



**An RFP for Boundary County  
Emergency Medical Services**

**Submitted to:  
Boundary County Commissioners**

**September 09, 2013**

**Submitted by:  
Newport Emergency Services Inc**

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## ACKNOWLEDGEMENTS

Newport Emergency Services Incorporated, an Idaho Non Profit Company, would like to acknowledge and thank the Board of County Commissioners for inviting us to look at services in Boundary County Idaho and submit a bid proposal for expanding our ambulance operations. Thank you for being candid and open regarding the current EMS operations in Boundary County. We compliment the desire make improvements.

## Plan for providing Emergency Medical Services

Newport Emergency Services Inc., dba Newport Ambulance, is interested in providing long term EMS services to the citizens of Boundary County Idaho. Members of Newport Emergency Services have over 25 years of experience in operations and treatment of the sick and injured. Newport employs a compliment of Basic and Advanced EMT's and Paramedics that bring to the table years of senior EMS provider experience.

Newport's main goal is to provide the highest level of EMS care while living within the economic restraints of this community. In addition, Newport is going to promote the National Incident Command System and collaborative teamwork with Fire Services, and any other assisting type of service available in the County. Newport is going to streamline and enable more, cost effective, sustainable EMS operations.

### Initial Daily Staffing;

Provide one 24 hours paid staff ambulance.

2<sup>nd</sup> ambulance that is staffed with volunteers with some economic benefits.

3<sup>rd</sup> ambulance: as needed for special events and/or mass casualty

4<sup>th</sup> ambulance: Assist South Boundary Fire Department with becoming licensed as a Basic EMS Transport unit for back up and Aid Services. Assist supporting additional fire departments in becoming organized as extrication unit(s) and Aid 1<sup>st</sup> Responder Units for all of Boundary County.

Float ambulance: During times of inter-facility transporting, Newport Station 1 in Oldtown, may send a unit to either;

Option A. Rendezvous near Sandpoint and pass patients to another Newport unit allowing the transport unit to return to Boundary County ASAP with no additional cost.

Option B. Allow primary unit to complete transport and have an Oldtown unit step up to cover Boundary 911 as needed until primary unit can return to service.

Additional Coverage: Formalize our mutual aid agreement with Bonner County EMS to include operations in Bonner County, Boundary County and Pend Oreille County. Look for outside disaster cooperation from the State of Montana.

Non transportation work shall include;

Assist in the creation of an EMS Council Board to share information and assist with molding EMS operations within Boundary County,

Assist with providing free training to fire services as they become system partners,

Assist Boundary Community Hospital with designing online medical control for all levels of EMS.

## Goals of building a system

The first and most important goal is having a planned approach to handling emergencies within a response plan. This should include proper implementation of the National Incident Management System (NIMS) developed by the Department of Homeland Security.

The NIMS provides a systemic, proactive approach to guide the departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.

NIMS works hand in hand with the National Response Framework (NRF). NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

Additional goals;

Is to create local teamwork within branches of emergency responding. This should include Fire, EMS, Law Enforcement and hospitals. Teamwork would also include the possible formation of an EMS Council for information sharing, identify agency needs, provide QA/QI and update partners with changing EMS laws,

to generate training for first responders without creating high training cost. Ambulance staff should apply its skills to teaching as a no cost benefit to the ambulance district,

would be to identify public events that require medical standby. Identify which events are for public benefit without profit and private for profit events to determine if coverage should be provided for free as a benefit of the ambulance district.

assist the Ambulance District create a savings or investment fund to further aid EMS with future growth and needs.

Agency License

Newport Ambulance Idaho license number: \_\_ 8141 \_\_\_\_\_

Level of Service: \_Advanced Life Support – Prehospital, Transfer\_\_\_\_\_

Status: Current, renews in Sept 30, 2013

State onsite inspections date: \_09/11/2013\_\_\_\_\_

City License: City of Oldtown Idaho

License number: \_ 2013-42\_\_\_\_\_

Exp Date: \_ Jan 1, 2014

Status: Current, renews Jan 01, 2014

Attachment A: Copy of State of Idaho EMS license

Agency NPI Number for billing Authorization

Noridian Medicare:

Organization name: \_ Newport Emergency Services \_\_\_\_\_

Effective date: \_ Oct 18, 2012 \_\_\_ Letter dated: \_ Jan 28, 2013 \_\_\_

Participating status is: \_ Participating \_\_\_\_\_

NPI: 1023332392

National Plan & Provider Enumeration System (NPPES)

Registration Number: \_ 1023332392 \_\_\_\_\_

Attachment B

## Billing Experience

Newport Ambulance provides on site in house billing. Newport has experience using both a clearing house and direct billing. During the past 20 years we have tried various methods to improve cash flow for the best possible results.

During the months of May 2012 through Aug 2012 Newport contracted with a 3<sup>rd</sup> party biller. Over the course of a few months we discovered significant discrepancy's resulting in claims denial & loss of revenue.

Evidence provided that a third party service was highly damaging leading to months of recovery.

During the fall of 2012 Newport reactivated in house billing. In June of 2013 an in house review was completed. Currently Newport has four people working synergistically to achieve the best possible revenue outcomes.

Billing for services is an ever changing activity which mandates constant growth and change. In 2013/2014 Medicare will be implementing a whole new ICD 10 billing system that will require us to adapt and change.

Due to our experience all future EMS billables and records keeping will be handled and maintained in one office located at our primary office site in Oldtown.



## Medical Direction

### Current Idaho Medical Direction:

Dr. Ronald Jenkins  
606 N 3<sup>rd</sup>  
Suite 203  
Sandpoint, ID 83864

### Current Washington Medical Direction:

Dr. Sara Ragsdale  
714 W Pine St  
Newport WA 99156-9665

### Additional Information of Change

Dr. Sara Ragsdale currently provides our Medical Direction in Newport. Dr. Jenkins is allowing our service to use our protocol manual from Washington with a few specific inserts meeting Idaho and Dr. Jenkins STEMI (heart attack) requirements.

On Monday September 2, 2013 Dr. Sara Ragsdale completed and submitted an application to the Idaho Board of Medicine for a physician's license in the State of Idaho. The estimated time to receive the license is 5 to 6 weeks. When the license is issued by the State of Idaho, Newport Emergency Services will be implementing Dr. Ragsdale as our permanent Idaho Medical Program Director.

As a contractor with Bonner County, Newport Ambulance will always participate within the rules of the Bonner County Contract.

Together Dr. Ragsdale and I will be reaching out to the Boundary Community Hospital for the purpose of creating online medical control at the local hospital level.

## Plan for Accountability of Operation

Newport will continue to participate in our current QA/QI processes. This involves reviews of activity by our medical program director(s), hospitals, staff instructors and contracting authorities. Newport will provide the Board of Commissioners activity information annually or as requested. Newport Ambulance will negotiate a records tracking process with the Boundary County Sheriff 911 Dispatch Center.

## Budget Information

Available Estimated Ambulance District Funding: 380,000.00

Newport Ambulance has prepared an estimate based on fractured EMS records. All income estimates were prepared at the lowest dollar values with an understanding that the true income dollar amounts could be higher when accurate records can be re-evaluated in 12 months.

Information has been provided by Boundary Community Hospital, Boundary County Sheriff 911, Bonner County EMS, State of Idaho Medicaid and Newport Ambulance transfer records. Based on 2013 records, we estimated an income of billables at a 50% recovery rate based on our current reasonable and customary rates. Reasonably, BLS rates and ALS rates were applied as appropriate. BLS rates were used on known but unidentified transports.

2009-current

BLS Base Fee: 700.00

ALS 1 & 2 Base Fee: 1000.00

Mileage Fee: 17.50 per unit

Supplies: not included as Medicaid and Medicare bundle these cost into the base fees.

Estimated BLS Income: 345,275.00

Staffing model listed in RFP

BLS operation expenses: 536,600.00

Required Ambulance District Funding: 191,325.00 **District Balance: 188,675.00**

\*same ems template with only basic EMT's.

Estimated ALS Income: 471,110.00

Staffing model listed in RFP

ALS operating expenses: 590,600.00

Required Ambulance District Funding: 119,490.00 **District Balance: 260,510.00**

Newport Ambulance would like to propose that the ALS model is a greater savings in gross tax dollars used. The model provides for a 24 hour Paramedic Ambulance, One resident supervisor/Paramedic available 60-70% of the time to assist volunteers for second out coverage and includes a float Ambulance as needed from our primary station in Oldtown.

**STATE OF IDAHO  
EMERGENCY MEDICAL SERVICES**



Advanced Life Support – Prehospital, Transfer

10/1/2012 - 9/30/2013

Newport Ambulance

Ambulance License # 8141

Issued by the Idaho Department of Health and Welfare, Emergency Medical Services Bureau. This License Confirms that the service meets the provisions of Idaho Code §56-1011 through §56-1023 and the minimum standards specified in the Rules Governing EMS IDAPA 16.02.03 and the Rules of the EMS Physician Commission IDAPA 16.02.02.

  
Wayne A. Decny  
Bureau Chief

\$ 165.00

**CITY OF OLDTOWN**

NO. 2013-42

Granted 8-12-13

Expires January 1, 2014

**This License** is granted to


Newport Ambulance &  
Glen's Towing

permitting the licensee to carry  
on the business or occupation of  
Ambulance & Towing

within the corporate limits of the City of Oldtown, for the period of 8-12-13 through  
12-31-13, having paid the sum of 165.00 Dollars

therefore, in conformity with the provisions of Section 50-307, Idaho Code and Ordinance 83-1 of  
the City of Oldtown.

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Clerk

City Seal

THIS LICENSE MUST BE RENEWED BEFORE EXPIRATION DATE



900 42nd Street South  
PO Box 6715  
Fargo, ND 58108-6715

# FAX COVER SHEET

\* Indicates required fields.

## TO

**\*NAME:** Steve Groom  
**COMPANY:** Newport Emergency Scvs  
**\*PHONE:** 509-447-4108  
**FAX:** 208-437-0886

## FROM

**\*DATE:** 1/28/13  
**\*NAME:** Alana Brekken  
**COMPANY:** Provider Enrollment - NAS  
**\*PHONE:** 701-277-6608  
**FAX:** 701-277-6608  
**EMAIL:** alana.brekken@noridian.com

**Urgent**

**Reply**

**FYI**

3

**\*NUMBER OF PAGES**  
(including cover)

**NOTES:** (Do not include confidential information on the coversheet.)

Hi Steve,  
Attached is the notification letter for Newport Emergency Services, indicating the revalidation application has been completed. You may proceed with billing any claims that you've held.

Please let me know if you have any questions.

Alana

**Confidentiality Notice:** This message is intended only for the individual or entity to which it is addressed and may contain information that is restricted and/or confidential. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message of the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately using 1-800-363-2446 to call us or fax us the information you received in error. You may also call us collect using the above telephone number. Please destroy or return the original message to us at the above address via the U.S. Postal Service.



# Medicare

January 28, 2013

**NEWPORT EMERGENCY SERVICES**  
**203 E 4TH N**  
**OLD TOWN ID 83822-9546**

Dear NEWPORT EMERGENCY SERVICES,

We are pleased to inform you that your Medicare enrollment application, CMS 855B, is approved. Listed below is the information reflected in your Medicare enrollment record, including your National Provider Identifier (NPI) and Provider Transaction Access Number (PTAN).

### Medicare Enrollment Information

Organization name:	<b>NEWPORT EMERGENCY SERVICES</b>		
Effective date:	<b>October 18, 2012</b>		
Organization specialty:	<b>Ambulance Service Supplier</b>		
Your participating status is:	<b>Participating</b>		
	<b>Effective October 18, 2012</b>		
Electronic Funds Transfer:	<b>Will begin on February 4, 2013</b>		
Practice Location(s):			
	<b>PTAN</b>	<b>NPI</b>	<b>Address</b>
	20002087	1023332392	203 E 4th N, Old Town, ID 83822-9546

Please verify the accuracy of your enrollment information. If you have any questions regarding the information above, call us at 888-608-8816. If you disagree with the effective date, you may request an appeal. The appeal must be submitted in writing within 60 days of the postmark date of this letter. Please indicate in your appeal request the reason the application was not submitted within 30 days of the date you started seeing patients. Please review our Contacts section on our website for the appropriate mailing address.

Information on how to submit claims or how to enroll for electronic claims submission is available under the Education and EDI sections of our website, <http://www.edissweb.com>.

Additional information about the Medicare program, including billing, fee schedules, and Medicare policies and regulations can be found at our Web site at [www.noridianmedicare.com](http://www.noridianmedicare.com) or the Centers for Medicare & Medicaid Services' (CMS) Web site at <http://www.cms.hhs.gov/home/medicare.asp>.

NAS continues to use the website as our main avenue of communication for updates and bulletin publications. Providers can obtain weekly updates by subscribing to our e-mail list. NAS's goal is to partner with you to provide the tools necessary for accurate and timely claims processing.

Finally, you are required by regulations found at 42 CFR §424.520 to submit updates and changes to your enrollment information in accordance with specified timeframes. Reportable changes include, but are not limited to changes in: (1) legal business name (LBN)/tax identification number (TIN), (2) practice location, (3) ownership, (4) authorized/delegated officials, (5) changes in payment information such as changes in electronic funds transfer and