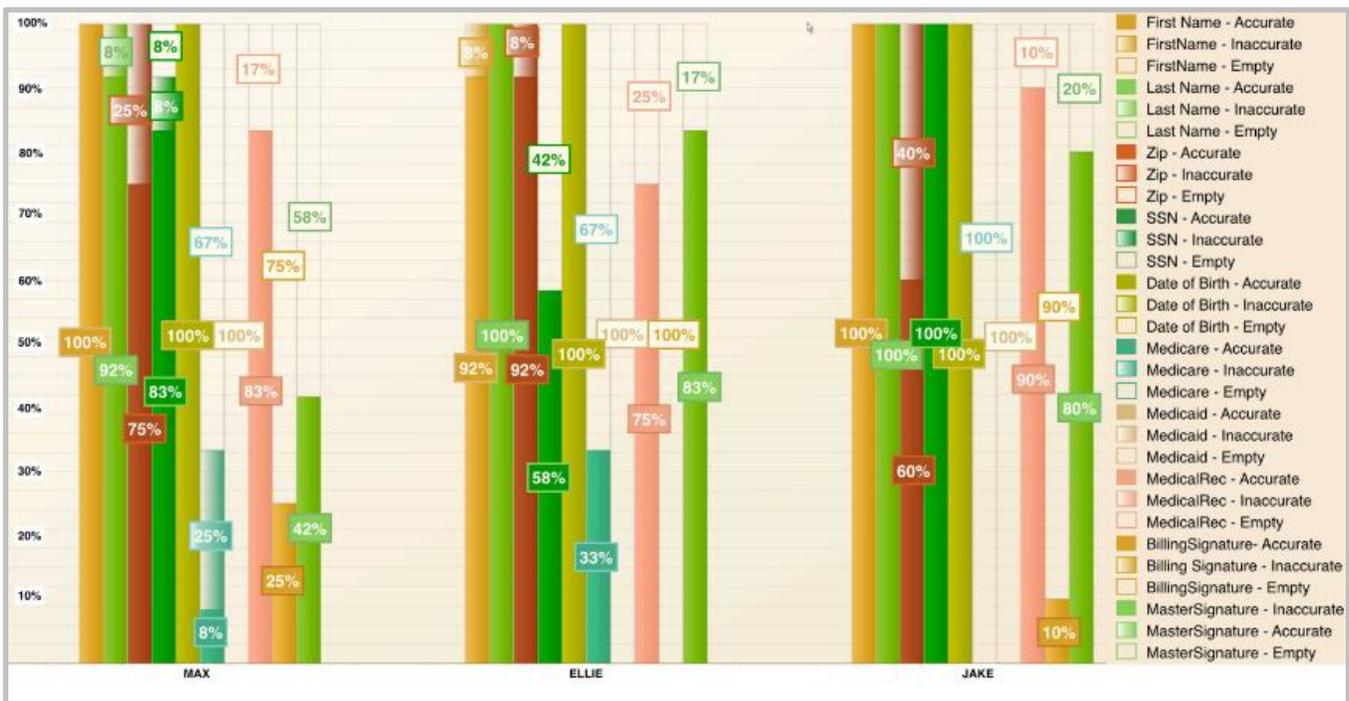
Digitech's PCR Lens

The initial data collected in the field can be compared with the same data after these Digitech processes take place. PCR Lens users (Chiefs, EMS Directors, and QA/QI Administrators) can quickly and accurately analyze the data collected by your medics and compare their efforts to peers, other shifts, other stations, and even other EMS organizations.

PCR Lens helps you make sense of the mountains of data collected by your medics and push improvements in efficiency, better patient care and outcomes, and increased revenue for the department.

> Digitech's customizable Dashboard module makes it possible for data analysis that had not previously been possible. The Dashboard has proved to be an excellent tool for financial forecasting, obtaining accurate accounts receivable reports, and providing up-to-date, transparent views of all records.
>
> **SONORA COPLING**
> Former Senior Administrative Assistant, EMS Division
> Plano Fire-Rescue, TX

OTHER REPORTS AND PACKAGES

In addition to Dashboard and PCR Lens, we provide you pre-configured reports, including a monthly reporting package. Two of our most popular canned reports are the Financial Scorecard and the Analytical Scorecard.

FINANCIAL SCORECARD

The Financial Scorecard allows you to follow the money at any point in your revenue cycle. The report tracks every dollar of your charges until payment is complete, allowing you to instantly review all receivables and view a breakdown by payer, facilities, or patients for any date range.

ANALYTICAL SCORECARD

The Analytical Scorecard gives you a complete picture of your critical data. The report analyzes claim costs and charges on a per-carrier basis. You may define one or more options for Top Priority, Financial Groups, Service Level, Trip Class, and Company data to include in a report.

MONTHLY REPORTING AND FINANCIAL PACKAGES

Digitech's standard monthly reporting package includes both detailed and graphical representations of critical financial data including sales, cash receipts, adjustments, accounts receivable, days sales outstanding, collection percentages, collections per transport, and more.

We deliver this package to your specifications on a mutually-agreed upon schedule. Whenever needed, authorized stakeholders from your organization can also produce these reports on demand.

At the end of each month, Digitech performs a hard close of all books and records, which ensures all accounting numbers related to sales, cash receipts, adjustments, and receivables for that month will never change. This makes it easy for anyone to review performance and identify specific topics to explore.

Digitech sends each client a monthly package of Transport and Accounting reports. All reports can be saved to a variety of file formats including Microsoft Word, Excel, Access, Crystal Reports, and Adobe PDF.

The following reports are included in the package:

+ Accounting Roll Forward - Monthly Financial Summary

+ Accounting Roll Forward - Monthly Claim Volume Summary

+ Accounting Roll Forward - Fiscal Year Financial Summary

+ Accounting Roll Forward - Fiscal Year Claim Volume Summary

+ Sales Original Report - Financial Group & Carrier Summary

+ Sales Original Report - Procedure Code Summary by Type

+ Sales Payer Reclassification Report - Financial Group & Carrier Summary

+ Adjustment Report - Adjustment Category Summary

+ Adjustment Report - Financial Group & Adjustment Category Summary

+ Adjustment Report - Adjustment Code Summary

+ Cash Receipts Report - Financial Group Summary

+ Cash Receipts Report - Deposit Date Summary

+ Receivables Report - Financial Group Summary - Aged from Date of Service

Please see the following pages for samples of our standard monthly reports.

NAAC™

National Academy
of Ambulance Coding

Certifies That

Cathy Tenzyk

Has satisfactorily completed the course of study prescribed for

Certified Ambulance Coder

Certification Number: CAC00005901

Steven M. Johnson

NAAC™ Executive Director

6/20/2013

Date of Completion

NAAC™

National Academy of Ambulance Coding

Certifies That

Fran Cuzzo

Has satisfactorily completed the course of study prescribed for

Certified Ambulance Coder

Certification Number: _____ CAC00005900

Steven M. Johnson

NAAC™ Executive Director

_6/20/2013_

Date of Completion

NAAC™

presents this

Certificate of Completion

to

Marie Ellingham

for successful completion of

Certified Ambulance Coder (CAC)

Jason J. Leet

Program Coordinator

04/22/16

Date of Completion

National Academy of Ambulance Compliance

This certifies that

Amanda Compton

has successfully completed the course of study prescribed
to be awarded this certificate as a

Certified Ambulance Compliance Officer

Given this ___fourth___ day of ___March___ , ___2019___

NAAC00013594

NAAC ID
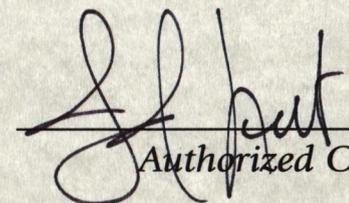
Authorized Official
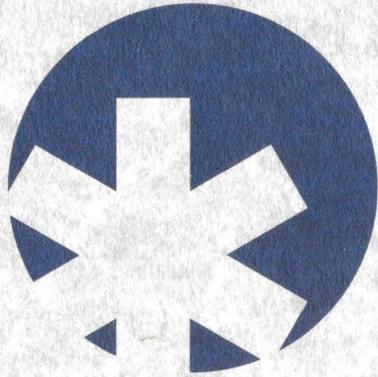
National Academy of Ambulance Compliance

This certifies that

Tom Pile

has successfully completed the course of study prescribed
to be awarded this certificate as a

Certified Ambulance Documentation Specialist

Given this _____twenty-fifth_____ day of _____March_____ , _____2021_____

NAAC00019753

NAAC ID

Authorized Official

NAAC

presents this

Certificate of Completion

to

Krina Merchant

for successful completion of

Certified Ambulance Compliance Officer (CACO)

Jason J. Leet

Program Coordinator

03/19/21

Date of
Completion

Résumés of Key Personnel

Expert EMS billing and technology

Digitech Computer LLC
480 Bedford Rd
Chappaqua, NY 10514
digitechcomputer.com

914.741.1919 **(main)**

914.741.2818 **(fax)**

MARK SCHIOWITZ

PRESIDENT AND CHIEF EXECUTIVE OFFICER

EDUCATION

Bachelor's Degree in Economics
Bucknell University, 1979

AFFILIATIONS

- American Ambulance Association
- Commission on Accreditation of Ambulance Services
- Health Financial Management Association
- International Association of Fire Chiefs
- North Central EMS Cooperative
- New York State Volunteer Ambulance & Rescue Association

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
1984 - Present

Founded business and wrote first version of Ambulance Commander billing platform. Successfully directed the firm's growth to become the only ambulance billing company that has created and regularly updates its own award-winning technology for multiple Tier One clients. Remains actively involved in all aspects of the company's business and oversees the execution of all contracts.

GERALD METALS, INC.
STAMFORD, CT
1982 - 1984

Began a trading desk that focused on new financial products offered at COMEX and MERC, including Options on Bond Futures and Options on Gold Futures. Reworked the Black and Scholes Options Volatility Pricing Models for new futures markets and traded these instruments.

LOMBARD WALL, INC.
NEW YORK, NY
1981 - 1982

Money Market Trading Firm. Worked in the research area developing computer trading systems that defined the buy and sell points based on trending algorithms. Later moved to the trading desks to trade short-term government securities for the firm's portfolio.

E.F. HUTTON, INC.
NEW YORK, NY
1979-1981

Graduated from Management Training Program. Managed back office operations. Moved to Corporate Bond desk and became a junior fixed income trader.

JOYCE KERULO

CHIEF REVENUE OFFICER

EDUCATION

Bachelor's Degree in Accounting
Manhattan College, 1982

CERTIFICATIONS

- Certified Ambulance Coder certificate

AFFILIATIONS

- New Castle Parks & Recreation Commissioner
- New Castle Girls Soccer Coach
- Chair of the New Family Outreach Committee

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
1994 - Present

Oversees the processing of more than 4.7 million ambulance claims annually. Manages a staff of over 100 billing specialists.

Key Achievements:
- Built the company's billing service division from the ground up
- Supervises all aspects of billing service
- Manages department budget

EDWARD EHRBAR, INC.
PELHAM, NY
Assistant Controller, 1986 – 1993

Oversaw all aspects of Accounting Department including AP, AR, and Payroll. Provided financial reporting. Managed a staff of 15 employees.

MEDICAB, INC.
NEW YORK, NY
Assistant Controller

Provided direct support to billing staff. Managed a team of 8 employees. Supervised all aspects of the Accounting Department, including AP, AR, and Payroll. Provided financial reporting.

WALTER C. PICKETT

CHIEF OPERATING OFFICER

EDUCATION

Bachelor's Degree in Mathematics
Susquehanna University, 1994

AFFILIATIONS

- New York Ambulette Coalition

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
1994 - Present

Chief Operating Officer, 2018 – Present

Senior Vice President of Deployment and Support, 1999 – 2018

Manages team of software trainers, technical support staff, and software developers. Directly oversees all aspects of new client implementation. Works closely with new clients to ensure that any system customizations, including custom reporting requirements, are implemented before Go-Live date.

Customer Service Representative and Programmer, 1994 – 1999

Responsible for all customer support issues. Made required and customized program modifications. Setup and maintained hardware and networks for Digitech and clients.

CELLULAR ONE
PARAMUS, NJ
1994 - 1994

Directly involved with resolving customer service issues; managed overdue payment desk.
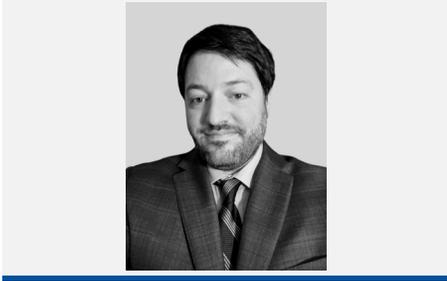
BENJAMIN LAMBERT

CHIEF INFORMATION OFFICER

EDUCATION

Executive MBA
Pace University, 2009
Valedictorian

Bachelor's Degree in Information Technologies
University of Phoenix, 2007

Bachelor's Degree in Music Theory Studies
Temple University, 2001

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2002 - Present

Vice President of Technology, 2012 – 2020

Oversees Development and IT teams. Focuses on process analysis, automation, and innovation. Manages resource allocation for IT and Development. Provides strategy and direction. Key Achievements:

- Uses Agile/Scrum and Object-Oriented Programming (OOPS) methodologies to develop C# in the .Net framework (Visual Studio) connecting to MS SQL databases
- Conception and design of advanced billing technologies
- Led the migration to a virtualized infrastructure

Senior Software Engineer, 2002 – 2012

Designed and implemented an import engine to integrate with third-party ePCR vendors using XML over ASP.NET web services. Introduced real-time insurance eligibility. Revolutionized claim editing and coding process. Key Achievements:

- Team leader for the redesign of Ambulance Commander using a Microsoft .NET/SQL Server framework
- Introduced aggregated processing and reporting across all agency databases
- Conceptualized and oversaw development of an automated alert system to seek out issues and inefficiencies by comparing historical and real-time data
- Lead developer and PM for SecureDocs system, which provides web-based access to millions of EMS documents

ACCESS TECHNOLOGIES GROUP
PLYMOUTH MEETING, PA
ColdFusion Programmer, 2001 – 2002

MEIXLER TECHNOLOGIES
DREXEL, PA
Virtual Basic Development Consultant, 2001 – 2002

BRAD STUART

VICE PRESIDENT OF BILLING SOFTWARE

EDUCATION

Associate's Degree in Computer Programming
College of Westchester, 2000

Bachelor's Degree in Computer Science
Pace University, 1997

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2002 - Present

Initially hired as a Software Developer and promoted twice into roles of increasing technical and professional responsibility. Directs a staff of four software developers, overseeing new development and maintenance of medical billing, remittance posting, claim eligibility, patient portal, and file sending and receiving automation.

Key Achievements:

- Uses Agile/Scrum and Object-Oriented Programming (OOPS) methodologies to develop C# in the .Net framework (Visual Studio) connecting to MS SQL databases
- Directly administers or manages MS SQL database administrator functions, Windows Server, and IIS administration
- Implements the OnTime project management tool, increasing organizational efficiencies and individual/team accountabilities
- Facilitates requirements gathering and developing detailed specifications to generate high levels of client satisfaction
- Mitigates downtime with a dedicated server cluster, deployed SolarWinds for performance monitoring
- Maintains compliance with all applicable regulations, including HIPAA and SOC-1

Significant Projects:

- Architecture reviews with individual clients for PCI compliance
- Automated file sending and receiving functions, reducing labor by approx. 6,000 hours annually
- Developed and deployed the 835 remittance feature, significantly reducing time required for postings
- Designed file conversion feature for converting printed bills to PDF format for email
- Teamed with clients in providing MS SQL replications, reducing potential downtime and data loss

FRONTLINE COMMUNICATIONS, PEARL RIVER, NY
Network Administrator / Web Developer, 1998 – 2002

Designed, developed, and monitored e-commerce websites. Managed customer and corporate websites of Frontline Communications' live sites and company clients' websites.

⫸ Digitech®

FRAN CUZZO

VICE PRESIDENT OF BILLING SERVICES

CERTIFICATIONS

- Front Office Medicare
- National Association of Ambulance Coders

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2000 - Present

- Maintain staff of 40+ employees
- Oversee all aspects of patient collections and process electronic and paper billing
- Process electronic and paper billing
- Act as liaison for ambulance clients located around the country
- Support IT department with testing billing software

TRANSWORLD
JACKSONVILLE, FL
1999 - 2000
Managed Care / Medicare / Commercial Billing Manager

CARLSON WAGONLIT TRAVEL
PHOENIX, AZ
1997 - 1998
Travel Expense Manager

TRANSCARE NY (AA AMBULANCE CO.)
LONG ISLAND CITY, NY
1988 - 1997
Accounts Receivable Supervisor

EMPRESS AMBULANCE
YONKERS, NY
1988 - 1997
Dispatcher / Accounts Receivable Clerk

MAXINE D'AGOSTINO

VICE PRESIDENT OF BILLING SERVICES

EDUCATION

Bachelor's Degree in Health Science
State University of New York
College at Cortland, 2010

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2012 – Present

Vice President of Billing Services, 2018 – Present

Billing Manager, 2012 – 2018

- Began tenure as Billing Representative and held positions as Medicare Manager and QA Manager
- Oversees the Medicare and QA departments
- Focuses on Digitech's adherence to Medicare's rules, regulations, and compliance standards

CATHY TENZYK

VICE PRESIDENT OF BILLING SERVICES

CERTIFICATIONS

- CMS Certified in Coding and Medical Necessity
- National Association of Ambulance Coders

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2002 – Present

Supervises QA personnel and Medicare Department personnel. Works closely with Digitech's staff of claim editors as well as clients and outside auditors. Ensures that Digitech's billing and collection practices comply with all federal and state regulations. Advises clients on any changes to Medicare policies. Leads Quality Assurance team in random audits of clients claims to ensure optimum compliance. Makes continuing recommendations to clients regarding all aspects of compliance and documentation.

Medicare Collection Manager, 2002 – 2012

Began as a Billing and Collection representative training on Ambulance Commander software in the Medicare Billing Department. Promoted after one year to Manager of Medicare Department. Gained knowledge about the use of OMNI PRO and other Medicare online systems and web-based insurance sites for the purpose of checking eligibility, claim status, and performing actual online claim adjustments.

Key Achievements:
- Trained and supervised five-person team in Medicare ambulance billing and collections
- Kept up-to-date on current Medicare regulations and guidelines in an effort to keep clients advised on any changes in policies
- Oversaw and participated in the day-to-day responsibilities of billing and collecting Medicare claims

JOHN A. GALENO, M.D.
WHITE PLAINS, NY
Medical Secretary, 1999 – 2002

ABBEY RICHMOND AMBULANCE SERVICE
WHITE PLAINS, NY
Billing and Collections Clerk, 1986 – 1999

MITCHEL HOLDER

EXECUTIVE DIRECTOR OF ANALYTICS

EDUCATION

Level 1 and Level 2 Certificates in local government finance officer program
University of Georgia, Carl Vinson Institute of Government

Business Management Coursework
Liberty University

Instructor Licenses for:
- ACLS
- PHTLS
- PALS
- CPR
- BTLS

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2017 - Present

Works with clients on reporting and data analytics, helping to create custom reports and to address any other needs that may arise. Develops and delivers training on the Ambulance Commander platform.

GWINNETT COUNTY FIRE & EMS
LAWRENCEVILLE, GA
1990 – 2017

Battalion Chief, Business Services, 2010 – 2017
- Developed and coordinated a $100,000,000 Operating, Capital, and IT budget for the fire department. Managed EMS billing that resulted in improved revenue from $9,000,000 in 2009 to $16,000,000 in 2016.
- Approved and facilitated purchases of capital assets including facilities, apparatuses, and equipment. Wrote and managed contracts, Business Service Agreements, and Requests for Proposals.
- Wrote the fire department's HIPAA compliance plan.
- Served on the County's Sole Standardization committee to provide oversight of sole provider services. Served on the State EMS committee to negotiate healthcare reimbursement with Georgia Medicaid.

Medical Supervisor, 2006 – 2009
- Served as extension of EMS Medical Director to ensure continuous quality improvement and provide medical-level risk management. Developed initiatives that led to better patient care and outcomes.
- Facilitated committees with the fire department's medical director, ER physicians, surgeons and anesthesiologists in order to foster positive working relationships between the fire services and hospital professionals.
- Established KPIs for paramedics and emergency room staff to measure performance. Established quality management programs for field paramedics.
- Investigated and completed reports on EMS related incidents and unusual occurrences in an effort to maintain integrity of proactive and aggressive Medical Operations and Standing Medical Orders.

Firefighter / Paramedic, Driver Engineer, Lieutenant, Captain, 1990-2005

KRINA MERCHANT
CORPORATE COUNSEL

EDUCATION

LL.M Fashion Law, *cum laude*
Fordham University, 2017

LL.M Canadian Law, *cum laude*
York University – Osgoode Hall,
2015

LL.B, *with distinction*
University of Leicester, 2014

CERTIFICATIONS

Certified Ambulance Compliance
Officer, NAAC

Regulatory Compliance
Specialization
University of Pennsylvania

ASSOCIATIONS

1st Judicial Department, NY
NY Bar Association
South Asian Bar Association NY
NY Women's Bar Association
Law Society of Ontario
Canadian Bar Association
Ontario Bar Association
South Asian Women in Law

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2021 – Present

- Review, draft, and negotiate commercial agreements, including RCM contracts for public entities, vendor agreements, real estate leases, NDAs, consulting agreements, and other legal documents as directed
- Provide legal guidance on customer bids and RFPs
- Lead compliance-related activity in areas including HIPAA, Medicare/Medicaid, Anti-Corruption, and Data Privacy/Security
- Track and monitor trademark and intellectual property matters
- Assist with internal and external audit activities
- Manage litigation and coordinate selection of outside counsel
- Advise on general legal matters on a day-to-day basis

PROVINCE BRANDS
TORONTO, ONTARIO
2017 – 2020
Senior Corporate Counsel

- Lead on strategic transactions including alliances, share exchange, and due diligence
- Responsible for drafting, examining, analyzing, negotiating, and reviewing commercial agreements
- Stayed abreast of changing corporate and legal regulations that impact the company in a highly regulated industry

BEAMENT HEBERT NICHOLSON LLP
OTTAWA, ONTARIO
2015-2016
First Year Associate

- Managed catastrophic injury matters under supervision of a firm Partner
- Conducted legal research, drafted claims, affidavits, and numerous briefs in preparation for litigation; participated in discoveries; drafted Claims, Defense, settlement conference briefs, discovery plan, affidavit of documents, examination for discovery, and pre-trial conference briefs

SCOT METCALF

REGIONAL SALES MANAGER

EDUCATION

Bachelor's Degree in Business
Management
University of Central Florida, 1996

CERTIFICATIONS

- State of Florida Certified Fire Officer
- State of Florida Certified Instructor III
- State of Florida Certified Rescue Specialist
- State of Florida Certified Firefighter
- National Registered EMT

PROFESSIONAL EXPERIENCE

DIGITECH

CHAPPAQUA, NY

2020 - Present

Safety and sales professional with 9 years of public safety, 9 years of management, and 5 years of sales experience. Skilled at developing and cultivating relationships that positively impact business growth.

ESO SOLUTIONS

AUSTIN, TX

Regional Account Manager, 2016 – 2019

- Identified prospects, created new opportunities and revenue while selling ESO Fire/EMS SaaS to target accounts
- Contributed to sales growth of assigned region
- Attended tradeshows, built RFP responses, delivered presentations of ESO products to decision makers and end users

HCA HEALTHCARE

GREATER ORLANDO, FL

Regional EMS Coordinator, 2014 – 2016

- Built and sustained relationships with region's Fire/EMS administration staff and 50+ affiliated stations
- Served as primary liaison between facility O-Suites and Fire/EMS providers
- Facilitated/conducted training courses for Fire/EMS providers
- Member of HCA Sepsis, Stroke, Stemi and Trauma Committees charged with isolating Fire/EMS/Facility patient treatment and transfer opportunities

HEART UTILITIES, WINTER PARK, FL & SOUTHEAST U.S.

Groundman, 2013 – 2014

CITY OF OVEIDO FIRE RESCUE, OVEIDO, FL

Firefighter / Emergency Medical Technician (EMT), 2003 – 2012

Performed both firefighting and EMT responsibilities for a population of 33K. Gained expertise in wide array of local, state and federal safety regulations. Procured supplies and equipment from vendors. Conducted training, fire prevention assessments, and community outreach services. Elected by peer team as Firefighter of the Year, 2007.

MARY DELFRANCO
DIRECTOR OF ACCOUNT MANAGEMENT

EDUCATION

Bachelor's Degree in Computer Science, 1983

PROFESSIONAL EXPERIENCE

DIGITECH
CHAPPAQUA, NY
2010 - Present

- Provide client training and maintain relationships with all clients
- Coordinate and test systems implementation for new clients
- Enroll clients in all aspects of claims billing and ensure clients maintain provider credentials
- Provide remote access support for system issue resolution & user inquiries
- Work with third-party vendors for requirements of systems integration with our software
- Train Account Managers on setup of client systems and providing system support

PROGRESSIVE PRODUCTS
RYE BROOK, NY
2007 - 2010
Administrative Sales Assistant

MEDICAL ARTS CENTER HOSPITAL
NEW YORK, NY
2005 – 2009
Project Assistant

COMPUTER SERVICES CONSULTING
BREWSTER, NY
1997 - 2002
Support Services Consultant

STAMFORD HOSPITAL
STAMFORD, CT
1987 - 1997
IT Clinical Applications Supervisor

ADDITIONAL PERSONNEL

ANTHONY SANTOS
TEAM LEAD – ACCOUNT MANAGEMENT

DIGITECH, 2015 - Present

Responsible for onboarding new clients, directing system implementations and upgrades, training, and troubleshooting client systems issues. Provides client training and maintains relationships with all clients. Lead advisor and mentor for department team building, addressing day-to-day issues on systems, training, and management of client relations.

Education: University of Connecticut, Manhattanville College

MAX DEKLE
SOFTWARE DEVELOPER, DATA ANALYTICS

DIGITECH, 2010 - Present

Heads the Reporting Analytics team, which ensures that all clients' reporting needs are met. Integral to the development of numerous custom reports, and customizing Digitech's Dashboard and PCR Lens as needed.

Education: Rochester Institute of Technology

KIM CARRA
VERIFYING MANAGER

DIGITECH, 2011 - Present

Manages a department of Verifying Specialists who utilize our proprietary technology to find demographic information vital for successful billing. Orchestrator of Sleuth, Digitech's proprietary technology for demographic research.

Education: State University of New York at New Paltz

MARIE ELLINGHAM
MEDICAID MANAGER

DIGITECH, 2011- Present

Manages the Medicaid department, a team dedicated to Medicaid-related tasks and claims processing. Keeps up with all rules and compliance requirements unique to state programs across the country.

Education: Westchester Community College

))) Digitech®

DANIEL WARNER

CASH POSTING MANAGER

DIGITECH, 2015- Present

Manages a team that handles cash posting for clients. Leads integration of new client accounts to Digitech's cash posting process, reconciles cash monthly, and works with clients to resolve cash reconciliation issues.

Education: Cornell University, Fordham University

AMANDA COMPTON

COMPLIANCE OFFICER

DIGITECH, 2017- Present

Amanda provides support in the areas of compliance training, compliance plan development support, and consultation on fee schedules. She is a Certified Ambulance Compliance Officer by NAAC and a Notary Public for the State of New York.

Education: Southern New Hampshire University

AMANDA STARK

RISK MANAGER

DIGITECH, 2021- Present

Amanda's responsibilities include reviewing and auditing clients' claims to ensure they are billed in compliance with each payer's rules. She has taught courses on ambulance compliance and worked with clients across the country to create and improve their compliance programs.

Education: Millikin University, University of Illinois College of Law

October 26, 2021

Ms. Amanda Compton
Chief Compliance Officer
Digitech Computer LLC

Dear Ms. Compton:

This letter is to confirm that Digitech Computer, LLC (Digitech), Chappaqua, NY, has undergone a SOC 1 Type II examination by our firm of its Description of controls Applicable to the Revenue Cycle Management System – EMS Billing throughout the period December 1, 2020 to June 30, 2021 and the suitability of the design and operating effectiveness of controls to achieve the related Control Objectives stated in the description.

As you are aware, AICPA standards restrict the distribution and use of the report to Digitech and user entities (customers) and the independent auditors of such user entities of Digitech's services during some or all of the period December 1, 2020 to June 30, 2021. Our independent Service Auditors report addressed 11 Control Objectives and 35 individual business processes and IT Control Activities. During our examination, we applied 59 individual audit tests to these Control Activities. Our detailed audit testing of these control objectives and control activities resulted in no exceptions and no control deficiencies were detected.

The control objectives addressed in our report are summarized below:
1. Contract and client setup
2. Claims creation
3. Procedure coding and quality reviews
4. Insurance verification
5. Invoicing
6. Collection activities
7. Cash applications
8. Reconciliation and reporting
9. Physical security and environmental controls
10. Logical security
11. Data backup and retention

Our Independent Service Auditors' report, which was issued on October 26, 2021, is unqualified and without modification.

Sincerely,

WithumSmith+Brown, PC

WithumSmith+Brown, PC

WithumSmith+Brown, PC 506 Carnegie Center, Suite 400, Princeton, New Jersey 08540-6243 **T** (609) 520 1188 **F** (609) 520 9882 **withum.com**

AN INDEPENDENT MEMBER OF HLB - THE GLOBAL ADVISORY AND ACCOUNTING NETWORK

| | | DIGICOM-01 | BLEONVARGAS |

CERTIFICATE OF LIABILITY INSURANCE

ACORD®

DATE (MM/DD/YYYY)
8/15/2019

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 License # BR-868164 **Lawley Westchester Grp LLC** 4 Manhattanville Rd Suite 107 Purchase, NY 10577	CONTACT NAME:		
	PHONE (A/C, No, Ext): **(914) 345-7000**		FAX (A/C, No): **(866) 211-4683**
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : **Sentinel Insurance Company**		11000
INSURED **Digitech Computer LLC** 480 Bedford Road Bldg 600, 2nd Floor Chappaqua, NY 10514	INSURER B : **Hartford Fire Insurance Co**		19682
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: 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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** ☐ CLAIMS-MADE X OCCUR			01SBABE7567	5/31/2019	5/31/2020	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY ☐ PRO-JECT ☐ LOC OTHER:						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$ Included
A	**AUTOMOBILE LIABILITY** ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			01SBABE7567	5/31/2019	5/31/2020	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X **UMBRELLA LIAB** X OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED X RETENTION $ 10,000			01SBABE7567	5/31/2019	5/31/2020	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	01WECAD5XJP	5/31/2019	5/31/2020	X PER STATUTE ☐ OTHER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
Digitech Computer LLC 480 Bedford Rd, Bldg 600, FL 2 Chappaqua, NY 10514	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

ACORD 25 (2016/03)

ACORD®
CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/11/2019

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.

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PRODUCER	CONTACT NAME: Stephen M. Murray, Jr.
Thompson Flanagan Executive Liability Group 626 W. Jackson Blvd. 5th Floor Chicago, IL 60661	PHONE (A/C, No, Ext): (312) 239-2800 FAX (A/C, No):
	E-MAIL ADDRESS: mmurray@thompsonflanagan.com

	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : NAS (Underwriters at Lloyds)	
INSURED Digitech Computer LLC 480 Bedford Road; Building 600, 2nd Floor Chappaqua, NY 10514	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES   CERTIFICATE NUMBER: 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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ **UMBRELLA LIAB** ☐ OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE						EACH OCCURRENCE	$
							AGGREGATE	$
	☐ DED ☐ RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				☐ PER STATUTE ☐ OTHER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	Cyber Liability			1120029	7/11/2019	7/11/2020	Per Claim/Aggregate	3,000,000
A	Errors & Omissions			1120029	7/11/2019	7/11/2020	Per Claim/Aggregate	3,000,000

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

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.
Proof Coverage	AUTHORIZED REPRESENTATIVE *Larkin S Flanagan*

ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

State of New York
Department of State } ss:

I hereby certify, that the Certificate of Incorporation of DIGITECH
COMPUTER, INC. was filed on 04/19/1984, with perpetual duration, and that
a diligent examination has been made of the Corporate index for documents
filed with this Department for a certificate, order, or record of a
dissolution, and upon such examination, no such certificate, order or
record has been found, and that so far as indicated by the records of
this Department, such corporation is an existing corporation.

***
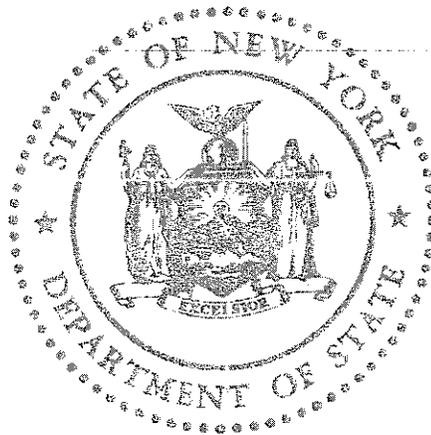
*WITNESS my hand and the official seal
of the Department of State at the City of
Albany, this 29th day of April two
thousand and fifteen*

Executive Deputy Secretary of State

201504300191 165

2022 FOREIGN LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# M21000012041

Entity Name: DIGITECH EMS BILLING LLC

Current Principal Place of Business:

480 BEDFORD RD., BLDG. 600, 2ND FLOOR
CHAPPAQUA, NY 10514

Current Mailing Address:

ATT: REGULATORY
5000 TUTTLE CROSSING BLVD.
DUBLIN, OH 43016 US

FEI Number: 11-2693136

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CT CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: _____

Electronic Signature of Registered Agent   Date

Authorized Person(s) Detail :

Title	MGR		Title	P
Name	SCHIOWITZ, MARK		Name	SCHIOWITZ, MARK
Address	480 BEDFORD RD. BLDG. 600, 2ND FLOOR		Address	480 BEDFORD RD. BLDG. 600, 2ND FLOOR
City-State-Zip:	CHAPPAQUA NY 10514		City-State-Zip:	CHAPPAQUA NY 10514

Title	CEO
Name	SCHIOWITZ, MARK
Address	480 BEDFORD RD. BLDG. 600, 2ND FLOOR
City-State-Zip:	CHAPPAQUA NY 10514

I *hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.*

SIGNATURE: MARK SCHIOWITZ   CEO   01/31/2022

Electronic Signature of Signing Authorized Person(s) Detail   Date

Sales Quotation

Tel: 281-305-5007
Ofc: 281-259-6613
Fax: 281-259-6615
Claes.Adler@RuggedDepot.com

Order Date:	05/09/2022
Valid Until:	06/09/2022
Customer Number:	C11182
Rep:	Claes Adler
Terms:	Euler Net 30
Customer Ref:	

Bill To:
Digitech Computer LLC
Diane Schuk
480 Bedford Road
Suite 600
Chappaqua NY 10514
USA
(914) 741-1919 X 223

Ship To:
Digitech Computer LLC
TBD

USA
(914) 741-1919 X 223

Item Code	Description	Condition	Quantity	Price	Total
FZ-G2	Win10 Pro, Intel Core i5-10310U 1.7GHz (4.4Ghz), vPro, 10.1" WUXGA Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD (quick-release), Intel Wi-Fi 6, Bluetooth, 5G EM9190 (Sub6+mm), Dual Pass (Ch1:WWAN/Ch2:WWAN-GPS), Infrared Webcam, 8MP Rear Camera, 2D Barcode, Standard Battery, Bridge Battery, TPM 2.0		10	3,625.00	36,250.00
FZ-VEKG21LM	Keyboard for FZ-G2. Emissive Color-selectable Backlit (4 levels). Handle/kickstand. USB-A, USB-C, Kensington Lock.	NEW	9	499.00	4,491.00
FZ-SVCTPNF3YR	PROTECTION PLUS WARRANTY - CF-33, FZ-G1, FZ-G2, FZ-M1, TABLET PC (YEARS 1, 2 and3)		9	249.00	2,241.00
FZ-SVC512SSD3Y	512GB SSD - Toughpad No return of defective drive (Years 1,2 and 3)		9	85.00	765.00
CF-SVCBATSW3Y	3 YEAR SMART BATTERY WARRANTY WITH SMART SERVICE MONITORING SOFTWARE FOR WINDOWS TOUGHBOOKS PRIMARY BATTERY. ELIGIBLE MODELS INCLUDE CF-20, CF-33, CF-54, FZ-55, FZ-G1, FZ-M1. REQUIRES INSTALLATION OF SMART BATTERY MONITORING SOFTWARE. EACH BATTERY INSTALLED WITHIN DUAL BATTERY CAPABLE SYSTEMS REQUIRE THE PURCHASE OF A SEPERATE WARRANTY.		9	135.00	1,215.00

Tel: 281-305-5007
Ofc: 281-259-6613
Fax: 281-259-6615
Claes.Adler@RuggedDepot.com

Order Date:	05/09/2022
Valid Until:	06/09/2022
Customer Number:	C11182
Rep:	Claes Adler
Terms:	Euler Net 30
Customer Ref:	

Bill To:
Digitech Computer LLC
Diane Schuk
480 Bedford Road
Suite 600
Chappaqua NY 10514
USA
(914) 741-1919 X 223

Ship To:
Digitech Computer LLC
TBD

USA
(914) 741-1919 X 223

CF-SVCPDEP3Y	Toughbook and Toughpad Premier Deployment - Unit un-packaging and assembly (battery, stylus/tether, case, and holder). 48 hour burn-in, windows disk image management, windows image validation, windows device imaging, custom BIOS/CMOS settings, asset tagging, logo badge installation (if purchased), Cellular Sim insertion, multi-location shipping with custom shipping labels, multiple ship dates, packaging inserts, deployment reporting, customer portal access, up to 5 minutes of post imaging configuration, multiple images, service updates/engineering changes, charge battery, up to 59 days storage insured (one month end) for Years 1,2,3	9	154.81	1,393.29
CF-SVCFES200	Field Engineering Support for customers to be used for deployment support based on needs analysis (Per unit price with completed SOW)-Project Based, contact Panasonic Proservice Team for further information	9	228.00	2,052.00
CF-SVCLTHS3YR	""Hot Swap Management Program - Laptop - Customer owned Inventory (Years 1 ,2 & 3)""	9	95.00	855.00

Freight	$0.00
Tax	$0.00
Total	$49,532.29

Lauderhill Fire, FL
QTY 9 +1 FZ-g2 with 5G, keyboard, and 2D BCR + Imaging / support

Terms and Conditions

Rugged Solutions America LLC strives to bring our customers the best possible price everyday.

Online Questions & Answers

Event Information

Number:	2022-024
Title:	EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)
Type:	RFP
Issue Date:	4/4/2022
Question Deadline:	5/5/2022 02:45 PM (ET)
Response Deadline:	5/5/2022 02:45 PM (ET)
Notes:	

NOTICE TO BIDDERS

NOTICE IS HEREBY GIVEN that the CITY OF LAUDERHILL is seeking sealed proposals for the following work as specified.

EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

RFP 2022-024

CITY OF LAUDERHILL, FLORIDA

The City of Lauderhill will be accepting sealed proposals until **2:45 P.M. on, May 5, 2022** in the City Clerk's Office, Room 421, 5581 West Oakland Park Blvd., Lauderhill, Florida 33313. Bids will be opened at 3:00 P.M. in Room 135. ***Bids received after 2:45 P.M. EST will not be considered and will be returned unopened.***

The City of Lauderhill, Florida (City) is seeking proposals from qualified proposers, also herein after referred to as the Contractor, to provide EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR) for the City's Fire Rescue Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

Published Questions

Question:

The RFP states that responses must be submitted electronically through IonWave. But under Part IV, it states that "THIS IS A PAPER RFP WITH CD AVAILABLE UPON REQUEST." Can you please clarify if this is an electronic or hard copy submittal? Also, in regards to questions directly related to the RFP do we submit them to you or through IonWave?

Answer: Please do not submit hard copies of your proposals. All proposals will need to be submitted via IonWave.

Asked: 4/5/2022 10:53 AM (ET)

Online Questions & Answers

Event Information

Number: 2022-024 Addendum 1
Title: EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)
Type: RFP
Issue Date: 4/4/2022
Question Deadline: 4/25/2022 02:45 PM (ET)
Response Deadline: 5/12/2022 02:45 PM (ET)
Notes:

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RFP 2022-024

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Published Questions

Question: The RFP states "Bidder must use Bond Form provided." Please provide the required Bond Form.

Answer: Please review attachments

Asked: 4/20/2022 04:27 PM (ET)

Question: 14. How satisfied are you with your current EMS billing vendor? What is the reason for your RFP?

Answer: Contract is termed

Asked: 4/15/2022 11:20 AM (ET)

Question: 10. Can you please provide/confirm the number of transports for each call type for your most recent complete fiscal year? a. ALS Emergency b. ALS Non-Emergency c. BLS Emergency d. BLS Non-Emergency e. ALS 2 f. SCT

Answer: FY 2021 Transports

ALS Emergency 5,086
BLS Emergency 2,062
ALS2 96

Asked: 4/15/2022 11:20 AM (ET)

Question: 9. Can you please provide/confirm how many invoices do you require and at what interval?

Answer: 30/60/90

Asked: 4/15/2022 11:19 AM (ET)

Question: 8. Can you please provide/confirm the average loaded mileage per transport?

Answer: Mileage A0425 $10.00

Asked: 4/15/2022 11:19 AM (ET)

Question: 7. Can you please provide/confirm a breakdown of your most recent complete fiscal year transports by primary payor for the following categories? a. Medicare b. Medicaid c. Commercial Insurance d. Patient Pay

Answer: FY2021 Transports

Medicare: 2,534
Medicaid: 783
Commercials: 2,091
Self Pay: 1,836

Asked: 4/15/2022 11:19 AM (ET)

Question: 6. Can you please provide/confirm the average revenue collected per transport for your most recent complete fiscal year?

Answer: AVG$Run $218.24

Asked: 4/15/2022 11:19 AM (ET)

Question: 5. Can you please provide/confirm the total collections for your most recent complete fiscal year?

Answer: Net Receipts $1,596,294.82

Asked: 4/15/2022 11:19 AM (ET)

Question: 4. Can you please provide/confirm the net charges for your most recent complete fiscal year?

Answer: Net charges $3,976,763.36

Asked: 4/15/2022 11:19 AM (ET)

Question:	2. Are you currently using an electronic patient care (ePCR) reporting system? If so, which system are you currently using? Are you interested in different ePCR options?
Answer:	ESO NO
Asked:	4/15/2022 11:19 AM (ET)

Question:	1. Do you currently outsource EMS Billing? If so, can you provide the name of the vendor and the fee you are being charged?
Answer:	yes
Asked:	4/15/2022 11:19 AM (ET)

Question:	15. Does Lauderhill Fire Rescue participate in any supplemental payment programs? a. If so, can you describe the role of the billing vendor in supporting these programs and the payment structure arrangement that is in place for this portion of the contract?
Answer:	Yes, Current vendor handles the PERMT program
Asked:	4/6/2022 04:00 PM (ET)

Question:	14. What is the name of your current collection agency? a. If so, does your current vendor charge its billing fee to cash that's collected by the collection agency?
Answer:	Penn Credit NO
Asked:	4/6/2022 03:51 PM (ET)

Question:	13. Please provide the charge mix, i.e., the total percentage of charges that were billed to the following four main payer groups in the two most recent fiscal or calendar years. a. Medicare b. Medicaid c. Commercial insurance d. Self-pay accounts

Answer:	Medicare: October 2019-September 2020 31%
	      October 2020- September 2021 33%
	
	Medicaid: October 2019-September 2020 9%
	      October 2020- September 2021 9%
	
	Commercials: October 2019-September 2020 22%
	      October 2020- September 2021 23%
	
	Self Pay: October 2019-September 2020 39%
	      October 2020- September 2021 34%

Asked:	4/6/2022 03:50 PM (ET)

Question:	12. What is your average loaded mileage?
Answer:	2.64
Asked:	4/6/2022 03:50 PM (ET)

Question:	11. Please provide your current rates for each of the service levels. 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
Answer:	Charge Rates: ALS (A0427) $800.00 BLS (A0429) $800.00 ALS2 (A0433) $850.00
Asked:	4/6/2022 03:49 PM (ET)

Question:	10. 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
Answer:	October 2019- September 2020 : ALS Emergency (A0427) 4,804 BLS Emergency (A0429) 2,422 ALS2(A0433) 93 October 2020- September 2021 : ALS Emergency (A0427) 5,086 BLS Emergency (A0429) 2,062 ALS2(A0433) 96
Asked:	4/6/2022 03:49 PM (ET)

Question:	9. In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by Lauderhill Fire Rescue for ambulance charges?
Answer:	FY Gross Charges October 2019-September 2020: $6,046,837.00 October 2020-September 2021: $5,997,151.00
Asked:	4/6/2022 03:48 PM (ET)

Question:	8. In the two most recent fiscal or calendar years, what was the total amount of cash posted by Lauderhill Fire Rescue for ambulance transports? (please list each year individually)
Answer:	FY Net Receipts October 2019-September 2020: $1,575,503.75 October 2020-September 2021: $1,597,251.85
Asked:	4/6/2022 03:48 PM (ET)

Question:	5. Will the new vendor be responsible for onsite documentation training? a. If so, how often is training required?
Answer:	Onsite or online documentation training will be agreed upon scheduling
Asked:	4/6/2022 03:47 PM (ET)

Question:	4. Does Lauderhill have its own merchant account for processing credit cards?
Answer:	Yes
Asked:	4/6/2022 03:47 PM (ET)

Question: 3. As the outline in Part III item D, it states, Contractor should have successfully developed, installed, integrated, tested and had acceptance of the proposed ePCR system for at least (5) agencies with the last 3 years, preferably for Florida governmental agencies. Contractor should have proprietary ownership of both its proposed billing and ePCR technology. Will vendors that do not have proprietary ownership of both billing and ePCR systems as outlined above be either disqualified or excluded from consideration of award?

Answer: No

Asked: 4/6/2022 03:46 PM (ET)

Question: What ePCR system are you currently using? a. Is the Fire Department interested in vendors proposing a new ePCR System? If so, what system(s) is the Fire Department interested in?

Answer: ESO
a. No

Asked: 4/6/2022 03:45 PM (ET)

Question:

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