



DATE: October 17, 2012

TO: Honorable Mayor and City Councilmembers

FROM: Financial Services Department

SUBJECT: **PROFESSIONAL SERVICES AGREEMENT WITH WITTMAN ENTERPRISES, LLC, TO OUTSOURCE THE BILLING SERVICES FOR EMERGENCY MEDICAL SERVICES (EMS)**

SYNOPSIS

Staff recommends that the City Council approve a three-year professional services agreement with Wittman Enterprises, LLC, of Sacramento, with compensation to Wittman based on a percentage of collections received from net billing collections; and authorize the City Manager to execute the agreement.

BACKGROUND

As part of the Fiscal Year 2010-2011 budget reduction plan, the Finance Department's budget included a recommendation to outsource the EMS billing services. A Request for Proposal was sent out, with five firms responding. City staff from Fire, Information Technologies and Finance interviewed the three finalists. As a result of the interviews, several concerns were raised regarding the on-going support needed by City staff, technological interfaces that needed to be built and maintained, as well as the timing of the overall transition plan. After preparing a comparative pro-forma of the EMS billing function, an administrative decision was made to retain the EMS billing services in-house.

The pro-forma assumed there would initially be three positions working on the EMS billing process and eventually reduced to two positions. Due to ongoing budget and staff reductions, there remains only one position processing EMS billings. The volume of billable calls has remained at approximately 7,300 per year, and despite best efforts including new technology, the volume still exceeds staffing capabilities. Consequently, staff has reconsidered the position of outsourcing this function.

A revised Request for Proposals was sent to the three finalists interviewed in 2010. A review committee comprised of Finance and Fire staff interviewed the firms, placing strong emphasis on their ability to implement a quick transition plan, mitigating the need to rely on staff for capturing incomplete patient data, and assisting the City with revenue recovery from backlogged bills and collections.

ANALYSIS

The three qualified firms submitted revised proposals. The rating of their qualifications took into consideration the original rating from July 2010 along with new requirements due to the change in the City's needs since that time. The new requirements carried a heavier weight in the evaluation score since the City's critical needs today are revenue recovery, quick transition, and less on-going reliance on City staff. While cost was an important consideration, it was not the deciding factor.

Company	Rating	Cost
Wittman Enterprises LLC	90	4.95%
Xerox/ACS	86	4.93%
Critical Care Specialty Billing	78	5.90%

Wittman Enterprises rated the highest, and reference checks confirmed their competency, professionalism, expeditiousness, and service-oriented focus. In business for 21 years, their sole objective is to provide complete ambulance billing services. The majority of their clients are located in California.

The professional services agreement is for a term of three years commencing October 17, 2012, with an option to extend two one-year periods (possible five-year total), subject to the annual review and recommendation of the Director of Financial Services, the satisfactory negotiation of terms and price, and the approval of the City Council.

FISCAL IMPACT

The fiscal impact will be a function of the amount collected, thus not definitive at this time. The rate is 4.95 percent of net collected dollars. Historically, the City has received approximately \$3,300,000 in EMS revenue (account 101.4452.0001). City Council approved an increase to EMS fees on May 16, 2012 via Resolution #12-R0323-1 which is expected to increase future revenue an additional \$330,000. There will be an approximate \$40,000 savings in the FY 13/14 budget with the elimination of billing software licensing, maintenance, and printing costs.

COMMISSION/COMMITTEE REPORT

Does not apply.

CITY ATTORNEY'S ANALYSIS

The referenced document has been reviewed by the City Attorney and approved as to form.

RECOMMENDATION

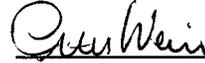
Staff recommends that the City Council approve a three-year professional services agreement with Wittman Enterprises, LLC, of Sacramento, with compensation to Wittman based on a percentage of collections received from net billing collections, and authorize the City Manager to execute the agreement.

PREPARED BY:



Teri Ferro
Financial Services Director

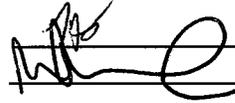
SUBMITTED BY:



Peter A. Weiss
City Manager

REVIEWED BY:

Michelle Skaggs-Lawrence, Deputy City Manager
Michael Sherwood, Chief Information Officer



Attachments:

Professional Services Agreement

CITY OF OCEANSIDE

PROFESSIONAL SERVICES AGREEMENT

PROJECT: EMS BILLING SERVICES

THIS AGREEMENT, dated October 17, 2012 for identification purposes, is made and entered into by and between the CITY OF OCEANSIDE, a municipal corporation, hereinafter designated as "CITY", and Wittman Enterprises, LLC, hereinafter designated as "CONSULTANT."

NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:

1. **SCOPE OF WORK.** The project is defined in the attached "Request for Proposal for EMS Billing Services" dated August 6, 2012, CONSULTANT'S "Proposal" dated July 12, 2010 and "Supplemental Proposal for EMS Billing" dated August 17, 2012, and a summary of services to be provided by the CONSULTANT will be as follows:
 - a) Transition Plan -- implement transition plan as defined in the Supplemental Proposal and Transition Schedule dated August 29, 2012.
 - b) Billing Process - sequential work tasks for processing bills includes:
 - i. Import of ePPRs from ImageTrend and/or FieldSaver for review by the billing department
 - ii. Verification of insurance information, Medi-Cal and Medicare eligibility, and coding for diagnosis and payer type
 - iii. Production of paper and electronic billing
 - iv. Immediate "verification call" from the Customer Service Representative to determine financial class on transports where insurance, Medicare or Medi-Cal are not apparent
 - v. Follow up for each payer type as required to maximize revenue recovery for billed services
 - vi. Receive and post payments within one (1) business day of receipt; deposit monies daily into the CITY's bank account and provide a detailed electronic notification
 - vii. Accounts deemed uncollectable will be transmitted directly to the CITY's collection agency
 - viii. Monthly reports are run to the CITY's specifications and sent to the Finance Department for review
 - ix. Handle all contact with customers and insurance companies including inquiries, information updates, disputes and clarifications
 - c) Dispute Resolution -- perform in accordance with CITY and HIPAA guidelines.

EMS BILLING SERVICES

- d) Mailings – CONSULTANT will be responsible for mailing the CITY HIPAA Notice of Privacy Practices and Oceanside Fire Department Customer Care Survey.
 - e) Training – CONSULTANT will provide a minimum of 24 hours of operational training and 6 hours of management/finance training prior to transfer of responsibilities to CONSULTANT. Provide annual training for regular updates of industry regulations and practices.
 - f) Ground Emergency Medical Transport - file GEMT claims reports on behalf of CITY along with required documentation.
 - g) Customer Service – provide customer service at a minimum from 8:00 AM – 4:30 PM, Pacific Time, Monday through Friday, excluding major holidays. A toll free number shall be provided.
 - h) HIPAA Compliance – enter into a HIPAA business associate agreement with the CITY and maintain HIPAA compliance throughout the term of the contract.
- In the event of a conflict between the terms of this Agreement and CONSULTANT’S proposal, a copy of which is incorporated by reference, this Agreement shall prevail.

2. **INDEPENDENT CONTRACTOR.** CONSULTANT'S relationship to the CITY shall be that of an independent contractor. CONSULTANT shall have no authority, express or implied, to act on behalf of the CITY as an agent, or to bind the CITY to any obligation whatsoever, unless specifically authorized in writing by the CITY. CONSULTANT shall be solely responsible for the performance of any of its employees, agents, or subcontractors under this Agreement. CONSULTANT shall report to the CITY any and all employees, agents, and consultants performing work in connection with this project, and all shall be subject to the approval of the CITY.
3. **WORKERS' COMPENSATION.** Pursuant to Labor Code section 1861, the CONSULTANT hereby certifies that the CONSULTANT is aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that Code, and the CONSULTANT will comply with such provisions, and provide certification of such compliance as a part of this Agreement.
4. **LIABILITY INSURANCE.**
 - 4.1. CONSULTANT shall, throughout the duration of this Agreement maintain comprehensive general liability and property damage insurance, or commercial general liability insurance, covering all operations of CONSULTANT, its agents and employees, performed in connection with this Agreement including but not limited to premises and automobile.

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4.2 CONSULTANT shall maintain liability insurance in the following minimum limits:

Comprehensive General Liability Insurance
(bodily injury and property damage)

Combined Single Limit Per Occurrence	\$ 1,000,000
General Aggregate	\$ 2,000,000*

Commercial General Liability Insurance
(bodily injury and property damage)

General limit per occurrence	\$ 1,000,000
General limit project specific aggregate	\$ 2,000,000

<u>Automobile Liability Insurance</u>	\$ 1,000,000
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*General aggregate per year, or part thereof, with respect to losses or other acts or omissions of CONSULTANT under this Agreement.

- 4.3** If coverage is provided through a Commercial General Liability Insurance policy, a minimum of 50% of each of the aggregate limits shall remain available at all times. If over 50% of any aggregate limit has been paid or reserved, the CITY may require additional coverage to be purchased by the CONSULTANT to restore the required limits. The CONSULTANT shall also notify the CITY promptly of all losses or claims over \$25,000 resulting from work performed under this contract, or any loss or claim against the CONSULTANT resulting from any of the CONSULTANT'S work.
- 4.4** All insurance companies affording coverage to the CONSULTANT for the purposes of this Section shall add the City of Oceanside as "additional insured" under the designated insurance policy for all work performed under this agreement. Insurance coverage provided to the City as additional insured shall be primary insurance and other insurance maintained by the City of Oceanside, its officers, agents, and employees shall be excess only and not contributing with insurance provided pursuant to this Section.
- 4.5** All insurance companies affording coverage to the CONSULTANT pursuant to this agreement shall be insurance organizations admitted by the Insurance Commissioner of the State of California to transact business of insurance in the state or be rated as A-X or higher by A.M. Best.

EMS BILLING SERVICES

- 4.6 CONSULTANT shall provide thirty (30) days written notice to the CITY should any policy required by this Agreement be cancelled before the expiration date. For the purposes of this notice requirement, any material change in the policy prior to the expiration shall be considered a cancellation.
- 4.7 CONSULTANT shall provide evidence of compliance with the insurance requirements listed above by providing, at minimum, a Certificate of Insurance and applicable endorsements, in a form satisfactory to the City Attorney, concurrently with the submittal of this Agreement.
- 4.8 CONSULTANT shall provide a substitute Certificate of Insurance no later than thirty (30) days prior to the policy expiration date. Failure by the CONSULTANT to provide such a substitution and extend the policy expiration date shall be considered a default by CONSULTANT and may subject the CONSULTANT to a suspension or termination of work under the Agreement.
- 4.9 Maintenance of insurance by the CONSULTANT as specified in this Agreement shall in no way be interpreted as relieving the CONSULTANT of any responsibility whatsoever and the CONSULTANT may carry, at its own expense, such additional insurance as it deems necessary.
5. **PROFESSIONAL ERRORS AND OMISSIONS INSURANCE.** Throughout the duration of this Agreement and four (4) years thereafter, the CONSULTANT shall maintain professional errors and omissions insurance for work performed in connection with this Agreement in the minimum amount of One Million Dollars (\$1,000,000.00).

CONSULTANT shall provide evidence of compliance with these insurance requirements by providing a Certificate of Insurance.

6. **CONSULTANT'S INDEMNIFICATION OF CITY.** To the greatest extent allowed by law, CONSULTANT shall indemnify and hold harmless the CITY and its officers, agents and employees against all claims for damages to persons or property arising out of the negligent acts, errors or omissions or wrongful acts or conduct of the CONSULTANT, or its employees, agents, subcontractors, or others in connection with the execution of the work covered by this Agreement, except for those claims arising from the willful misconduct, sole negligence or active negligence of the CITY, its officers, agents, or employees. CONSULTANT'S indemnification shall include any and all costs, expenses, attorneys' fees, expert fees and liability assessed against or incurred by the CITY, its officers, agents, or employees in defending against such claims or lawsuits, whether the same proceed to judgment or not. Further, CONSULTANT at its own expense shall, upon written request by the CITY,

EMS BILLING SERVICES

defend any such suit or action brought against the CITY, its officers, agents, or employees resulting or arising from the conduct, tortious acts or omissions of the CONSULTANT.

CONSULTANT'S indemnification of CITY shall not be limited by any prior or subsequent declaration by the CONSULTANT.

7. **COMPENSATION.** CONSULTANT'S compensation for all work performed in accordance with this Agreement, is established as a fee of 4.95% of monthly net collected revenue from EMS billing services for a period of three years. Net collected revenue is stated as a percentage of collected revenue, minus any refunds or adjustments.

No work shall be performed by CONSULTANT in excess of the total contract price without prior written approval of the Financial Services Director. CONSULTANT shall obtain approval by the Financial Services Director prior to performing any work that result in incidental expenses to CITY.

8. **TIMING REQUIREMENTS.** Time is of the essence in the performance of work under this Agreement and the timing requirements shall be strictly adhered to unless otherwise modified in writing. All work shall be completed in every detail to the satisfaction of the Financial Services Director as defined in the Request for Proposal and confirmed by CONSULTANT in the Proposal dated July 12, 2010 and Supplemental Proposal dated August 17, 2012. This agreement shall be in effect commencing October 17, 2012 through October 16, 2015. This agreement includes an option to extend the agreement for two one-year periods (possible five-year total), subject to the annual review and recommendation of the Director of Financial Services, the satisfactory negotiation of terms (including a price acceptable to both the CITY and CONSULTANT), the concurrence of the City Council, and the annual availability of an appropriation.
9. **ENTIRE AGREEMENT.** This Agreement comprises the entire integrated understanding between CITY and CONSULTANT concerning the work to be performed for this project and supersedes all prior negotiations, representations, or agreements.
10. **INTERPRETATION OF THE AGREEMENT.** The interpretation, validity and enforcement of the Agreement shall be governed by and construed under the laws of the State of California. The Agreement does not limit any other rights or remedies available to CITY.

The CONSULTANT shall be responsible for complying with all local, state, and federal laws whether or not said laws are expressly stated or referred to herein.

EMS BILLING SERVICES

Should any provision herein be found or deemed to be invalid, the Agreement shall be construed as not containing such provision, and all other provisions, which are otherwise lawful, shall remain in full force and effect, and to this end the provisions of this Agreement are severable.

- 11. **AGREEMENT MODIFICATION.** This Agreement may not be modified orally or in any manner other than by an agreement in writing signed by the parties hereto.
- 12. **TERMINATION OF AGREEMENT.** Either party may terminate this Agreement by providing thirty (30) days written notice to the other party. If any portion of the work is terminated or abandoned by the CITY, then the CITY shall pay CONSULTANT for any work completed up to and including the date of termination or abandonment of this Agreement. The CITY shall be required to compensate CONSULTANT only for work performed in accordance with the Agreement up to and including the date of termination.
- 13. **SIGNATURES.** The individuals executing this Agreement represent and warrant that they have the right, power, legal capacity and authority to enter into and to execute this Agreement on behalf of the respective legal entities of the CONSULTANT and the CITY.

IN WITNESS WHEREOF, the parties hereto for themselves, their heirs, executors, administrators, successors, and assigns do hereby agree to the full performance of the covenants herein contained and have caused this Professional Services Agreement to be executed by setting hereunto their signatures on the dates set forth below.

WITTMAN ENTERPRISES, LLC

By: Colinne Wittman - CEO
Name/Title

By: Colinne Wittman-Wong CEO
Name/Title

680456021
Employer ID No.

CITY OF OCEANSIDE

By: _____
City Manager

APPROVED AS TO FORM:

John Smith
City Attorney

NOTARY ACKNOWLEDGMENTS OF CONSULTANT MUST BE ATTACHED.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

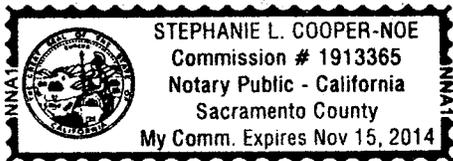
CIVIL CODE § 1189

State of California

County of SACRAMENTO

On 9/11/2012 before me, STEPHANIE L. COOPER-NOE, Notary Public

personally appeared CORINNE WITTMAN WOODS



who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: [Handwritten Signature]
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document: PROFESSIONAL SERVICES AGREEMENT

Document Date: Oct. 17, 2012 Number of Pages: 6

Signer(s) Other Than Named Above:

Capacity(ies) Claimed by Signer(s)

Signer's Name: CORINNE WITTMAN WOODS Signer's Name:

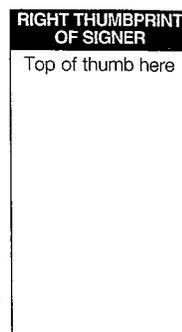
Corporate Officer - Title(s): CEO

- Individual
Partner - Limited General
Attorney in Fact
Trustee
Guardian or Conservator
Other:



Corporate Officer - Title(s):

- Individual
Partner - Limited General
Attorney in Fact
Trustee
Guardian or Conservator
Other:



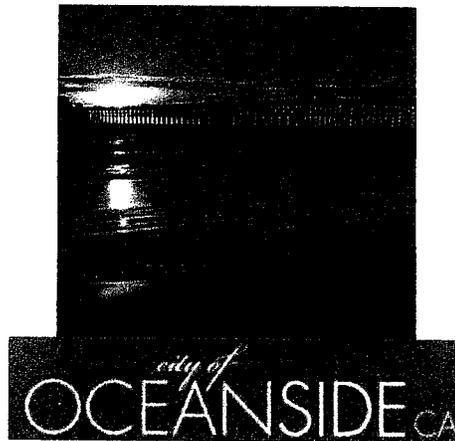
Signer Is Representing:

Signer Is Representing:



Wittman Enterprises, LLC

Comprehensive Ambulance Billing & Consulting Service



SUPPLEMENTAL Proposal for Emergency Medical Services Billing
August 17, 2012

"Building EMS partnerships that provide what you want when you need it."

Longevity

80% of our clients have contracted with Wittman for four or more years.

Why? By focusing our quality client service on *Accessibility, Accountability, Compliance Management, Comprehensive Revenue Recovery, and Reliability*, we are different from our competitors. We concentrate on *all* of these principles instead of just one or two when it's convenient. For more than 20 years we have provided our clients and their patients expert personal attention and compassion.

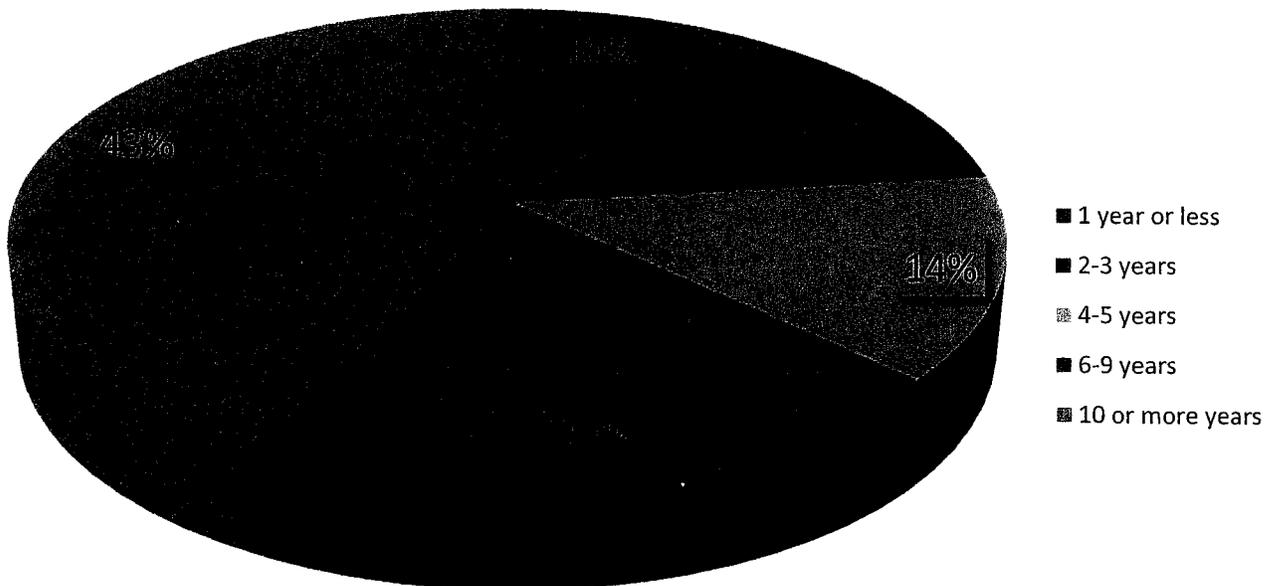


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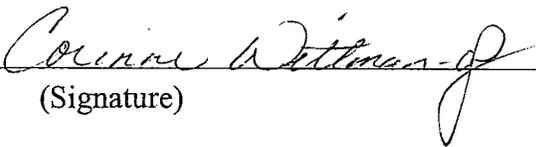
SECTION 1: Project Overview

EXECUTIVE SUMMARY

Thank you from each of us on your project management team for the opportunity to offer the City of Oceanside our *Supplemental Proposal* for Emergency Medical Services Billing. As an EMS Billing Specialist, Wittman Enterprises, LLC (“Wittman”, “We”) is pleased that our high level of performance continually exceeds customer demands for the following fundamental objectives:

- For 21 years we have provided complete ambulance billing services and accounts receivable management services for Basic Life Support (“BLS”), Advanced Life Support (“ALS”), and non-transport services in compliance with current local, state, and federal laws and statutes.
- We efficiently and effectively file claims with governmental programs such as Centers for Medicare and Medicaid (“CSM”), as well as commercial health insurance providers (HMOs and PPOs).
- Wittman follows and exceeds currently accepted standards for accurate, consistent, and best EMS billing practices.
- We are a California-based company with the majority of our clients located in California, where we process well over 245,000 transports per year. Nationally we process over 320,000 claims annually.
- We are licensed, insured, bondable, and HIPAA compliant in the State of California.
Wittman currently provides EMS billing services for numerous California clients.
- We maximize revenue for the City within the collections philosophies of the City of Oceanside.

CEO Corinne Wittman-Wong is authorized to enter Wittman Enterprises, LLC into contract. This proposal is valid for 180 days from August 17, 2012.


(Signature)

8-17-12
(Date)

Corinne Wittman-Wong, CEO
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CITY OF OCEANSIDE SUPPLEMENTAL PROJECT SUMMARY

The City of Oceanside “is soliciting proposals from qualified firms and agencies to provide emergency medical services billing.” For 21 years Wittman Enterprises (“WE”) has customized billing and service innovations for our clients in the EMS industry.

Technology

We will create and maintain interface capability to receive and review electronic run reports from Oceanside’s existing *IMAGE TREND* and FieldSaver ePCR systems at no cost to the City, ensuring regular invoicing standards that meet or exceed City of Oceanside standards. Wittman’s technological capabilities include the following:

- A powerful billing and reporting system with automatic generation of all Medicare and Medicaid claim statements.
- Automated generation of claims, or by appropriate use of forms, for Worker’s Compensation, Personal Injury Protection, and third party insurance companies.
- Our Client Portal, allowing unlimited client access to patient invoicing and billing and collection activity reports.
- Fully itemized statements—and customized reporting and statement programs—designed and customized to fit the City’s requirements.

Billing

We conduct our services strictly in accordance with all state, local, federal, HIPAA and Red Flag Rules and Regulations. Billing services include the following:

- Thorough review of every Patient Contact Report (PCR) for content, accuracy, and validity for billing and collection purposes.
- Timely and accurate processing of all billings, refunds and overpayments.
- Working closely with the City of Oceanside to handle special accounts.
- Managing delinquent accounts to meet and exceed Oceanside’s requirements.

Reports and Records

The City of Oceanside will have access to our Client Portal and client reporting system which allows City personnel to obtain patient invoices, account balances, billing reports, and other hands-on account management tools. Daily, monthly, quarterly, annual, and special reporting can be provided in PDF and Excel formats while our Portal reporting system interfaces with Crystal reporting software. On-demand reports are our specialty and are available at any time via a simple phone conversation with your Client Liaison. All City reporting needs are met through your preference of in-person phone conversations, emails, or through your accessing our Client Portal.



OCEANSIDE EXPERIENCE

Wittman is pleased that in 2006 and 2012 we were able to provide the City of Oceanside experienced supervision and staffing to process backlogged calls for the City's ambulance services. We also provided consulting and recommendations on process improvement and possible account management enhancements. Our understanding is that other vendors such as ACS and CCSB were contacted for help as well; however, they did not have the resources and expertise available to provide the level of service the City needed. During our most recent 2-day visit we accurately completed the entry of approximately 2,084 trips and more than 2,400 pieces of valid and timely correspondence. Our progress report and recommendations were reported to Jane McPherson with the City at the end of the contract period. We believe that our past experience with Oceanside ambulance billing, along with more than 21 years of effective and successful EMS customer service, makes Wittman Enterprises uniquely qualified to become the City of Oceanside's EMS biller. That same experience allows us to move up the City's estimated go-live date because there will be less ramping-up time required.



SECTION 2: Methodology Highlights

DOCUMENTS CONFIRMED AND SCREENED FOR COMPLETENESS

All Oceanside PCRs received by our Billing Team are thoroughly reviewed for treatments and treatment codes, medical coding/ICD-9 Codes, medical necessity, appropriateness of charges for services based on services rendered, and overall completeness. We propose that we continue to use Oceanside's hospital face sheet VPN program to access as many face sheets as we can at the beginning of the process. However, while face sheets generally provide patient demographic information such as address, insurance coverage, and other patient information, they do not provide other required such information such as patient pick-up location, or destination. Furthermore, any unclear narratives need to be corrected by the documenting field staff in order to provide coding to the proper level of service. Wittman works on incomplete PCRs through a process that includes cross-referencing our San Diego County Patient Database: containing thousands of patient records and pieces of area-specific historical data compiled from our numerous years of San Diego area experience. On occasion, when we have exhausted our resources and need help completing missing information or clarifying incomplete or inconclusive narratives, we request help from our regular City contacts who may be able to acquire the information from their resources.

Finally, we have worked closely with ImageTrend and FieldSaver many times in the past to ensure that all required elements from the ePCR are mapped correctly in the NEMESIS file distributed and that our billing system properly recognizes each of the fields imported. If the NEMESIS file is missing key information we have reached out to ImageTrend and FieldSaver and implemented changes that make the NEMESIS file more complete. If the NEMESIS file contains all of the key information but is not exporting all of them, our in-house IT team maps the interface continually to ensure the maximum and efficient transfer of complete information needed for a clean billing claim.

ASSIGNMENT AUTHORIZATION

In our 21 successful years of EMS billing we have found that the most efficient billing and collection programs are a direct result of a strong partnership between our client and us. It applies here as well because the release of billing to Medicare is not permitted without the signature of the patient, designated guardian, or witnessed declaration that the patient is not able to sign. If field crews do not regularly obtain the patient signature—or witness the patient's inability to sign at the time of service—billing and subsequent payment can be delayed significantly. Recognizing that there are times when obtaining these clearances simply are not feasible, and in partnership with you, Wittman assists with the collection of raw data as much as possible to ensure the highest achievable collection rate.

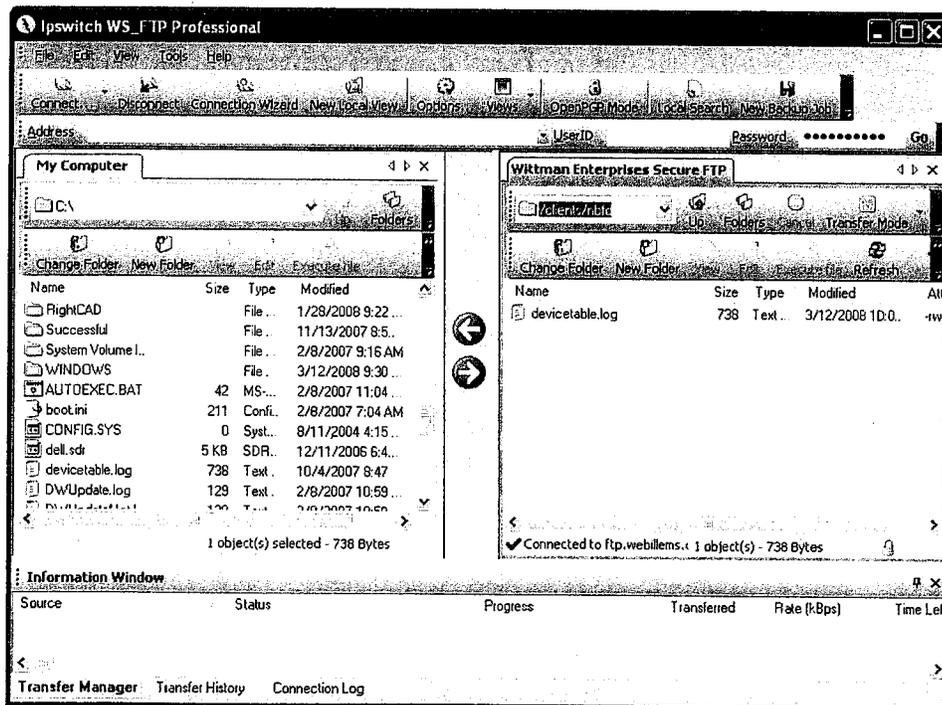


DOCUMENTATION TRAINING

As needed, we provide regular updates of changes to industry regulations and practices as well as revenue enhancement training for the City of Oceanside EMS staff. Documentation training for field personnel can be helpful in maintaining compliance with government requirements and helps in the building of a partnership perspective between the field crews and the billing office. We provide training and consulting as necessary to continue aiding the City in accurately completing and utilizing the necessary run reports/charge tickets, specific codes, and other required documentation. Effective training helps ensure Wittman receives all material and information necessary for the effective collection of claims through a clean process. **No limit or charge is assigned for such training.**

FILE TRANSFER PROTOCOL (FTP)

Wittman Enterprises provides our clients access to our own secure FTP site. We receive an email notification anytime reports or other information are uploaded to the site. There is no file size limitation for client uploads. Additionally, some clients prefer that we download information from their own FTP software such as SFTP. We are comfortable with both options pending client preference and policy.



ELECTRONIC PATIENT CARE REPORTING (EPCR)

Wittman provides extensive mapping of information with ImageTrend and FieldSaver. We are capable of interfacing with any ePCR system to ensure that it correctly corresponds to our billing system. There are no requirements or added costs for an electronic interface with Wittman Enterprises. We use ZOLL Data Systems RescueNet billing software. Our IT team has worked extensively with ZOLL to ensure that all aspects of our processes operate efficiently. Currently we interface with several ePCR systems including ImageTrend, FieldSaver, EMS Charts, Med Media, HealthEMS, ZOLL, ESO, and Firehouse. Our relationship with FieldSaver began at the start as we were instrumental in helping Dr. Drew Hood develop the billing component of their ePCR program.

Wittman's robust IT team possesses the ability and proven experience to work with many systems including RMS systems like ZOLL's RescueNet FireRMS, and ImageTrend's Fire Bridge, as well as computer aided dispatch CAD systems such as Fleet Eyes and Marvliis. Both ImageTrend and FieldSaver are web-based systems. Clients generally provide us with a login and password and link to their sites. ImageTrend creates a NEMSIS file while Field Saver creates a Token file. Our system maps with and processes both types of files.

CREATING EPCR FILES

ImageTrend: Wittman logs into their site Monday through Friday and processes all the work that is labeled "ready to bill." We generate a batch of "ready to bill" PCRs and generate the NEMSIS file for direct import to our system. Our electronic billing team reconciles the newly created NEMSIS file with the batch listed on the ImageTrend system to detect any inconsistencies and avoid duplications. Wittman works directly with ImageTrend to resolve any inconsistencies or other import issues.

FieldSaver: Our process is nearly the same as that for creating import files from ImageTrend. However, we generate the PCR batches and generate a Token file for direct import into our system.



EPCR CLIENT LIST

Client	ePCR Product
American Legion	EMS Charts
Barona	FieldSaver
Burney	EMS Charts
Carson City	Sansio Health EMS
Corona	Sansio Health EMS
Coronado	FieldSaver
CSA 17	ImageTrend
El Cajon	FieldSaver
El Dorado	Forte Holdings
Escondido	FieldSaver
Folsom	ZOLL
Hawai'i	Med-Media
Heartland	FieldSaver
Huntington Beach*	ImageTrend
Hurst	ZOLL
Indio	Sansio Health EMS
Juneau	High Plains
Newport Beach*	ImageTrend
North County	FieldSaver
North Tahoe	ESO Charts
Orange*	ImageTrend
Russian River	Med-Media
San Marcos	FieldSaver
Vacaville	Fire House
Viejas	FieldSaver
Westminster	Alpine

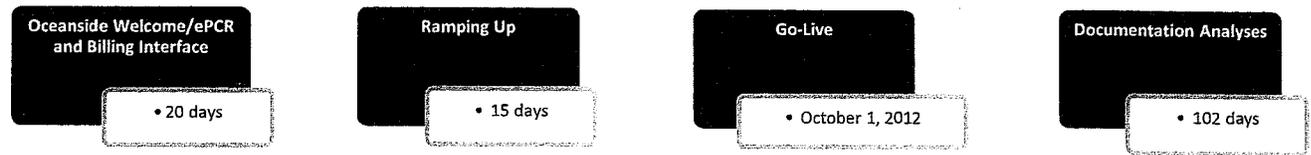
** Currently implementing – not yet live*

CLIENT LIAISON AVAILABILITY

Wittman Enterprises, LLC builds EMS partnerships that provide what you want when you need it. By focusing our quality service on Accessibility, Accountability, Compliance Management, Comprehensive Revenue Recovery, and Reliability, we are different from our competitors. **Accessibility:** The City of Oceanside will be provided direct phone numbers to all management staff from the CEO to the account representative supervisors. When they are away from the office all management staff uses iPhones to stay in constant contact with voice messages and emails.



TRANSITION TIMELINE



TRANSITION PLANNING – OVERVIEW

Our billing system is easily customized and we are able to complete set procedures within 48 hours of award of contract. Wittman has significant experience in working out old work from numerous billing systems. We are capable of taking on this task immediately upon award and execution of a contract. ***Billing of private insurance and private pay claims can start immediately.*** We vigorously attempt to collect on all aging account receivables turned over to us. As part of our regular processes we maintain complete account receivables, payment collection, and balance records on each patient.

The countdown to flipping the billing switch is completed in the few easy steps shown in the Project Timeline. Because of our experience working City of Oceanside claims in separate consulting projects, the “go-live” date estimate has been accelerated to reflect our in-depth knowledge of the City of Oceanside EMS billing system and constituency.

TRANSITION PLANNING – PROJECT SCHEDULE

After you have selected Wittman as your billing vendor we project the following schedule based upon the information provided by you in your RFP and in our conversations together. ***Should an earlier start date be required we will work with you to meet that schedule.***

August 20 – September 14, 2012: Oceanside Welcome/ePCR and Billing Interface

- Award of contract
- Gathering of Company specifics, demographic information, pay-to address requirements, etc.
- Completion of transfer documents with Medicare, Medicaid, and other insurance
- Assemble City policies: add to Wittman department procedure manuals
- Wittman department managers and customer service briefings on City policies and procedures
- Interfacing and mapping of ePCR and billing systems
- Customization of City reporting program
- Begin testing ePCR interface for Oceanside
- Client and vendor ramp-up meetings as needed



September 14 – September 30, 2012: Ramping Up

- Set up City personnel on Client Portal, FTP site, etc.
- Client and vendor ramp-up meetings as needed

October 1, 2012: Estimated Go-Live Date

- Begin accepting live data via ePCR
- Transmit electronic claims, Medicare, Medicaid, etc.

January 1 – January 31, 2013: Documentation Training

- Conduct comprehensive process, compliance, and documentation analyses
- As needed, provide City and EMS personnel comprehensive billing compliance and documentation training

AUTOMATED CAPABILITIES

Our in-house programmer allows us to tailor our services to the specific requirements of our clients. We will design for the City of Oceanside comprehensive reports that meet your needs and ensure their availability at any time through our Client Portal. We have used ZOLL Data Systems RescueNet as our billing software for more than 7 years, during which our IT team has worked extensively with ZOLL to ensure that all aspects of our process operate efficiently. Software interface capabilities and automation specifics include the following:

- Windows 2003 Servers and Windows 2003 R2 – in use for approximately 7 years
- Work stations use Windows 7 and Windows XP Service Pack 3
- Electronic Filing: Interface with ECM File software
- Electronic Billing: Interface with InfoSend software
- Electronic Reporting: We utilize our in-house programmer to customize client reports
- Electronic Records: Interface with DocuWare and ZOLL RescueNet “Workflow”
- Electronic Collection Tools: InfoSend NCOA (National Change of Address Database)
- Google Maps, MapQuest, and MelissaData for current addresses, incident locations, and trip distance calculations.

ELECTRONIC ACCESS TO RECORDS

Wittman Enterprises offers secured Internet access to our system via our Client Portal. No additional software is required for the City of Oceanside to access the information through our secured website. It is accessed through a secured login that is password protected. Access to the Client Portal is granted only to pre-authorized Finance and Fire Department EMS personnel with permission to view such information and is strictly limited to the City of Oceanside’s information. All patients may be referenced by name, date of service, incident, and run number. City staff can print invoices for patients and run reports for their own use. Any of the City’s specialized reports may be made available through this site.



CLIENT PORTAL: TEST DRIVE

Wittman Enterprises invites the City of Oceanside to take our Client Portal for a test drive, during which we hope you recognize the flexibility and usefulness we have built into our Portal system for you. No additional software is required to access the information through our secured website. You simply access the password-protected and encrypted Portal with a secured login and password.

- 1) Go to <https://www.webillems.com/Portal/>
- 2) Click on Client Login
- 3) Enter *Oceanside* as your Client ID
- 4) Enter *password123* as your Password
- 5) Click on Secure Sign On
- 6) Enter the training site and enjoy your test drive of our Client Portal

The site will be available to you for a full two weeks after you have received our proposal to your RFP. Feel free to contact your Client Liaison, Stephanie Cooper-Noe, should you have any questions regarding your Client Portal test drive.

On-Line Client Portal

Logout

Welcome Admin & Preferences Contact Information Ticket Inquiry Reporting

Good Morning City of Oceanside!

It is our goal to continually provide you with unsurpassed quality of service.

As your billing company, Wittman Enterprises, LLC is pleased to provide you instant access online to patient accounts and the most commonly requested reports for your EMS financial records.

Through this secured website you have at your fingertips the ability to:

- View:
- Patient Accounts
 - Reports
- Print:
- Ticket Summaries
 - Month End Reports
 - Cash Receipt Report
 - Invoices
 - Receipts

Correspond:

Contact Wittman Enterprises by using the Contact Information tab.

Need Technical Assistance? Call Joe Balkema (Ext. 620) or David Wittman (Ext. 601) at (800) 906-6552.

Confidentiality Notice: The information accessed through the website is intended only for the use of the individuals or clients to which access have been granted. The information contained accessed through this website is privileged, confidential, and exempt from disclosure under applicable law. If you are not authorized to use this website you are hereby notified that any use, dissemination, or copying of information contained and access through this website is strictly prohibited.

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Wittman Enterprises, LLC On-Line Client Portal

Logout

Welcome Admin & Preferences Contact Information Ticket Inquiry Reporting

Customer Service Supervisor
Name: Jennifer Bump
Email: JBump@webillems.com
(800) 906-6552 Ext: 612

Cash Receipts Supervisor
Name: Rene Wittman
Email: RWittman@webillems.com
(800) 906-6552 Ext: 617

Billing Supervisor
Name: Kelly Burgess
Email: kburgess@webillems.com
(800) 906-6552 Ext: 605



Wittman Enterprises, LLC

21 Blue Sky Court
Sacramento, CA 95829
(800) 906-6552 - Main
(916) 381-5047 - Fax

Session Timeout is 30 minutes if no activity.

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Ticket Details - Windows Internet Explorer

Patient Name: JOHN DOE Date of Service: 04/01/2009
 Patient Address: 123 NO ADDRESS Incident Number: 123456
 City, State & Zip: ANYWHERE, USA Run Number: 12345
 Patient Phone #: (123) 555-1212 Last 4 of SSN: 0000
 Date of Birth: 01/31/1933 Age: 76

View / Print Invoice
View / Print Receipt
Print Page

Services Billing Diagnosis & Alerts Notes History

Payor Information
 Current Payor: HMSA DIRECT EUTF ELECTRONIC Billing Zone: <None>
 Primary Payor: Medicare Hawaii Total Mileage: 1

Charge Information

#	Charge Description	Qty	Unit Price	Charge Amount
1	Advanced Ambulance Service	1	\$659.45	\$659.45
2	Mileage	1	\$10.00	\$10.00
Charges Subtotal:				\$669.45

Payments & Credits

#	Credit Description	Amount	Deposit Date	Payor
1	Contractual Allow-Medicare	\$158.85	04/01/2009	Medicare Hawaii
2	Contractual Allow-Medicare	\$3.06	04/01/2009	Medicare Hawaii
3	Payment-Check	\$408.48	05/11/2009	Medicare Hawaii
4	Manual Contractual Allow-MCARE	(\$3.06)	05/11/2009	Medicare Hawaii
5	Payment-Check	\$102.12	06/12/2009	HMSA DIRECT EUTF ELECTRONIC
Credits Subtotal:				\$669.45
				Balance Due: \$0.00

Wittman Enterprises, LLC On-Line Client Portal Logout

Welcome Admin & Preferences Contact Information Ticket Inquiry Reporting

- Administration
 - Charge List
- Billing
 - Charge Type Detail
 - Dry Runs
- Activity Summary
 - by Payor Category
- Aging Detail
- Cash Receipts Journal
- Ticket Survey
 - by Payor Category
- Trip Count
- Month End
- Closing Balance Summary

Report Description
 Displays charge details, including trip date, run number, customer name, current schedule and event, entered date, charge description, quantity, price per unit, and total charge amount.

Date Ranges
 Start Date: 08/01/2009
 End Date: 08/31/2009

Quick Choice: Current Month *Optional
 Enter a Start & End Date or use the option in Quick Choice.

Report Options
 Print Report in Black & White

Prepare Report
 Click to prepare the report.

Prepare Report

Profit Centers
 Select Profit Centers to report on:

1 Hawaii
 2 Kauai
 3 Maui
 4 Oahu
 5 Lanai
 6 Molokai
 None

Check All Uncheck All

Adobe Reader is Required to view reports:
Get Adobe Reader



GEMT (FORMERLY KNOWN AS AB 678)

Recently California AB 678 (now known as Ground Emergency Medical Transport “GEMT”) was signed into law putting our clients on the next step toward identifying the amount to be returned (paid) to them (to qualified providers) by way of the Certified Public Expenditure (“CPE”). Wittman Enterprises is working with our more than 80 California clients directly to stay informed—and keep our clients informed—of the ramifications of GEMT, figuring certifiable costs, and most importantly trying to facilitate payment as efficiently as possible. To our knowledge ACS has no eligible California clients and CCSB has two. Early in the process we consulted with and provided significant statistical and industry information for the AB 678 Coordinator, Chief Clough of Sacramento Metropolitan Fire District. He leveraged our experience and expert knowledge as he put together policies and procedures for the implementation of the original bill. As part of our Scope of Work we will file GMET claims reports on behalf of Oceanside with the identified administrating agency, as well as provide any required documentation from our billing services.



SECTION 3: References

SAN DIEGO COUNTY CLIENT REFERENCES

Client Information	Length of Service
<p>Barona Band of Mission Indians, dba Barona Fire Department Randy Sandoval, Fire Chief (619) 390-2794 rsandoval@baronafire.com</p>	<p>10/1/2008 to present</p>
<p>Borrego Springs Fire Protection District John Hardcastle, Fire Chief (760) 767-5436 jhardcastle@borrego-fire.org</p>	<p>07/01/1996 to present</p>
<p>Coronado Fire Department Bill Toon, Fire Chief (619) 522-7307 btoon@coronado.ca.us</p>	<p>06/01/2001 to present</p>
<p>CSA 17, San Dieguito Ambulance Saman Yaghmaee, Administrative Services Manager, EMS Division (619) 285-6451 saman.yaghmaee@sdcounty.ca.gov</p>	<p>12/1/2011 to present</p>
<p>CSA 69, dba Lakeside-Santee Ambulance Services Saman Yaghmaee, Administrative Services Manager, EMS Division (619) 285-6451 saman.yaghmaee@sdcounty.ca.gov</p>	<p>10/01/2009 to present</p>
<p>El Cajon Fire Department Daryn Drum, EMS Coordinator (619) 441-1612 ddrum@heartlandfire.net</p>	<p>01/01/1995 to present</p>
<p>Escondido Fire Department Mike Lowry, Fire Chief (760) 839-4860 mlowry@escondido.org</p>	<p>04/01/2001 to present</p>
<p>North County Fire Protection District William Metcalf, Fire Chief (760) 723-2012 wmetcalf@ncfireorg</p>	<p>01/01/2008 to present</p>
<p>Ramona Municipal Water District Jack Wethey, EMS Coordinator (760) 788-2216 jack.wethey@fire.ca.gov</p>	<p>04/01/1991 to present</p>
<p>San Marcos Ambulance Transportation Beth Herzog, Management Analyst (760) 744-1050 Ext. 3406 bherzog@san-marcos.net</p>	<p>12/11/2001 to present</p>
<p>Viejas Ambulance Services Robert Pfohl, Fire Captain (619) 659-2374 rpfohl@viejas-nsn.gov</p>	<p>11/01/2009 to present</p>



SELECT REFERENCES

Client Information	Length of Service
<p>Cosumnes Community Services Fire Department Peter Sakaris, Battalion Chief (916) 714-5109 petersakaris@csdfire.com</p>	07/01/2008 to present
<p>EMSS Hawai'i Department of Health Lisa Ching, EMS Administrator (808) 733-9218 lisa.ching@doh.hawaii.gov</p>	01/01/2005 to present
<p>Huntington Beach Fire Department Firemed Jane Cameron, Fire Medical Coordinator (714) 375-5097 jcameron@surfcity-hb.org</p>	01/01/1993 to present
<p>Newport Beach Fire Department Cathy Ord, EMS Manager (949) 644-3384 cord@nbfd.net</p>	07/01/1996 to present
<p>North Tahoe Fire Protection District Todd Conradson, Battalion Chief (530) 583-6913 conradson@ntfire.net</p>	08/01/2008 to present
<p>Pasadena Fire Department Sean English, Fire Chief (626) 744-4636 senglish@cityofpasadena.net</p>	12/01/2011 to present
<p>Sacramento Metropolitan Fire District Rhonda McFarlane (CFO/Controller) (916) 859-4520 mcfarlane.rhonda@metrofire.ca.gov</p>	04/01/2001 to present

COMPETITOR AND TRANSITION PERFORMANCE DATA

We believe that it is important not only to demonstrate our superior performance over our competitors on behalf of our clients but, when necessary, to provide specific information to our clients regarding vendors with inconsistent performance history. For example, the City of Pasadena—ACS's last California EMS billing client—transitioned to Wittman Enterprises at the end of 2011 in the middle of their contracted relationship. Nationally, ACS has lost large clients such as Memphis and Philadelphia to vendors apparently more focused on EMS billing and less focused on software development. Too often in our industry there is an overreliance on algorithms that deliver lesser results. Subsequently, fewer resources are employed to provide the individual attention ambulance claims often require in order to receive their maximum legal reimbursement. As a **California-based** leader in EMS billing, Wittman Enterprises helps navigate your program and accomplish an outstanding collection record, while never forgetting your patients deserve compassion throughout our efforts to obtain the reimbursements that your program requires.



CITY OF PASADENA LETTER OF REFERENCE



DEPARTMENT OF FINANCE

July 9, 2012

Corinne Wittman-Wong
Wittman Enterprises LLC
21 Blue Sky Court
Sacramento, CA 95828

Dear Corinne:

I am pleased to be asked to write a letter of recommendation for you. Although we have only worked together for approximately eight months, I can confidently state that Wittman Enterprises reputation as the preeminent paramedic billing company in California is a reputation that has been well earned. I understand that you have over twenty years of paramedic billing experience.

Your assistance with our transition from our prior billing company was handled very professionally, in a manner that exceeded our expectations. You and your staff provided expert assistance at every step of the transition and have been available to answer all questions. You have brought us a number of valuable suggestions. Your reports are clear, easy to use, and timely. We have made a number of requests and the Wittman responses have all been examples of great customer service. You have delivered everything you said you would.

If you or any entity considering doing business with you should have any questions, please feel free to contact me at ridley@cityofpasadena.net or (626) 744-7497

Sincerely,

Robert S. Ridley
Controller



SECTION 4: Cost

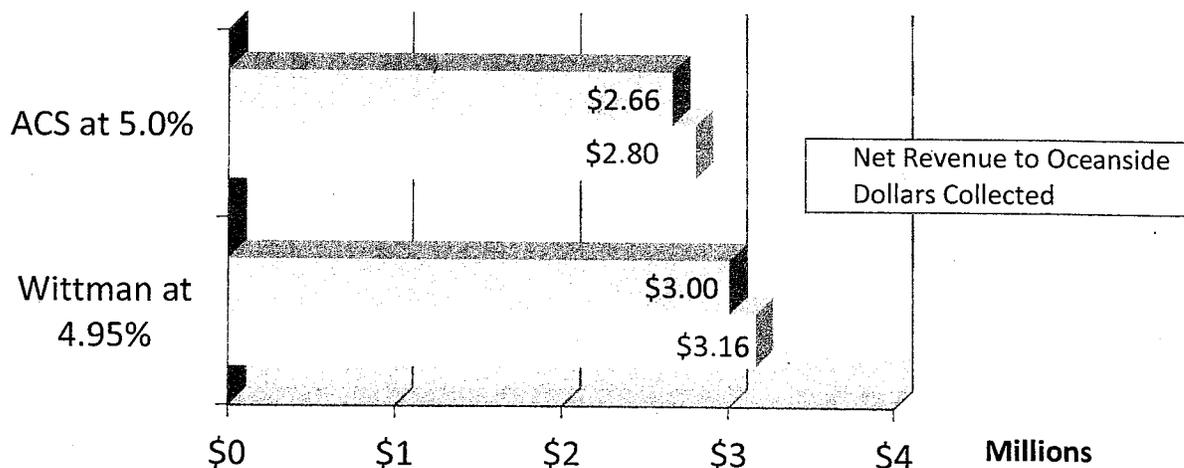
COST PROPOSAL

We are pleased to provide the City of Oceanside all billing functions and reporting requirements described in this RFP response for a fee of **4.95% of net collected dollars**. Wittman is a full service billing agency. From the point of data entry to the last cent collected, we process your billings to achieve the maximum legal reimbursement possible. Since we have a proven record of beating our competition by 10% to 20% on collections, we believe Oceanside will net more income with our services. Our fee contains the full range of ambulance billing services including:

- ✓ Dedicated staff of 120 in one California location
- ✓ ePCR integration with ImageTrend and FieldSaver
- ✓ Insurance finding and pre-verification
- ✓ Billing Private Insurance
- ✓ Employee background checks
- ✓ Bilingual staff
- ✓ Client Liaison Team
- ✓ Unlimited access to Client Portal, patient records, and real-time reporting
- ✓ Higher staff-to-claim ratio
- ✓ Documents confirmed and screened for completeness
- ✓ Assignment authorization verification
- ✓ Destination hospital contact/patient demographics
- ✓ Toll-free number and calls answered by real people
- ✓ Personalized reporting program
- ✓ Relentless Claim Appeals Team
- ✓ Postage paid billings

SUPERIOR PERFORMANCE

Other agencies *may* bid at a lower fee; however, we ask that the City also evaluate the *net revenue received* by you and consider that our personal attention to your account considerably increases revenue to you. For example, the *Superior Performance Chart* below demonstrates how our methods net more than our competitors. Conservatively calculated from 6,201 total runs and \$8,076,707 billed, *Wittman's comprehensive methods will net at least \$343,058 more annually* than our competitors would net for the City of Oceanside.



COST PROPOSAL WORKSHEET

Average ALS Run Charge \$1,335.00
 Average BLS Run Charge \$1,175.00

PaySource	Run Percentage	Charges				Payments		% of Charges
		ALS	BLS	ALS	BLS	ALS	BLS	
Insurance	19.00%	754	424	\$1,006,645.54	\$498,374.37	\$905,980.98	\$448,536.93	90%
Private	14.00%	556	313	\$741,738.82	\$367,223.22	\$37,086.94	\$18,361.16	5%
Medicare	58.00%	2,302	1,295	\$3,072,917.95	\$1,521,353.34	\$1,075,521.28	\$517,260.14	34%
Medi-Cal	9.00%	357	201	\$476,832.10	\$236,072.07	\$47,683.21	\$23,607.21	10%
	100.00%	Sub-Total		\$5,298,134.40	\$2,623,023.00	\$2,066,272.42	\$1,007,765.44	
		Grand Total		\$7,921,157.40		\$3,074,037.85		
		Gross Percentage				38.81%		

Non Transports

Total Runs 1,037
 ALS 60% of Total Runs 622
 BLS 40% of Total Runs 415

Average ALS Run Charge \$150.00
 Average BLS Run Charge \$150.00

PaySource	Run Percentage	Charges				Payments		% of Charges
		ALS	BLS	ALS	BLS	ALS	BLS	
Insurance	26.00%	162	108	\$24,265.80	\$16,177.20	\$22,567.19	\$15,044.80	93%
Private	39.00%	243	162	\$36,398.70	\$24,265.80	\$6,187.78	\$4,125.19	17%
Medicare	15.00%	93	62	\$13,999.50	\$9,333.00	\$9,799.65	\$6,533.10	70%
Medi-Cal	20.00%	124	83	\$18,666.00	\$12,444.00	\$12,692.88	\$8,461.92	68%
	100.00%	Sub-Total		\$93,330.00	\$62,220.00	\$51,247.50	\$34,165.00	
		Grand Total		\$155,550.00		\$85,412.51		
		Gross Percentage				54.91%		

Grand Total \$3,159,450.36



**City of Oceanside EMS Billing
Transition Schedule**

Wittman Enterprises Task	Oceanside Responsibility	Target Date
October 3 - October 31, 2012 Oceanside Welcome/PCR and Billing Interface		
Award of Contract (October 3, 2012)	Notify Wittman with authorized Notice to Proceed	10/3/2012
Gathering of Company Specifics; demographic information, pay-to-address requirements, etc.		
Completion of transfer documents with Medicare, Medi-Cal, and other insurance	Complete 3-page Client Set-Up Packet	10/10/2012
Assemble City policies; add to Wittman department procedure manuals	Provide EOBs from Medicare and Medi-Cal Sign EDI forms for Medicare and Medi-Cal	10/10/2012
Wittman department managers and customer service briefings on City policies and procedures	Answer any questions regarding City policies as provided in the Client Set-up.	10/19/2012
Interfacing and mapping of ePCR and billing systems		
Customization of City reporting program	1-2 hour I/T ePCR interfacing meeting	10/31/2012
Begin testing ePCR interface for Oceanside		
Schedule client and vendor ramp-up meetings if client needs		
October 31 - November 20, 2012 Ramping Up		
Wittman Enterprises Task	Oceanside Responsibility	Target Date
Set up City personnel on Client Portal, FTP site	Provide names of authorized personnel for Client Portal access	11/2/2012
Schedule client and vendor ramp-up meetings if client needs	Install FTP software on authorized user computers	11/2/2012
November 21, 2012 Estimated Go-Live Date		
Wittman Enterprises Task	Oceanside Responsibility	Target Date
Begin accepting live data via ePCR		11/21/2012
Transmit electronic claims, Medicare, Medicaid, etc.		11/21/2012
March 1 - March 31, 2013 Documentation Recommendations & Training		
Wittman Enterprises Task	Oceanside Responsibility	Target Date
Conduct comprehensive process, compliance, and documentation analysis		
As needed, provide Oceanside and EMS personnel comprehensive billing compliance and documentation training		3/31/2013
		3/31/2013