



# Village of Hanover Park Administration

Municipal Building  
2121 Lake Street  
Hanover Park, IL 60133-4398

630-823-5600  
FAX 630-823-5786  
www.hpil.org

**PRESIDENT**  
RODNEY S. CRAIG

**VILLAGE CLERK**  
EIRA CORRAL

**TRUSTEES**  
WILLIAM CANNON  
JAMES KEMPER  
JON KUNKEL  
HERB PORTER  
RICK ROBERTS  
LISA TROUSDALE

**VILLAGE MANAGER**  
JULIANA A. MALLER

## **VILLAGE OF HANOVER PARK** **PUBLIC NOTICE OF** **SPECIAL VILLAGE BOARD WORKSHOP**

Public Notice is hereby given pursuant to the Open Meetings Act - Illinois Compiled Statutes, Chapter 5, Act 120, Section 1.01 (5 ILCS 120/1.01 et seq.) that the

### **Board of Trustees of the Village of Hanover Park**

SHALL MEET IN A SPECIAL WORKSHOP ON *Thursday, December 17, 2015 at 6:00 P.M.*  
AT THE

Municipal Building at 2121 Lake Street, Hanover Park, IL 60133, Room 214. The purpose of the meeting is to hold a special Workshop meeting of the Village Board.

### **Agenda Attached**

Posted on : \_\_\_\_\_  
(Date)

By \_\_\_\_\_  
Eira L. Corral, Village Clerk



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JULIANA A. MALLER

### VILLAGE OF HANOVER PARK

#### VILLAGE BOARD SPECIAL WORKSHOP MEETING Municipal Building: 2121 W. Lake Street Hanover Park, IL 60133

Thursday, December 17, 2015  
6:00 p.m.

#### AGENDA

1. CALL TO ORDER-ROLL CALL
2. ACCEPTANCE OF AGENDA
3. DISCUSSION ITEMS
  - a. Monthly Water Billing
  - b. Amendment to Fire Department Cost Recovery Program
4. ADJOURNMENT



**TO:** Village President and Board of Trustees

**FROM:** Juliana Maller, Village Manager  
Remy Navarrete, Finance Director

**SUBJECT:** Proposed changes to the Water and Sewer Ordinance

**ACTION**

**REQUESTED:**  Approval  Concurrence  Discussion  Information

**MEETING DATE:** December 17, 2015 – Board Workshop

**Executive Summary**

Review of proposed changes to the Water and Sewer Ordinance to move from bi-monthly to monthly billing. Based on feedback from residents, such change will help residents better anticipate and budget their expenses on a monthly basis. Staff held a presentation at the Board Workshop on December 3<sup>rd</sup>. The Village Board requested further discussion which has been scheduled for December 17<sup>th</sup>.

**Discussion**

Staff will provide the Board with two options (Plan A and Plan B) for the Water and Sewer Ordinance.

- **PLAN A** – pass the original proposed ordinance effective January 1, 2016 (the billing schedule, service charges, and fee structures). Monthly billing to start July 1, 2016.
  - i. Finance will waive the reactivation fee of \$50.00 (if during business hours) for both Cook and DuPage 1<sup>st</sup> billing cycle (January and February).
  - ii. Finance will waive 50% of reactivation fee of \$100.00 (if after hours) for Cook and DuPage 1<sup>st</sup> billing cycle (January and February).
- **PLAN B** – pass proposed ordinance effective date March 1, 2016 (the billing schedule, service charges, and fee structures). Monthly billing to start September 1, 2016.
  - I. Finance will waive the reactivation fee of \$50.00 (if during business hours) for both Cook and DuPage 1<sup>st</sup> billing cycle (March and April).
  - II. Finance will waive 50% of reactivation fee of \$100.00 (if after hours) for Cook and DuPage 1<sup>st</sup> billing cycle (March and April).

Agreement Name: \_\_\_\_\_

Executed By: \_\_\_\_\_

**Recommended Action**

Board to provide direction to staff as to which plan they would prefer and for staff to place Ordinance on January 7, 2016 agenda for approval.

**Attachments:**      Water Billing options  
                          Neighboring communities fee structures  
                          Referral for basic-needs assistance  
                          Water billing notices (Cook and DuPage)

## Village of Hanover Park Water Billing Options

### PLAN A:

Pass the original proposed Ordinance for Water and Sewer **effective January 1, 2016.**

- Increase the late charge from 5% to 10% - **Effective date 01/01/2016**
- Eliminate the 32 and 45 day late fees of \$10 each (\$20 total) - **Effective date 01/01/2016**
- Change the SHUT-OFF from 45 to 35 days. - **Effective date 01/01/2016**
- Increase the Reactivation fee from \$20 to \$50 (business hours) –Finance will waive reactivation fee of \$50.00 for Cook and DuPage in January and February 2016 billing cycle. - **Effective date 03/01/2016**
- Increase the Reactivation fee from \$50 to \$100 (after-hours) – Finance will waive \$50 (50%) of the reactivation fee for Cook and DuPage in January and February 2016 billing cycle. - **Effective date 03/01/2016**
- Increase the NSF fee (Return Check) from \$25 to \$35. - **Effective date 01/01/2016**
- Implement a No-show fee of \$50.00. - **Effective date 01/01/2016**
- **Monthly billing effective July 1, 2016.**

### PLAN B:

Pass an Ordinance for Water and Sewer **effective March 1, 2016.**

- January & February cycles status quo allowing time for information to reach residents
- Increase the late charge from 5% to 10% - **Effective date 03/01/2016**
- Eliminate the 32 and 45 day late fees of \$10 each (\$20 total) - **Effective date 03/01/2016**
- Change the SHUT-OFF from 45 to 35 days. - **Effective date 03/01/2016.**
- Increase the Reactivation fee from \$20 to \$50 (business hours) –Finance will waive reactivation fee of \$50.00 for Cook and DuPage in March and April 2016 billing cycle. - **Effective date 05/01/2016**
- Increase the Reactivation fee from \$50 to \$100 (after-hours) – Finance will waive reactivation fee of \$50.00 (50%) for Cook and DuPage in March and April 2016 billing cycle. - **Effective date 05/01/2016**
- Increase the NSF fee (Return Check) from \$25 to \$35. - **Effective date 03/01/2016**
- Implement a No-show fee of \$50.00. - **Effective date 03/01/2016**
- **Monthly billing effective September 1, 2016.**

**Comparison Current Ordinance versus Proposed Ordinance shown below**

COMPARISON OF CURRENT ORDINANCE TO PROPOSED ORDINANCE						
Current Ordinance			Proposed Ordinance			
Water and Sewer	\$ 91.36			Water and Sewer	\$ 91.36	
Infrastructure Fee	\$ 25.00			Infrastructure Fee	\$ 25.00	
Total	\$ 116.36	<-- Amount due without late fee		Total	\$ 116.36	<-- Amount due without late fee
5% late fee	\$ 5.82	<-- 5% late fee		10% late fee	\$ 11.64	<-- 10% proposal late fee
32 days late fee	\$ 10.00	<-- 32 days		32 days late fee	\$ -	32 days late fee -- removed
45 days late fee	\$ 10.00	<-- 45 days		45 days late fee	\$ -	45 days late fee -- removed
<b>Total Due before Shut-off</b>	<b>\$ 142.18</b>	<b>&lt;-- a day before schedule shut-off</b>	<b>\$ (14.18)</b>	<b>Total Due before Shut-off</b>	<b>\$ 128.00</b>	<b>&lt;-- a day before schedule shut-off</b>
	\$ 20.00	<-- Reactivation fee business hours		Reactivation Fee	\$ 50.00	<-- (waive first two months)
<b>Total Due -- 45 Days</b>	<b>\$ 162.18</b>	<b>&lt;--for Bill issue up to shut off day</b>	<b>\$ 15.82</b>	<b>Total Due -- 35 Days</b>	<b>\$ 178.00</b>	<b>&lt;--for Bill issue up to shut off day</b>
**** After Hour				**** After Hour		
Total Due	\$ 142.18	<-- Shut Off		Total Due	\$ 128.00	<-- Shut Off
	\$ 50.00	<-- Reactivation fee business hours		Reactivation Fee - 50%	\$ 100.00	<-- 50% (waived first two months)
<b>Total Due</b>	<b>\$ 192.18</b>	<b>&lt;--for Bill issue up to shut off</b>	<b>\$ 35.82</b>	<b>Total Due</b>	<b>\$ 228.00</b>	<b>&lt;--for Bill issue up to shut off</b>
<p>&lt;--1. With Water and Sewer Ordinance change (billing schedule, service charge and fee structures), a resident who uses 8,000 gallons of water will save <b>\$14.18 if that resident pays the bill a day before the schedule shut-off date.</b></p>						
<p>&lt;--2. The billing software system will post the \$50 termination fee (waived first two months = zero effect to customers; this waiver will be shown on the bills and used as a communication strategy for first two months billing cycle, One Cook Cycle and One DuPage Cycle).</p>						
<p>&lt;--3. <b>SHUT-OFF</b> - The Finance Department will proceed with processing of water shut-off immediately after 35 days for non-payment. For reactivation fee during business hours the resident will pay \$50.00 fee (fee for first two months will be waived). For reactivation during after-hours the resident will pay \$100.00 fee (fee for first two months will be 50% waived).</p>						
<p>Both examples are shown on a bi-monthly basis to compare apples to apples.</p>						

# 2 Month vs Monthly Billing Plan

## Pay by Due Date -

### 2 Month Billing:

\$91.36 – WA/SW (8Tgal)

\$25.00 – Infrastructure

**\$116.36 Issued Bill**

### Monthly Billing:

4 Tgal Usage

\$45.68 – WA/SW

\$12.50 – Infrastructure

**\$58.18 Issued Bill**

## After Due Date -

### 2 Month Billing:

**\$116.36 – Issued Bill**

\$5.82 – 5% of bill late fee

\$10.00 – 32 day late fee

\$10.00 – 45 day late fee

**\$142.18 Total**

### **If Account is Terminated**

- \$20.00 – Reactivation
- \$50.00 – After Hours

### Monthly Billing:

**\$58.18 – Issued Bill**

\$ 5.82 – 10% of bill late fee

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**\$64.00 Total**

### **If Account is Terminated**

- \$50.00 – Reactivation
- \$100.00 After Hours
- **\*Plus Pay current bill issued... (not yet due)**

## 2016 Water Billing Calendar - Plan A

Cycle	Read Meters	Bill Date	Due Date	25 Day Notice Mailed	35 Day Shut- Off
5,6 DuPage	12/28	1/1	1/21	1/25	2/10
3,4 Cook	1/28	2/1	2/21	2/25	3/9
5,6 DuPage	2/26	3/1	3/21	3/25	4/13
3,4 Cook	3/28	4/1	4/21	4/25	5/11
5,6 DuPage	4/28	5/1	5/21	5/25	6/8
3,4 Cook	5/27	6/1	6/21	6/24	7/13
3,4 Cook 5,6 DuPage	6/28	7/1	7/21	7/25	8/10
3,4 Cook 5,6 DuPage	7/28	8/1	8/21	8/25	9/7
3,4 Cook 5,6 DuPage	8/26	9/1	9/21	9/23	10/12
3,4 Cook 5,6 DuPage	9/28	10/1	10/21	10/25	11/9
3,4 Cook 5,6 DuPage	10/28	11/1	11/21	11/23	12/7
3,4 Cook 5,6 DuPage	11/29	12/1	12/21	12/22	1/4
3,4 Cook 5,6 DuPage	12/28	1/1	1/21	1/25	2/8

### 2016 Water Billing Calendar - Plan B

Cycle	Read Meters	Bill Date	Due Date	20 Day Notice Mailed	20 Day Notice Due Date	32 Day Notice	25 Day Notice Mailed	35 Day Shut- Off	32 Day Due Date	Posted Shut-Off	Actual Shut-Off
3,4 Cook	12/8	12/23	1/20	1/22	2/1	2/3	n/a	n/a	2/12	2/16	2/17
5,6 DuPage	1/4	1/28	2/17	2/19	3/1	3/3	n/a	n/a	3/14	3/15	3/16
3,4 Cook	1/28	2/1	2/21	2/25	3/28	3/30	n/a	n/a	4/11	4/12	4/13
5,6 DuPage	2/26	3/1	3/21	n/a	n/a	n/a	3/25	4/13			
3,4 Cook	3/28	4/1	4/21	n/a	n/a	n/a	4/25	5/11			
5,6 DuPage	4/28	5/1	5/21	n/a	n/a	n/a	5/25	6/8			
3,4 Cook	5/27	6/1	6/21	n/a	n/a	n/a	6/24	7/13			
5,6 DuPage	6/28	7/1	7/21	n/a	n/a	n/a	7/25	8/10			
3,4 Cook	7/28	8/1	8/21	n/a	n/a	n/a	8/25	9/7			
3,4 Cook 5,6 DuPage	8/26	9/1	9/21	n/a	n/a	n/a	9/23	10/12			
3,4 Cook 5,6 DuPage	9/28	10/1	10/21	n/a	n/a	n/a	10/25	11/9			
3,4 Cook 5,6 DuPage	10/28	11/1	11/21	n/a	n/a	n/a	11/23	12/7			
3,4 Cook 5,6 DuPage	11/29	12/1	12/21	n/a	n/a	n/a	12/22	1/4			
3,4 Cook 5,6 DuPage	12/28	1/1	1/21	n/a	n/a	n/a	1/25	2/8			

**Fee Structures Neighboring Communities**

<b>Neighboring Communities Fee Structures</b>				
	<b>Hanover Park</b>	<b>Streamwood</b>	<b>Bartlett</b>	<b>Carol Stream</b>
Late Fee	10%	10%	10%	10%
Delinquency letter	\$ -	\$ 5	\$ -	\$ 15
Reconnection Fee - Business Hour	\$ 50	\$ 60	\$ 30	\$ 50
Reconnection Fee - After Hour	\$ 100	\$ 120	N/A	\$ 100

**Streamwood- 39,858 residents**

Counties – Cook

Water Billing- monthly

Rates- **Minimum monthly charge of 2,000 gallons:** Combined Water & Sewer \$12.46 per 1,000 gal

Late Payment Fee: Payment for system usage and service shall be due and must be received by the village no later than twenty (20) days after rendition of the bill and in the event of failure to pay such bill within said period; an additional charge of **ten percent (10%)** shall be added to the bill.

Delinquency- A notice of water shutoff shall be issued and an additional **charge of five dollars (\$5.00) shall be added to the bill.**

Termination of Service

In the event that water service is terminated for non-payment, a **\$60.00 reconnection fee, payable in cash, credit card, debit card, or money order only, is required.** If reconnection occurs after regular business hours, **there is a \$120.00 charge.**

Total Termination cost- \$65.00 business hours/ \$125.00 after business hours

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**Bartlett- 41,208 residents (no Chicago water)**

Counties -Cook, DuPage & Kane

Billing- monthly

Rates- Water rate of \$6.36 per Tgal with a **minimum charge of \$15.90 monthly** plus Sewer charges per county below:

	<b>Water Rate</b>	<b>Sewer Rate</b>
Cook/Kane Counties	\$6.36/1,000 gallons	\$9.21 + \$0.77/1,000 gallons
DuPage County	\$6.36/1,000 gallons	\$10.85 + \$1.94/1,000 gallons

Late Fee- Effective May 1, 1998, a penalty equal to ten percent (10%) of the user's statement shall be added to the bill of any user who does not pay his combined bill for water use and wastewater (sewage) treatment on or before the due date.

Termination- water supply may be shut off from any premises for which the water bill remains unpaid for a period of thirty (30) days after the bill is rendered and mailed. When shut off, the water shall not be turned on except upon payment of the usual fee for turning on water. Water turn-ons are only offered during business hours.

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**Carol Stream-** 39,711 residents

County – DuPage

Billing- Monthly

Termination fee \$50.00 regular hours/ \$100.00 After hours

To open account they charge a \$15.00 admin fee

Rates - \$9.85 per 1,000gal=Water (\$6.73) and Sewer (\$3.12)

Fines for violation of water restrictions: \$50.00



**Hanover Park,** 37,973 residents

County – Cook and DuPage

Billing- Monthly

Termination fee \$50.00 regular hours/ \$100.00 After hours

To open account they charge a \$0.00 admin fee

Rates - \$9.35 per 1,000gal of water

Rates - \$2.07 – Cook/\$5.57 DuPage for sewer

**Water Billing Bi-Monthly Notices (average)**

Cook County-

5,478 bills

1,625 Late notices

800 Termination notices

About 80 Shut- Offs

DuPage County-

5,485 bills

1,475 Late notices

800 Termination notices

About 80 Shut- Offs


**Village of Hanover Park**
**WORKSHOP MEMORANDUM**

**TO:** Village President and Board of Trustees

**FROM:** Juliana Maller, Village Manager  
Craig A. Haigh, Fire Chief

**SUBJECT:** Amend Fire Department Cost Recovery Program

**ACTION**

**REQUESTED:**  Approval  Concurrence  Discussion  Information

**MEETING DATE:** December 17, 2015 – Board Workshop

**Executive Summary**

The Fire Department conducted a review of ambulance billing rates against Medicare allowable fees, as well as area comparables. The review indicates that Village rates are below the average area comparables. An increase in rates based on the projected 2015 call volume suggests a potential revenue increase of roughly \$115,000 annually. The department is seeking direction related to whether the Board would support an increase in ambulance fees. If directed, the department will work with the Village Attorney to prepare an ordinance modification and bring it for consideration at a regular Board meeting.

**Discussion**

In conducting the review, the department was assisted by Andres Medical Billing, the contractor who provides ambulance billing services to the Village. Andres recently completed a Chicagoland rate study commissioned by the City of Naperville. This study looked at 224 providers in a fairly broad sweeping arch around the metro area, which includes several services just across the border into Wisconsin. These rates were compared against Hanover Park's current fee schedule. The study indicates that the average rates charged exceed Hanover Park's current rates. The Village's ambulance fees were last modified in 2010.

<b>Billing Categories</b>	<b>Basic Life Support – Emergency</b>	<b>Advanced Life Support – Emergency</b>	<b>Advanced Life Support II – Emergency</b>	<b>Mileage</b>
<b>Average Charges</b>	\$760.46	\$943.68	\$1,102.77	\$12.78
<b>Hanover Park Charges</b>	\$625.00	\$725.00	\$975.00	\$10.25
<b>Difference</b>	(\$135.46)	(\$218.68)	(\$127.77)	(\$2.53)

Agreement Name: \_\_\_\_\_

Executed By: \_\_\_\_\_

The full study completed by the Fire Department and submitted to the Village Manager is attached. The study included the rate categories listed above, as well as an area review of non-emergency convalescent transport fees and treat/no transport fees.

**Recommended Action**

Staff recommends the following fee adjustments:

<b>Billing Categories</b>	<b>Proposed Rates</b>
Basic Life Support – Non Emergency	\$800
Advanced Life Support – Non Emergency	\$900
Basic Life Support – Emergency	\$800
Advanced Life Support – Emergency	\$900
Advanced Life Support II – Emergency	\$1,200
Basic Life Support – No Transport	\$525
Advanced Life Support – No Transport	\$700
Critical Care Transport	\$2,000
Mileage	\$12
Wait Time	\$25

**Attachments:** Ambulance Rate Study – November 6, 2015  
Revenue Projection Memo – November 17, 2015



## HANOVER PARK FIRE DEPARTMENT INTEROFFICE MEMORANDUM

**DATE:** November 6, 2015

**TO:** Juliana Maller, Village Manager

**FROM:** Craig A. Haigh, Fire Chief *CH*

**SUBJECT:** Ambulance Rates

Per our discussion of Tuesday November 2, 2015 related to your questions about the Village's ambulance billing standards and rates, I have prepared the following report.

In April 2010 the Village contracted with Fitch and Associates, a well-known international EMS consulting firm. Fitch is known for their work industry-wide and has their fingerprints on most large high efficiency ambulance providers (both government based and private) operating in the United States today. They are also known as the "go to guys" for governmental EMS services that have experienced high profile operational problems. In most cases they have been able to craft plans to address the concerns/challenges faced by these services and in some cases have provided long term on-site consultants to assist in correcting the problems.

Hanover Park hired Fitch to review the potential for development of a non-emergency ambulance transport program. Senior Associate Mike Ragone was assigned as the lead consultant. Mr. Ragone provided a recommendation for development of our non-emergency ambulance transport program and assisted over several months in the development and implementation of the service. He also recommended that the department move forward with the development of a Critical Care Transport program due to impending changes in the national stroke care standards. This recommendation brought about changes in our ambulance design specifications and the department has been making steps each year toward a full rollout of a critical care program. Mr. Ragone also reviewed our overall EMS operation and billing system. He recommended several changes to our rate structure and billing procedures. Once implemented by ordinance, these recommendations, coupled with the non-emergency program, yielded in the first year more than a \$150,000 annual increase in Village revenue.

Ambulance billing is a challenging process due to the numerous rules and regulations governing the insurance industry, Medicare and Medicaid. For many years the Village has

contracted billing and collection services to Andres Medical Billing, Ltd. Andres has provided this service to the Village since the merger of Hanover Park Fire Protection District into the Village back in July of 2000. As part of the Fitch study, the department had Mr. Ragone look at the possibility of bringing all ambulance billing in-house and assigning it to the Finance Department. After a careful review, Mr. Ragone recommended against this move due to the Village lacking a service representative position that could be fully dedicated to learn and stay current with the rules and laws associated with medical billing practices. He felt that this would create a liability potential for the Village and recommended that we continue to contract this service to an outside vendor.

Based on his recommendation, the Village conducted an RFP process to evaluate billing companies and their associated service fees. At that time, Andres returned a proposal that charged the lowest fees while providing the services most closely aligned with the Village's needs. Under the billing contract with Andres they collect a 5% service fee from all collected/recovered funds. This fee is in line with what Mr. Ragone projected as the typical service fee. It was, however, a reduction from what Andres had been charging the Village previously. In general, the Village has been very pleased with Andres' service.

Medicare is the Nation's largest payer of ambulance services and has created a fee schedule for reimbursement based on geographical regions. Private insurance allowable ambulance rates are generally 150% of the Medicare allowable amounts. Hanover Park rates were modified based on Mr. Ragone's recommendation to reflect this standard.

It is important to note when reviewing ambulance charges, not all service fees are established using Medicare as the base standard since some services are not reimbursable and others rely on area market rates. As an example, non-emergency transport fees (both basic and advanced life support) are based on market rates charged by private providers. Since Hanover Park competes against the private ambulance industry for non-emergency work, the rates charged cannot be determined solely on the Medicare standard.

Likewise, Medicare does not pay for non-transport services where a patient is treated on-scene and not taken to the hospital. This is a common practice for diabetic patients who have experienced a hypoglycemic incident and the responding paramedics initiate an IV and administer Dextrose. In these cases, the patient typically regains consciousness and is able to remain at home without follow-up care at the emergency room. Another example would be the patient who is involved in a traffic accident and only has minor abrasions and contusions. EMS personnel will assess these patients, bandage and provide care for the injuries, but not transport the patient for further care at an emergency department. The Village has established the non-transport fee to cover the expenses associated with these and similar type emergency calls.

Lastly, the Village has also established a "wait time" fee assessed when crews transport a non-emergency convalescent patient to a facility for a specific procedure or assessment. In these cases, due to the short nature of the procedure, the patient often will be ready for a quick return to their home or care facility and it does not make sense to have the patient wait hours for an ambulance to return and take them back. The wait time fee is assessed to cover the time the ambulance is out of service providing this standby.

Below is a chart denoting the current 2015 Medicare rates along with the current Hanover Park rates. For ease of comparability, a column has been added to show the 150% of Medicare calculation. It is important to note that Medicare rates have been adjusted downward since Hanover Park last modified our rates. However, based on a conversation with the owner of Andres, he is seeing a rebound in Medicare reimbursement rates with a 6% increase expected in 2016.

Due to the wide nature of comparables from the private ambulance industry, this number is not provided for the non-emergency segment of our billing.

<b>Billing Categories</b>	<b>Medicare Rates</b>	<b>Hanover Park Rates</b>	<b>150% of Medicare</b>
Basic Life Support – Non-Emergency	\$231.92	\$500	H.P. rates determined by market
Advanced Life Support – Non-Emergency	\$278.30	\$650	H.P. rates determined by market
Basic Life Support – Emergency	\$371.07	\$625	\$556.61
Advanced Life Support – Emergency	\$440.64	\$725	\$660.96
Advanced Life Support II – Emergency	\$637.77	\$975	\$956.67
Basic Life Support – No Transport	Not a reimbursable charge under Medicare	\$200	N/A
Advanced Life Support – No Transport	Not a reimbursable charge under Medicare	\$400	N/A
Critical Care Transport	\$753.73	\$1,100	\$1,131
Mileage	\$7.27	\$10.25	N/A
Wait Time	Not a reimbursable charge under Medicare	\$25.00	N/A

In talking with the owner of Andres, he advised that his company has recently completed a Chicagoland rate study commissioned by the City of Naperville. This study looked at 224 providers in a fairly broad sweeping arch around the metro area that includes several services just across the border into Wisconsin. This study indicates that most providers have increased their rates beyond the 150% Medicare marker.

<b>Billing Categories</b>	Basic Life Support – Emergency	Advanced Life Support – Emergency	Advanced Life Support II – Emergency	Mileage
<b>Average Charges</b>	\$760.46	\$943.68	\$1,102.77	\$12.78
<b>Hanover Park Charges</b>	\$625	\$725	\$975	\$10.25
<b>Difference</b>	(\$135.46)	(\$218.68)	(\$127.77)	(\$2.53)

Selectively pulling neighboring communities to Hanover Park from the study completed for Naperville, the rates are listed in the following chart.

	Basic Life Support – Emergency	Advanced Life Support – Emergency	Advanced Life Support II – Emergency	Mileage
<b>Hanover Park</b>	\$625.00	\$725.00	\$975.00	\$10.25
Addison	\$1,275.00	\$1,650.00	\$2,100.00	\$16.00
Bartlett FD	\$800.00	\$1,100.00	\$1,200.00	\$10.00
Bensenville	\$1,275.00	\$1,650.00	\$2,100.00	\$16.00
Bloomington	\$850.00	\$1,200.00	\$1,700.00	\$15.00
Carol Stream	\$500.00	\$700.00	\$850.00	\$10.00
Carpentersville	\$752.26	\$893.32	\$1,292.96	\$9.08
Elgin	\$692.75	\$900.00	\$1,135.00	\$10.00
Glen Ellyn	\$910.00	\$1,200.00	\$1,400.00	\$18.00
Glenside FPD	\$850.00	\$1,200.00	\$1,700.00	\$15.00
Hoffman Estates FD	\$653.00	\$758.00	\$1,020.00	\$10.92
Itasca FPD	\$900.00	\$950.00	\$1,400.00	\$20.00
Lombard	\$750.00	\$970.00	\$1,100.00	\$11.00
Roselle FD	\$800.00	\$1,000.00	\$1,200.00	\$20.00
Schaumburg	\$632.00	\$776.00	\$956.00	\$7.16
South Elgin FD	\$672.56	\$742.42	\$940.34	\$7.16
Streamwood FD	\$625.00	\$725.00	\$975.00	\$10.50
Villa Park FD	\$650.00	\$780.00	\$960.00	\$11.00
Wheaton FD	\$700.00	\$860.00	\$1,000.00	\$11.00
<b>Average</b>	<b>\$784.87</b>	<b>\$988.41</b>	<b>\$1,263.38</b>	<b>\$12.53</b>
<b>Difference between HP and Average</b>	<b>\$159.87</b>	<b>\$263.41</b>	<b>\$288.38</b>	<b>\$2.28</b>

Similarly, Andres was able to provide a cost comparison of non-emergency services.

Service Name	Basic Life Support -- Non-Emergency	Advanced Life Support -- Non-Emergency	Critical Care
<b>Hanover Park</b>	\$500.00	\$650.00	\$1,100.00
A-Tec Ambulance	\$750.00	\$1,000.00	\$1,400.00
Guardian Critical Care	\$575.00	\$1,250.00	\$2,200.00
Kurtz Ambulance	\$1,000.00	\$1,200.00	\$1,600.00
Midwest - First Care	\$1,000.00	\$1,600.00	\$2,000.00
Northwest Rescue	\$1,000.00	\$2,500.00	\$3,250.00
OSF Lifeline - Ambulance	\$521.00	\$625.00	\$1,700.00
<b>AVERAGE</b>	<b>\$807.67</b>	<b>\$1,362.50</b>	<b>\$2,025.00</b>
<b>Difference between HP and Average</b>	<b>\$307.67</b>	<b>\$712.50</b>	<b>\$925.00</b>

#### Summary

Based on the above analysis it appears that Hanover Park rates when compared against the Medicare marker of 150% are well in alignment. However, when compared against comparable communities, our rates are below the average. Should the Village seek to increase ambulance rates to be more in alignment with comparable communities, these new rates would only be paid by private insurance companies or the patient and not by Medicare. Medicare pays 80% of their fee structure and Medicaid is even lower. The current Village payer mix is:

Payer	Percentage
Medicare	25.93%
Medicaid	24.89%
Insurance	28.20%
Patient Self Pay	20.98%

Should the Village want to increase ambulance fees, I would recommend a move to the following: <sup>3-A,2</sup>

<b>Billing Categories</b>	<b>Proposed Rates</b>
Basic Life Support – Non Emergency	\$800
Advanced Life Support – Non Emergency	\$900
Basic Life Support – Emergency	\$800
Advanced Life Support – Emergency	\$900
Advanced Life Support II – Emergency	\$1,200
Basic Life Support – No Transport	\$525
Advanced Life Support – No Transport	\$700
Critical Care Transport	\$2,000
Mileage	\$12.00
Wait Time	25.00

Please advise if you would like me to proceed with an agenda item and ordinance modification to change ambulance rates beginning January 1, 2016.

**Attachments:**

Fitch Consultants Report

Agenda Item: Amend Fire Department Cost Recovery Program – August 5, 2010

Naperville Ambulance Rate Study

Private Ambulance Rate Study

Andres Client Additional Charge Study

# FITCH & ASSOCIATES REPORT

## Consultant Report

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# Hanover Park Fire Department Village of Hanover Park

## Models for the Delivery of Non-911 Ambulance Services

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April 21, 2010



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**Hanover Park Fire Department  
Village of Hanover Park  
Models for the Delivery  
of Non-911 Ambulance Services**

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Appendices:

- A) First Year Budget including Start Up Expenses

## Executive Summary

On October 7, 2009, the Hanover Park Fire Department (HPFD) requested assistance to explore and evaluate different potential models for the delivery of non-911 ambulance transportation. It is required that the study be evaluated against current trends and needs in the industry.

Across the county, the fire service is being asked to reduce expenses as many governmental jurisdictions are experiencing a reduction in both property and sales tax revenues. Fire agencies are looking for ways to offset the expense of providing suppression services for their communities. Many fire service leaders are examining the possibility of expanding the scope of service to include ambulance transportation.

Hanover Fire Department exhibits advanced leadership and strategic planning skills rarely found in today's fire service. Leadership and labor work cooperatively together to develop the best solution for the citizens they service. The Village of Hanover Park is fortunate to have such a progressive team.

This study focuses on the ability to leverage capacity on a marginal cost basis with marginal capacity that exists in the fire department in the execution of its core mission. Using the leadership structure, staff, and physical assets, such as buildings and reserve apparatus, this allows the department to incrementally provide non-911 services extremely efficiently.

An additional benefit is the ability to share the expenses over a larger base of revenues. An example would be existing space in Station One to house a non-911 ambulance. The additional cost would be negligible but the associated expense allocation to the non-911 ambulance would decrease the cost for the provision of emergency 911 services.

Utilizing part-time fire personnel to staff additional ambulances is a key to maximizing the difference in cost and the associated revenues.

## Methodology

Hanover Park Fire Department (HPFD) retained Fitch & Associates (*FITCH*) to conduct a comprehensive review of the different models for the provision of non-911 ambulance transportation. A key informational objective included benchmarking known HPFD system data against industry benchmarks. Additional informational objectives included evaluating the effectiveness of the billing and collections function currently utilized by HPFD.

During the winter of 2009/2010, the Consultants conducted an on-site review of each fire station and associated apparatus. In addition, a review of both state and federal rules and regulations provided the structure for recommendations for this report. Information and documentation was request from the HPFD personnel that required assembling reports, files, and correspondence.

Follow-up information, including individual call data from HPFD computer databases, was requested and received. The report includes best practices for delivery of a non-911 ambulance transport service, review of current billing practices, options for HPFD to deliver non-911 ambulance service, and first year budget including start up expenses (Appendix A).

The Consultants want to thank the members of the Village of Hanover Park and Hanover Park Fire Department. Many hours were spent in producing, compiling, and analyzing the information gathered to conduct this study.

# Introduction

## The Village of Hanover Park

The Village of Hanover Park has a population of slightly over 37,500 persons residing in six (6) square miles. The Village has approximately 11,343 residences, of which 82.3 percent are owner occupied. The median age is 29.7 years, the youngest in the Northwest suburbs of Chicago.

HPFD has provided exclusive emergency ambulance transportation since the 1940's. In 1976, the service was upgraded with paramedics providing Advance Life Support (ALS). HPFD operates from two (2) separate fire stations. Station One, located at 6850 Barrington Road, houses the command staff, first response Engine Company, Tower 371, and Medic 381. Station Two, located at 3855 County Farm Road, operates an Engine Company and Medic 382. A total of forty-five (45) staff members and five (5) command personnel operate the Hanover Park Fire Department twenty-four (24) hours per day, seven (7) days a week. PFD responded to 1,883 requests for Emergency Medical Services (EMS) in 2009. A breakdown, by call type, for years 2007, 2008, and 2009 can be found in Table 1, below.

**Table 1. Medical Call Type by Year.**

2007			2008			2009		
Nature	Level	Frequency	Nature	Level	Frequency	Nature	Level	Frequency
Bite/Sting	ALS	0	Bite/Sting	ALS	6	Bite/Sting	ALS	1
Bite/Sting	BLS	3	Bite/Sting	BLS	5	Bite/Sting	BLS	3
Burn	ALS	0	Burn	ALS	0	Burn	ALS	3
Burn	BLS	4	Burn	BLS	2	Burn	BLS	4
Cardiac	ALS	126	Cardiac	ALS	174	Cardiac	ALS	153
Cardiac	BLS	4	Cardiac	BLS	0	Cardiac	BLS	5
Cardiac	No Pt	0	Cardiac	No Pt	0	Cardiac	No Pt	1
Chemical Abuse	ALS	27	Chemical Abuse	ALS	27	Chemical Abuse	ALS	23
Chemical Abuse	BLS	18	Chemical Abuse	BLS	14	Chemical Abuse	BLS	15
Drown/Near	ALS	1	Drown/Near	ALS	0	Drown/Near	ALS	0
Fall	ALS	14	Fall	ALS	35	Fall	ALS	22
Fall	BLS	25	Fall	BLS	60	Fall	BLS	33
Invalid Assist	BLS	43	Invalid Assist	BLS	42	Invalid Assist	BLS	50
Invalid Assist	No Pt	0	Invalid Assist	No Pt	1	Invalid Assist	No Pt	1

2007			2008			2009		
Nature	Level	Frequency	Nature	Level	Frequency	Nature	Level	Frequency
Medical	ALS	742	Medical	ALS	783	Medical	ALS	687
Medical	BLS	311	Medical	BLS	313	Medical	BLS	297
Medical	No Pt	12	Medical	No Pt	5	Medical	No Pt	3
MVC	ALS	62	MVC	ALS	59	MVC	ALS	54
MVC	BLS	163	MVC	BLS	157	MVC	BLS	119
MVC	No Pt	3	MVC	No Pt	2	MVC	No Pt	0
OB	ALS	17	OB	ALS	13	OB	ALS	12
OB	BLS	1	OB	BLS	6	OB	BLS	2
Psychological	ALS	18	Psychological	ALS	18	Psychological	ALS	21
Psychological	BLS	108	Psychological	BLS	150	Psychological	BLS	127
Psychological	No Pt	2	Psychological	No Pt	0	Psychological	No Pt	2
Sex Assault	ALS	0	Sex Assault	ALS	1	Sex Assault	ALS	1
Sex Assault	BLS	2	Sex Assault	BLS	1	Sex Assault	BLS	4
Shooting	ALS	1	Shooting	ALS	1	Shooting	ALS	4
Shooting	BLS	3	Shooting	BLS	0	Shooting	BLS	1
Stabbing	ALS	0	Stabbing	ALS	1	Stabbing	ALS	2
Stabbing	BLS	1	Stabbing	BLS	0	Stabbing	BLS	1
Trauma	ALS	71	Trauma	ALS	106	Trauma	ALS	96
Trauma	BLS	182	Trauma	BLS	172	Trauma	BLS	112
Trauma	No Pt	2	Trauma	No Pt	1	Trauma	No Pt	3
Triple 0	ALS	8	Triple 0	ALS	10	Triple 0	ALS	19
Triple 0	BLS	1	Triple 0	BLS	3	Triple 0	BLS	2

The full-time firefighters are members of Local 3452 of the International Association of Firefighters (IAFF). In addition to full-time firefighters, HPFD employs a part-time firefighting staff. These individuals are members of Local 73 of the Service Employee International Union (SEIU). These part-time firefighters supplement the core staff of full-time IAFF members.

While most of the system's activity occurs within the Village of Hanover Park (with the exception of the area within Bloomingdale Fire Protection District), and the department responds to the surrounding communities for mutual aid.

In July 2000, due to overwhelming financial problems brought on by tax caps, the district merged into municipal governance under the Village of Hanover Park. Since that time, huge improvements have been made including upgrading aging apparatus, fire station improvements, enhanced training, and additional full-time personnel.



## Non-911 Ambulance System Design

There is no single source for industry standards of practice. State EMS regulations reflect minimum performance requirements. Other commonly accepted “standards” are drawn from a variety of sources, including *10 EMS Standards* currently used to evaluate state EMS systems and the *EMS Agenda for the Future* developed by the US Department of Transportation, the *Community Guide to Ensure High Performance Emergency Ambulance Service* published by the American Ambulance Association, and the standards developed by the National Academy of Emergency Dispatch, and the Commission on the Accreditation of Ambulance Services.

Specific benchmarks and the service’s performance in each of the following categories are described:

- Communications
- Medical Transportation
- Medical Accountability
- Customer and Community Accountability
- Marketing and Market Analysis
- Organizational Structure and Leadership
- Ensuring Optimal System Value

This study focuses on how a non-911 system can perform against certain benchmarks using the framework for the optimal ambulance system. In addition, comments are provided relative to the organizational structure and leadership required of the system.

Our examination of HPFD included a review of current practices associated with the utilization of part-time firefighters with SEIU Local 73. A fundamental operating assumption is to optimize the department ability to “flex” staff with less than 24-hour shifts to add additional capacity. This will allow the department to capture additional revenue associated with non-911 ambulance transportation at a reduced expense, as compared to the current full-time cost structure.

## Communications

### Access

Unlike a 911 request, non-911 service requires a more detailed, upfront screening of the transportation request due to medical necessity rules from third-party payers, as well as State and Federal regulations. This will require additional education and training for call processing

personnel. Requests for service will be received by the Du-Comm communications center, which is located in Glendale Heights, Illinois.

The center initially receives all requests for service and then dispatches the most appropriate apparatus. In the non-911 setting, this may not be the closest ambulance; in some cases due to the level of care required. Most of the non-911 patients are in the care of a health professional, such as a nurse or aid in a nursing home or hospital and do not require an emergency response.

Higher levels of care, such as Critical Care Transports (CCT), require the caller to be transferred directly to an on-duty staff member, such as a transport nurse or paramedic, for coordination and review of the patient condition. This allows the responding crew to anticipate the needs of the patient and insure adequate staff and equipment.

Like emergency 911 calls, the dispatch center is required to record and track all request received for service. This will also be helpful when trending and determining future demand for non-911 ambulance transport services.

### ***Radio Communications***

Most basic level ambulance services use standard radio systems such as 800 trucked or other similar devices. In services providing advance levels of care, staff utilizes both standard radio systems, as well as a two-way system, such as a cellular phone for confidential medical direction and patient updates.

## **Recommendations**

1. The communication center will require additional education and training to facilitate non-911 ambulance services.
2. Ambulances transporting critical care patients require a two-way confidential communication system such as the current cell phones in the units. They also will have access to all medical channels.

## **Non-911 Medical Transportation**

### ***Ambulance Response Time Performance***

Reliable response times are considered a key benchmark of an EMS system's performance. This is also the case in a non-911 system. In many cases, the requesting facility is attempting to quickly move a patient from one location to another in an effort to accomplish "through put."

“Through put” is described as the ability of a medical institution to move patients through a facility (i.e. from the Emergency Room to a patient bed in the Intensive Care Unit and on to a recovery location, such as a rehab facility or nursing home). If a facility is unable to efficiently move patients through the facility, a physical “back-up” in available hospital beds will occur, resulting in ambulance diversion in the Emergency Room or direct admissions.

A timely, efficient non-911 ambulance transportation service is critical to most medical institutions. Quality providers measure response times similar to 911 Medical Service response standards. An example will require a 30-minute response time, 90 percent of the time or the provider is required to respond within 15 minutes of the requested pick-up time with a 90 percent reliability standard.

### ***Medical Necessity***

Unlike 911 requests for service, non-911 requests for service must include preliminary determinations of the patient’s condition and the appropriateness of ambulance transport. Many patient transports require prior authorization by the appropriate insurance organization before transportation is provided. Failure to receive prior authorization will result in denial of payment for the transport.

Additional paperwork is required for the determination of medical necessity. A Physicians Certification Statement (PCS) will be required to bill many of the transports. Field crews will be required to obtain these forms from the sending facility to be included with the Patient Care Report (PCR).

### ***Staffing and Deployment for Non-911 Ambulance Transportation***

Many different configurations’ exist for non-911 ambulance transportation. These include a dual Emergency Medical Technician (EMT) for Basic Life Support (BLS) transport. An EMT that is the primary vehicle operator(driver) with a paramedic attendant for Advanced Life Support (ALS) (this can also be accomplished with two (2) paramedics to allow crew members to alternate providing patient care) or a EMT/ paramedic driver with a Critical Care Paramedic (CCP) or nurse attendant to provide Critical Care ambulance transportation.

Many dedicated CCT ambulances will employ an EMT driver, paramedic, and nurse for patient care. This enables the most critical of patients to be safely transported. The paramedic is experienced in emergency care, such as advanced airway management, while the nurse is more adept in managing long term and advance directives.

Non-911 ambulance transportation has similar demands for service as traditional 911 services. Deployment strategies must focus on the time-of-day and day-of-week to provide reliable service. In most instances, on-time customer performance will determine which agency is the preferred supplier of ambulance transportation. Programs that are able to use available ambulance resources for both 911 and non-911 have a distinct advantage. Certain efficiencies are achievable with dual use ambulances, 911 and non-911.

Accomplishment of non-911 BLS services would require additional system unit hours. No specialized training would be required, except for the communication center personnel. Due to the part-time firefighting staff, these shift configurations can be scheduled during peak periods of non-911 service request. Typically, the hours between nine (9) AM and three (3) PM are the busiest non-911 demand.

Critical Care Transportation (CCT) requires additional considerations. It is recommended that HPFD establish a goal of a single unit equipped to respond and service CCT patients. Full-time firefighters should be used for this segment of non-911 transportation. One of the existing ALS ambulances would be equipped to handle CCT responses. An additional ambulance (total of three (3)) would be placed into service utilizing part-time firefighters to respond to normal 911 calls during peak periods.

### ***Information Technology***

With the exception of a two-way secured communication device, such as a cellular phone, no special technology is required for non-911 ambulance services.

## **Recommendations**

3. Development and measurement of response times is critical to providing quality non-911 transportation services.
4. Response times should be reliable to the 90<sup>th</sup> percentile. Any quarterly report that is below this requirement should be accompanied with a plan of correction.
5. The staffing configuration must be consistent with local and state regulations and meet the need of the local medical community.
6. Providers are tasked with matching the level of reimbursement available to community demands.
7. Add an additional 911 ALS ambulance during peak response periods using part-time staff.
8. Full-time firefighters should be utilized for CCT staffing.

## Medical Accountability

Basic non-911 ambulance transportation is currently contemplated as part of the existing medical oversight and direction. Critical Care Transport would require additional support and direction from Sherman Hospital. Sherman Hospital provides medical direction as part of the Greater Elgin Mobile Intensive Care Program.

Protocols for advanced personnel such as Critical Care Paramedics (CCP) and Nurses (CCN) must consider advance physician orders from the sending or receiving facility. This will require regular interface with area facility medical staff.

## Recommendations

9. Medical Direction for more advanced levels of care must provide additional education and support to the program due to the high acuity level of the patients being transferred.

## Marketing and Market Analysis

### ***Non-911 Community Basic Life Support Services Village only***

The Village of Hanover Park has an opportunity to provide a benefit to its residents. HPFD should offer non-emergency ambulance transportation to residents. This could be an exclusive program only available to residents of the community. This would allow HPFD to begin operating in the non-911 market and continue to service the community.

This program should be communicated as a benefit to the citizens due to the reduced pricing program currently offered to residents. Marketing for this program is relatively easy by adding it to the existing web site and current Village mailings, such as water or sewer bill.

### ***Non-911 Facility Basic Life Support Services Village only***

In the fall of 2010, Claremont of Hanover Park will open its doors. This 150-bed nursing, rehab and dialysis facility will employ, approximately, 150 new employees. It is estimated that one (1) or two (2) transports per day will be generated by this new facility. HPFD is the right choice to support this local facility.

Figure 2, below, is an artist rendering of the new Claremont facility. The leadership at Claremont is aware of efforts by HPFD to support the transportation component of the facility. Marketing should include additional meetings to work on contractual and logistical issues. Claremont has financially responsible transports and must be clearly articulated in the new contract as well as defined response standards.

**Figure 2. Artist rendering of the new Claremont Facility**



### ***Non-911 Facility Basic Life Support Services Expanded***

Several facilities exist within a 15-20 minute drive time of the Village of Hanover Park. These include the Medical Center of Hanover Park, Alexian Brothers Medical Center, Central Dupage Hospital, St. Alexius Medical Center, St. Josephs Hospital, and Sherman Hospital.

Patients requiring transport to or returning from these facilities to the Village of Hanover Park area should be offered the choice of using HPFD services. Marketing should include the current web site, mailings, notification, and education with each facility by HPFD staff.

### ***Non-911 Facility Critical Care Transport Services***

The highest level of ground ambulance reimbursement is obtained providing CCT transportation services. In the HPFD service area, Medicare allows \$719.52 for CCT. This compares to BLS at \$354.22 and ALS at \$420.64. The required training will include 80 hours of classroom and 40 hours for an internship. The cost of the program at Loyola University Health System is \$1000.00 per student.

HPFD will focus on the facilities within the 15-20 minute drive time. This will allow the ability to call in additional staff should demand exceed current staffing. The drive time map in Figure 3, below, confirms these facilities are within the 15-20 minutes.

Figure 3. Drive Time Map



### Customer and Community Accountability

Unlike 911 services (pre-selected by the local community on behalf of the citizens of the community), non-911 ambulance services require the provider to earn the right to provide services to the patient. Ambulance providers must constantly solicit feedback from the users of the service.

Regular feedback requests, such as customer and community surveys are required to insure the service is meeting the needs of the users. Transporting crews leaving behind survey cards can be an excellent way to request information, as well as advertise for the next time the patient requires ambulance transportation services.

A regular score card will assist the department in staying focused on the right things and correct issues or concerns timely.

## **Recommendations**

10. Develop a scorecard system that includes surveys and feedback cards.

## **Organizational Structure and Leadership**

Hanover Park Fire Department's physical and human infrastructure can be leveraged to support a non-911 ambulance transportation system. Station One will support an additional front line ambulance and the leadership team can provide support to the required additional personnel. This will allow the non-911 program to operate on a marginal cost basis. This is an advantage over other ambulances services that cannot share the expense and overhead of this critical infrastructure.

Operating at the BLS level for inter-facility transportation would only require an ambulance, equipment, and staff. No additional management would be required, with the exception of the communication center. Should HPFD choose to operate at the ALS or CCT level of non-911 transportation, additional team members will be required.

Due to the complexity of CCT and the enhanced education requirements, an additional leader should be identified to coordinate the CCT program. Additionally, clerical support will be required to assist the billing process and collection efforts, as well as marketing and follow-up issues.

### ***Quality Improvement Processes***

EMS organizations find that sustaining high quality service is a difficult task. EMS leaders are encouraged to integrate continuous quality improvement practices into their EMS operations and administrative practices to the extent that those practices become an essential and seamless part of normal EMS routines.

CCT transportation can be a complex service that will require additional logistical support. HPFD would be well served to employ a health professional, such as a Critical Care RN to monitor the quality aspects of its CCT program. This part-time position would also interface with the medical staff at the sending and receiving facilities where HPFD provides ambulance transportation.

HPFD should require development of an annual Quality Improvement (QI) Plan. The QI goals, approach, methodology, critical success factors, and indicators should be clearly defined in the plan. Indicators should be monitored until improvement has occurred and the threshold or benchmark achieved in a timely manner. Responsibility and accountability for the QI plan should be clearly defined. The Medical Director should also be actively involved in developing the plan and receive monthly reports. The plan should be reviewed and updated on an annual basis.

The QI plan will include statistical indicators to be monitored monthly, including:

- Fractile Response Times
- Unit Hour Utilization (UhU) Productivity
- Call Load
- Customer Satisfaction
- Vehicle Maintenance
- Deviation from Medical Protocols
- High Risk Procedures
- Regulatory Compliance
- Others the service or hospital deem necessary

Utilization reviews should be monitored for appropriateness of transport. The Medical Director should be involved in this ongoing review to determine which patients would and would not require certain levels of transport.

## Recommendations

11. Designate a lead person responsible for monitoring system performance for all components of the non-911 system, not just response times.
12. Implement a physician supervised and HPFD administered QI process involving communications, medical transportation, and administrative components of the system.

## Ensuring Optimal System Value

- Financial systems accurately reflect system revenues and both direct and indirect costs of non-911 ambulance transportation are captured.
- Revenues are collected professionally and in compliance with federal regulations.
- Costs by service line are verified, controlled, and represent good value.
- Capital asset planning supports the organizational mission.
- Local tax subsidies are minimized.

Value determinants are difficult to finitely quantify. Quality processes that support the determination of the efficacy of treatment modalities are becoming increasingly common in EMS. System value determinations generally take the form of measuring the efficiencies of system inputs based upon regional or national benchmarks and by measuring customer satisfaction.

At HPFD, as in most systems today, formal clinical outcome measures are not developed and the system's clinical value is largely expressed as perceived value. For example, if a patient with a hip fracture is well managed by EMS it is assumed likely, that pain, suffering, and recovery periods are reduced. This can be extended to the assumption that society's expense in caring for that patient is also reduced. Despite the lack of empirical evidence, the common sense perception of value is that this service meets the community standard of care with regard to satisfaction and clinical outcomes.

### ***Financial Systems Accurately Reflect System Revenues and Costs***

Unlike standard budgeting and tax revenues, non-911 systems should be measured to accurately capture the true cost and revenues associated with the service. Revenues will be captured by the billing company and HPFD should track this revenue separately for the typical 911 revenue. Interviews conducted with both HPFD leadership and the Village accounting department revealed Revenues are collected professionally and in compliance with federal regulations.

**Payer Mix:** The payer mix is atypical for most ambulance services, which reflects the demographics of Hanover Park. The percentage of patients on Medicare is lower than most 911 services at 14.5 percent (generally the Medicare range is 30-40 percent) and Medicaid is slightly higher at nearly 20 percent (15 percent is more common). Patients with insurance account for 27.3 percent.

**Table 2. Hanover Park Payer Mix**

Payer Mix		
<i>Payer</i>	<i>Transports</i>	<i>Percent (%)</i>
Medicare	245	14.5%
Medicaid	335	19.9%
Insurance	459	27.3%
Patient	645	38.3%
	<b>1,684</b>	<b>100%</b>

**Service Mix:** The service mix reflects the level of service that is billed (i.e. BLS, ALS 1, etc.). In many cases, if the criteria are met, a 911 service with paramedic response and a protocol in dispatch to evaluate or assign priorities to requests can bill at the ALS rate when an ALS assessment is required. The patient may not need ALS interventions or services. Hanover Park bills 55 percent of its transports at the ALS level. Similar services see ALS calls making up approximately 75 percent of the total. The Hanover Park percentages either reflect a high percentage of calls with lower acuity levels at the time of dispatch or a conservative approach to assigning the levels of service.

**Table 3. Hanover Park Service Mix**

Service Mix		
<i>Payer</i>	<i>Transports</i>	<i>Percent (%)</i>
BLS-E	736	43%
ALS 1 - E	954	55%
ALS 2	31	2%
	<b>1,721</b>	<b>100%</b>

**Days in Accounts Receivable:** One matrix that measures overall performance of the ambulance service billing and collection activities is the Days in Accounts Receivable (DAR). This measure calculates the turnover rate of bills and is determined by the following formula:

$$\text{Total AR Balance} \div \text{the average daily charges.}$$

For HPFD, the net dollars billed was used to determine the average daily charges. This is the amount that is determined after writing off the contractual allowances for Medicare and Medicaid. The DAR for HPFD, as of 31 October 2009, was 126. Recognizing that Illinois Medicaid is very slow to pay on its accounts it would be expected that HPFD's DAR would be relatively

high, but a normal target of 60 days should be the goal. In Illinois, the Medicaid program would likely extend this to closer to 90 days. The 126 DAR currently reported is higher than expected.

**Charges:** Medicare is the largest payer for ambulance services and has created a fee schedule for reimbursing ambulance services. Medicare will allow the lower of the fee schedule amount or the actual charges, whichever is less. Reviewing charges indicate that some of Hanover Park's charges are below actual Medicare allowable amounts (i.e., mileage and ALS 1 base rates for mileage.) We recommend that charges be at least 150 percent of the Medicare allowable.

### ***Costs by Service Line are Verified, Controlled and Represent Good Value***

The Village of Hanover Park will be best served by separating each segment of operation with respect to cost. This will allow the leadership of HPFD to monitor and measure the results for each of the major areas, such as non-911 BLS or CCT.

### ***Capital Asset Planning Supports the Organizational Mission***

Unlike the primary tax subsidies emergency services, non-911 needs to be self-sufficient. This includes start up dollars and replacement costs of ambulances and equipment. The Village of Hanover Park should set aside dollars each year to allow HPFD the ability to purchase additional equipment or vehicles associated with non-911 services.

### ***Local Tax Subsidies are Minimized***

Any additional revenues collected that exceed the expense of providing services, will benefit HPFD by supporting the primary emergency 911 mission. As departments continue to be challenged by stagnate or shrinking revenues, opportunities such as these must be explored.

## **Recommendations**

13. Further investigation into the billing payer mix and service mix is required.
14. The DAR needs to be addressed to determine the exact cause and possible solutions for mitigation
15. Rates should be evaluated and at least be 150 percent of the Medicare allowable.
16. In no instance should the rates charged any patient be below Medicare.

## Appendix A

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# First Year Budget including Start Up Expenses

Proposed Part-Time	
<b>REVENUE</b>	
Low	\$296,178.30
High	\$673,876.80
Average	\$485,027.55
Billing Changes	\$113,377
<b>TOTAL REVENUE</b>	<b>\$409,556</b>

Proposed Part-time Officer	
<b>REVENUE</b>	
Low	296,178
High	673,877
Average	\$485,028
Billing Changes	\$113,377
<b>TOTAL REVENUE</b>	<b>409,556</b>

Proposed Full-time	
<b>REVENUE</b>	
Low	296,178
High	673,877
Average	\$485,028
Billing Changes	\$113,377
<b>TOTAL REVENUE</b>	<b>409,556</b>

EXPENSES	
Personnel	\$234,876
Non-Personnel	\$30,255
<b>TOTAL EXPENSES</b>	<b>\$ 265,131</b>

EXPENSES	
Personnel	\$354,122
Non-Personnel	\$30,255
<b>TOTAL EXPENSES</b>	<b>\$384,377</b>

EXPENSES	
Personnel	\$441,482
Non-Personnel	\$30,255
<b>TOTAL EXPENSES</b>	<b>\$471,737</b>

Net Equity (Revenue less Expenses)	<u>\$144,425</u>
Ambulance Reserve	\$41,456
CCT Costs	\$33,089
Net equity ( Revenue less Expenses)	\$69,881

Net Equity (Revenue less Expenses)	<u>\$25,179</u>
Ambulance-One Time Cost	\$41,456
CCT Costs	\$33,089
Net equity ( Revenue less Expenses)	(\$49,366)

Net Equity (Revenue less Expenses)	<u>(\$62,181)</u>
Ambulance-One Time Cost	\$41,456
CCT Costs	\$33,089
Net equity ( Revenue less Expenses)	(\$136,726)

05/01/2008

	Residents	Non Residents	Medicare Allowable	Collection	Medicaid	Suggested Price	Last increase
<b>Current Rates</b>							
BLS Emergency	\$350.00	\$550.00	\$354.22	\$265.67	\$112.69	\$531.33	\$50.00
BLS Non-E			\$221.39	\$166.04	\$112.69	\$332.09	
ALS Emergency	\$450.00	\$650.00	\$420.64	\$315.48	\$183.84	\$630.96	\$100.00
ALS Non-E			\$265.67	\$199.25	\$183.84	\$398.51	
ALS 2	\$700.00	\$900.00	\$608.82	\$456.62	\$183.84	\$913.23	\$200.00
CCT			\$719.52	\$539.64		\$1,079.28	
Mileage	\$6.25		\$6.74	\$5.06		\$10.11	\$0.25
Treat No-Trans	\$125.00	\$125.00					
	Low	High	Average				
Claremont	300	720	720	510	\$66.42	\$17,221.63	Als Assment
Residents	240	720	720	480		\$8,000.00	10%-8%
CCT	240	480	480	360		\$60,600.00	Private Insurance
	1.48	1.32	2.71			\$4,000.00	Miles
PROJECTED	Low	High	Average			\$23,555.84	Mutal aid Ambu @56per year
Claremont	\$66,417.00	\$159,400.80	\$112,908.90				
Residents	\$53,133.60	\$159,400.80	\$106,267.20			\$113,377.47	
CCT	\$172,684.80	\$345,369.60	\$259,027.20				
<b>Total</b>	<b>\$292,235.40</b>	<b>\$664,171.20</b>	<b>\$478,203.30</b>		ALS-PVT	ALS-Caid	ALS Care
Miles @ 5	\$3,942.90	\$9,705.60	\$6,824.25		\$100	\$ 71	245 \$200
<b>Total</b>	<b>\$296,178.30</b>	<b>\$673,876.80</b>	<b>\$485,027.55</b>		92	67	49 303
					\$9,200	\$4,767.05	\$3,255 \$60,600.00
	25.00	60.00					
	300.00	720.00					
	0.82	1.97					

Expenses

Description	Proposed Part-time	Proposed PT OFFICER	Proposed Full-time
<b>PERSONNEL</b>			
Wages, Benefits, Overtime	234,875.80	354,122	441,482
<b>Total Personnel</b>	<b>234,875.80</b>	<b>354,122</b>	<b>441,482</b>
<b>NON-PERSONNEL</b>			
Professional Svc. - Medical Director	5,000	5,000	5,000
EMS Office Supplies			
Office Equip. - Purchased	1,500	1,500	1,500
Office Equip. - Leased			
Office Equip. - Maintenance			
Medical Supplies	1,500	1,500	1,500
Medical Equip. - Hardware	2,000	2,000	2,000
Medical Equip. - Gases	1,500	1,500	1,500
Supplies - Parts & Accessories			
Laundry & Disposable Safety			
Vehicles - Insurance			
Vehicles - Gas & Oil	800	800	800
Vehicles - Maintenance	3,600	3,600	3,600
Vehicles - Leased			
Occupancy			
Operating Supplies			
Utilities			
Facility - Maintenance			
Facility - Equipment			
Telephone - Fixed & Internet	780	780	780
Telephone - Cellular	1,500	1,500	1,500
Postage (Admin)			
Shipping			
Communication Equip-Purch			
Communication Equip-Lease			
Communication Equip-Maint			
Printing & Artwork & Forms			
<b>Sub-Total Non-Pers. (this page)</b>	<b>18,180</b>	<b>18,180</b>	<b>18,180</b>

Description	Proposed Part-time	Proposed PT OFFICER	Proposed Full-time
<b>NON-PERSONNEL (continued)</b>			
Public Info & Education	2,000	2,000	2,000
Employee/Community Rel			
Marketing & Advertising	2,000	2,000	2,000
Recruiting			
Assoc. Dues & Subscriptions	500	500	500
Insurance - Liability			
Insurance - Med-Mal			
Taxes & Licenses	75	75	75
Service/Bank Charges			
Bad Debts			
Charity / Donations			
Travel - Administrative			
Travel - Production			
Collection Expense/Billing Fees			
Refunds/Other			
Employee Assistance Prog.			
Training/Education Expense - Tuition	5,000	5,000	5,000
Training/Education Expense - Supplies			
Training/Education Expense - Travel	2,500	2,500	2,500
Uniforms			
Safety Supplies			
<b>Total Non-Personnel</b>	<b>30,255</b>	<b>30,255</b>	<b>30,255</b>
<b>Total Personnel</b>	<b>234,876</b>	<b>354,122</b>	<b>441,482</b>
<b>TOTAL EXPENSES</b>	<b>265,131</b>	<b>384,377</b>	<b>471,737</b>

**PERSONNEL EXPENSES**

*Administrative Personnel*

Position	FTEs	Annual	
		Salary	Total Salaries
Program Quality Manager	1.00	\$80,000	\$80,000
Administrative / Clerical	0.50	\$25,000	\$12,500
			\$0
<b>Sub-Total Administrative Personnel</b>	<b>1.50</b>		<b>\$92,500</b>
Benefits	35.0%		\$32,375
<b>Sub-Total Admin Wages &amp; Benefits</b>			<b>\$124,875</b>

*Operations Personnel*

Position	Weekly		Weekly Cost	Annual Cost
	Hours	Rate of Pay		
Dispatch staff	0	15.11	\$0	\$0
Part -Time Paramedic	70	15.11	\$1,058	\$55,000
Part -Time Paramedic	70	15.11	\$1,058	\$55,000
<b>Sub-Total Field Personnel</b>	<b>140</b>	<b>45.33</b>		<b>\$110,001</b>
<b>Sub-Total Operations Wages &amp; Benefits</b>				<b>\$110,001</b>

<b>Sub-Total Operations Wages &amp; Benefits &amp; OT</b>	<b>\$110,001</b>
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<b>TOTAL EMS PERSONNEL COSTS</b>	<b>\$234,876</b>
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**PERSONNEL EXPENSES****Administrative Personnel**

Position	FTEs	Annual	
		Salary	Total Salaries
Program Manager	1.00	\$80,000	\$80,000
Administrative / Clerical	0.50	\$25,000	\$12,500
Quality Specialist	0.00	40,000	\$0
<b>Sub-Total Administrative Personnel</b>	<b>1.50</b>		<b>\$92,500</b>
Benefits	35.0%		\$32,375
<b>Sub-Total Admin Wages &amp; Benefits</b>			<b>\$124,875</b>

**Operations Personnel**

Position	Weekly		Weekly Cost	Annual Cost
	Hours	Rate of Pay		
Dispatch staff		15.11	\$0	\$0
Fire Officer	70	47.87	\$3,351	\$174,247
Part-Time Paramedic	70	15.11	\$1,058	\$55,000
<b>Sub-Total Field Personnel</b>	<b>140</b>	<b>78.09</b>		<b>\$229,247</b>
<b>Sub-Total Operations Wages &amp; Benefits</b>				<b>\$229,247</b>

<b>Sub-Total Operations Wages &amp; Benefits &amp; OT</b>	<b>\$229,247</b>
<b>TOTAL EMS PERSONNEL COSTS</b>	<b>\$354,122</b>



Proposed Personnel Costs

<b>PERSONNEL EXPENSES</b>				
<i>Administrative Personnel</i>				
Position	FTEs	Annual Salary	Total Salaries	
Program Manager	1.00	\$80,000	\$80,000	
Administrative / Clerical	0.50	\$25,000	\$12,500	
Quality Specialist	0.00	40,000	\$0	
<b>Sub-Total Administrative Personnel</b>	<b>1.50</b>		<b>\$92,500</b>	
Benefits	35.0%		\$32,375	
<b>Sub-Total Admin Wages &amp; Benefits</b>			<b>\$124,875</b>	
<i>Operations Personnel</i>				
Position	Weekly Hours	Rate of Pay	Weekly Cost	Annual Cost
Dispatch staff	0	15.11	\$0	\$0
Part -Time Paramedic	70	47.87	\$3,351	\$174,247
Part -Time Paramedic	70	39.11	\$2,738	\$142,360
<b>Sub-Total Field Personnel</b>	<b>140</b>	<b>102.09</b>		<b>\$316,607</b>
<b>Sub-Total Operations Wages &amp; Benefits</b>			<b>\$316,607</b>	
<b>Sub-Total Operations Wages &amp; Benefits &amp; OT</b>			<b>\$316,607</b>	
<b>TOTAL EMS PERSONNEL COSTS</b>			<b>\$441,482</b>	



Depreciation

<b>Depreciation Expense</b>				<i>Note</i>
<b>Item</b>	<b>Cost</b>	<b>years</b>	<b>yearly dep. rate</b>	<b>Monthly rate</b>
Rescue Ambulance	\$190,000.00	6.00	\$31,667	\$2,638.89
Portable Suction	\$750.00	5.00	\$150	\$12.50
Pediatric Bag	\$160.00	5.00	\$32	\$2.67
Trauma Bag	\$70.00	3.00	\$23	\$1.94
Cardiac Monitor	\$27,000.00	5.00	\$5,400	\$450.00
Glucose Monitor	\$93.00	5.00	\$19	\$1.55
Glucose Monitor	\$93.00	5.00	\$19	\$1.55
Portable CO Oximeter	\$3,500.00	5.00	\$700	\$58.33
Portable Pulse Oximeter	\$750.00	5.00	\$150	\$12.50
Thermometer	\$105.00	5.00	\$21	\$1.75
Thermometer	\$105.00	5.00	\$21	\$1.75
Smart Triage Pac	\$175.00	5.00	\$35	\$2.92
EZ-IO	\$295.00	5.00	\$59	\$4.92
Oxygen Regulator	\$225.00	5.00	\$45	\$3.75
Oxygen Regulator	\$225.00	5.00	\$45	\$3.75
Car Seat	\$280.00	5.00	\$56	\$4.67
Car Seat	\$220.00	5.00	\$44	\$3.67
Stairchair	\$5,100.00	7.00	\$729	\$60.71
Stretcher Power Pro XT	\$12,200.00	7.00	\$1,743	\$145.24
Vinal Transfer sheet	\$85.00	5.00	\$17	\$1.42
KED	\$150.00	5.00	\$30	\$2.50
Mast Pants	\$1,000.00	5.00	\$200	\$16.67
Pediatric Immobilization Board	\$420.00	5.00	\$84	\$7.00
Splints	\$230.00	5.00	\$46	\$3.83
Traction Device	\$130.00	5.00	\$26	\$2.17
Traction Device	\$130.00	5.00	\$26	\$2.17
Traction Device	\$350.00	5.00	\$70	\$5.83
<b>Sub-Total Capital</b>	<b>\$243,841.00</b>		<b>\$41,455.63</b>	

<b>New Capital Equipment</b>		<b>2010</b>	
<b>Item</b>	<b>Cost</b>	<b>quantity</b>	<b>Total</b>
Class	\$1,000.00	6	\$6,000
Class Hours	\$39.11	552	\$21,589
Doppler with dual capacity	\$1,500.00	1	\$1,500
Invasive pressure monitor	\$1,000.00	1	\$1,000
Intravenous pumps with adj rate	\$1,000.00	3	\$3,000
	\$0.00	0	\$0
	\$0.00	0	\$0
	\$0.00	0	\$0
	\$0.00	0	\$0
	\$0.00	0	\$0
	\$0.00	0	\$0
	\$0.00	0	\$0
<b>Sub-Total Capital</b>			<b>\$33,089</b>

# Agenda Item

## Cost Recovery Program


**Village of Hanover Park**
**AGENDA MEMORANDUM**

**TO:** Village President and Board of Trustees

**FROM:** Ron Moser, Village Manager  
Craig A. Haigh, Fire Chief

**SUBJECT:** Amend Fire Department Cost Recovery Program

**ACTION**

**REQUESTED:**  Approval  Concurrence  Discussion  Information

**RECOMMENDED FOR CONSENT AGENDA:**  Yes  No

**MEETING DATE:** August 5, 2010

**Executive Summary**

The Fire Department assisted by Fitch and Associates of Platte City, MO and Andrea's Medical Billing, Inc., the contractor responsible for providing ambulance billing services for the Village has completed a review of the Department's cost recovery program including ambulance fees (Section 46-74 (a) HPMC). The review suggests that amendments need to be made to the ordinance in order to capture allowable revenue as available per Medicare and Insurance payer authorization.

**Discussion**

In early calendar year 2010 Fitch and Associates was hired to conduct a comprehensive evaluation of emergency medical services within the Village. Mike Ragone, Senior Associate completed this analysis and recommended that the Village undergo a national RFP process in an attempt to lower the rate for billing services from the existing level of 10% of collections. This process was completed and a contract awarded to Andrea's Medical Billing at a fee of 5% of collections. This contract became effective July 1, 2010.

In addition, Mr. Ragone recommended that all cost recovery/ambulance fees be evaluated and adjusted to reflect the current Medicare and industry allowable rates. The Village's current rates are below the industry standard and do not take full advantage of all allowable charges. Mr. Ragone further recommends that the Village eliminate the practice of two separate rate scales based on "resident" and "non-resident". His recommendation comes based on the fact that the savings does not directly impact the resident but rather the insurance company. The Village last adjusted these rates in 2008.

Medicare is the Nation's largest payer of ambulance services and has created a fee schedule for reimbursement based on geographical region. Insurance allowable ambulance rates are generally 150% of the Medicare allowable amounts. Fitch and Associates along with Andrea's recommends establishing rates based on the private pay

Agreement Name: \_\_\_\_\_

Executed By: \_\_\_\_\_

insurance industry. Medicare collections will be somewhat less based on their established rates but will allow the Village to maximize all available revenue.

Hanover Park has an atypical payer mix compared to most ambulance services which likely is due to the demographics of the Village. The percentage of patients on Medicare is lower than most 911 services at 14.5% (generally the Medicare range is 30-40%) and Medicaid is slightly higher at nearly 20% (15% is more common). Patients with non-Medicare or Medicaid insurance account for 27.3%. Patient self pay comprises 38.3% of all bills.

<b>Payer Mix</b>		
<b>Payer</b>	<b>Transports</b>	<b>%</b>
Medicare	245	14.5%
Medicaid	335	19.9%
Insurance	459	27.3%
Patient	645	38.3%
	<b>1,684</b>	

The Village's service mix reflects the level of care provided to the patient based on their assessment and overall condition. Currently 55%-57% of transports are at the advanced life support level. Comparatively this number is lower than similar services that routinely see 75% or more of all transport at the advanced life support level. This likely reflects a high percentage of calls with low acuity levels after paramedic assessment resulting in the downgrading of the call to the basic life support level.

<b>Service Mix</b>		
<b>Level</b>	<b>Transports</b>	<b>%</b>
BLS	736	43%
ALS 1	954	55%
ALS 2	31	2%
	<b>1,721</b>	

The Village's ambulance fee revenue history is as follows:

Fiscal Year 2006	\$335,131
Fiscal Year 2007	\$325,369
Fiscal Year 2008	\$369,351
Fiscal Year 2009	\$390,121
Fiscal Year 2010	\$452,572

In addition to ambulance fees, the Village has established rates to recover expenses associated with the following:

Vehicle Fires	\$300
Extrication	\$300
Salvage	\$300
Haz Mat	Actual cost plus apparatus, personnel and equipment fees as established

On average these fees generate an additional \$25,000 annually.

Finally, the recommended fee adjustment schedule reflects new billing categories to allow the Village to recover expenses associated with Non-911 ambulance transport services.

**Recommended Action**

Staff recommends the following fee adjustments:

<b>Proposed Fire Department Fee Structure</b>						
Ambulance Fees	Current		Proposed		Change	
	Resident	Non-Resident	Resident	Non-Resident	Resident	Non-Resident
BLS	\$ 350.00	\$ 550.00	\$ 625.00	\$ 625.00	\$ 275.00	\$ 75.00
BLS-Non-Emergency			\$ 500.00	\$ 500.00		
ALS I	\$ 450.00	\$ 650.00	\$ 725.00	\$ 725.00	\$ 275.00	\$ 75.00
ALS-Non-Emergency			\$ 650.00	\$ 650.00		
ALS II	\$ 700.00	\$ 900.00	\$ 975.00	\$ 975.00	\$ 275.00	\$ 75.00
Treat/No Transport	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ -
ALS Treat/No Transport			\$ 400.00	\$ 400.00		
Critical Care Transport Base Fee			\$ 1,100.00	\$ 1,100.00		
Mileage	\$ 6.25	\$ 6.25	\$ 10.50	\$ 10.50	\$ 4.25	\$ 4.25
Wait Charge (30 minutes intervals rounded up)			\$ 25.00	\$ 25.00		

Cost Recovery Fees	Current		Proposed		Change	
Extrication/Rescue	\$ 300.00	\$ 300.00	\$ 350.00	\$ 350.00	\$ 50.00	\$ 50.00
Salvage Operations	\$ 300.00	\$ 300.00	\$ 350.00	\$ 350.00	\$ 50.00	\$ 50.00
Vehicle Fires	\$ 300.00	\$ 300.00	\$ 350.00	\$ 350.00	\$ 50.00	\$ 50.00

Reimbursement Rates/Standby Rates Per Hour	Current		Proposed		Change	
Fire Engine	\$ 350.00	\$ 350.00	\$ 350.00	\$ 350.00	\$ -	\$ -
Ladder/Tower Ladder	\$ 350.00	\$ 350.00	\$ 450.00	\$ 450.00	\$ 100.00	\$ 100.00
Command Vehicle	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ -	\$ -
Ambulance	\$ 350.00	\$ 350.00	\$ 350.00	\$ 350.00	\$ -	\$ -

Administrative Vehicle	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ -	\$ -
Administrator	\$ 100.00	\$ 100.00	\$ 125.00	\$ 125.00	\$ 25.00	\$ 25.00
Fire Inspector	\$ 75.00	\$ 75.00	\$ 100.00	\$ 100.00	\$ 25.00	\$ 25.00
Firefighter, EMT, Paramedic	\$ 75.00	\$ 75.00	\$ 100.00	\$ 100.00	\$ 25.00	\$ 25.00

Public Education Training Fee	Current		Proposed		Change	
		\$		\$		\$
CPR and First Aid Class	\$ 25.00	45.00	\$ 30.00	50.00	\$ 5.00	5.00
Health Care Provider CPR	\$ 55.00	55.00	\$ 65.00	65.00	\$ 10.00	10.00

Staff believes that future ambulance fee revenues are projected to increase approximately \$81,000. This revenue is in addition to the \$22,500 anticipated due to the change realized through the new billing contract with Andrea's.

It is therefore recommended that the president and board of trustees approve the attached ordinance amending the cost recovery/ambulance fee program.

CAH: rd

Attachments:

Ordinance Amending the Cost Recovery Program and Medical Services

# NAPERVILLE FD 2014 SURVEY

**NAPERVILLE FIRE DEPARTMENT 2014 SURVEY**

Non Andres Departments  
Last Updated: 2/6/2015 DR

Department/Organization	NON-RESIDENT				RESIDENT				Last Update
	ALS	ALS2	BLS	Mileage	ALS	ALS2	BLS	Mileage	
Addison FPD	\$ 1,650.00	\$ 2,100.00	\$ 1,275.00	\$ 16.00	\$ 1,650.00	\$ 2,100.00	\$ 1,275.00	\$ 16.00	
Algonquin-Lake in the Hills FD	\$ 1,100.00	\$ 1,200.00	\$ 900.00	\$ 16.00	\$ 900.00	\$ 1,000.00	\$ 700.00	\$ 16.00	
Antioch FD	\$ 1,500.00	\$ 1,700.00	\$ 1,000.00	\$ 20.00	\$ 1,200.00	\$ 1,500.00	\$ 800.00	\$ 16.00	January-14
Arlington Heights FD	\$ 600.00	\$ 650.00	\$ 600.00	\$ -	\$ 400.00	\$ 450.00	\$ 400.00	\$ -	
Aurora City of	\$ 627.70	\$ 825.08	\$ 499.92	\$ 7.27	\$ 446.66	\$ 646.48	\$ 376.13	\$ 7.27	
Barrington FD	\$ 630.00	\$ 630.00	\$ 525.00	\$ 11.00	\$ 525.00	\$ 525.00	\$ 420.00	\$ 9.00	
Barrington Countryside	\$ 900.00	\$ 1,100.00	\$ 800.00	\$ 12.00	\$ 800.00	\$ 1,000.00	\$ 600.00	\$ 12.00	
Bartlett FD	\$ 1,100.00	\$ 1,200.00	\$ 800.00	\$ 10.00	\$ 800.00	\$ 1,000.00	\$ 550.00	\$ 10.00	September-09
Beach Park FD	\$ 1,100.00	\$ 1,300.00	\$ 800.00	\$ 10.00	\$ 950.00	\$ 1,200.00	\$ 650.00	\$ 10.00	April-14
Bedford Park FD	\$ 1,100.00	\$ 1,400.00	\$ 750.00	\$ 15.00	\$ 800.00	\$ 1,200.00	\$ 550.00	\$ 15.00	July-10
Beecher FPD	\$ 900.00	\$ 900.00	\$ 900.00	\$ 10.00	\$ 500.00	\$ 625.00	\$ 400.00	\$ 10.00	
Bellwood FD	\$ 450.00	\$ -	\$ 400.00	\$ 8.00	\$ 400.00	\$ -	\$ 350.00	\$ 8.00	
Beloit City of	\$ 1,307.00	\$ 1,428.00	\$ 758.00	\$ 16.00	\$ 1,064.00	\$ 1,163.00	\$ 653.00	\$ 16.00	
Bensenville FPD	\$ 1,650.00	\$ 2,100.00	\$ 1,275.00	\$ 16.00	\$ 1,100.00	\$ 1,375.00	\$ 850.00	\$ 16.00	
Berkeley FD	\$ 1,950.00	\$ 2,550.00	\$ 1,125.00	\$ 15.00	\$ 1,300.00	\$ 1,725.00	\$ 825.00	\$ 10.00	January-13
Berwyn FD	\$ 800.00	\$ 900.00	\$ 700.00	\$ 15.00	\$ 700.00	\$ 750.00	\$ 600.00	\$ 15.00	January-14
Bethany FPD	\$ 506.10	\$ 687.78	\$ 441.98	\$ 7.34	\$ 406.10	\$ 587.78	\$ 341.98	\$ 7.34	
Big Rock VFD	\$ 525.64	\$ 716.06	\$ 458.44	\$ 7.27	\$ 525.64	\$ 716.06	\$ 458.44	\$ 7.27	
Bloomfield-Genoa City	\$ 800.00	\$ 925.00	\$ 650.00	\$ 15.00	\$ 675.00	\$ 800.00	\$ 550.00	\$ 15.00	
Bloomingtondale FPD	\$ 1,200.00	\$ 1,700.00	\$ 850.00	\$ 15.00	\$ 850.00	\$ 1,100.00	\$ 650.00	\$ 13.00	
Bolingbrook FD	\$ 1,468.13	\$ 1,940.63	\$ 965.25	\$ 18.75	\$ 937.50	\$ 1,275.00	\$ 693.75	\$ 10.31	May-14
Bourbonnais FD	\$ 900.00	\$ 1,260.00	\$ 810.00	\$ 10.00	\$ 500.00	\$ 708.00	\$ 438.00	\$ 7.09	
Braceville FPD	\$ -	\$ -	\$ 1,250.00	\$ 16.00	\$ -	\$ -	\$ 1,000.00	\$ 16.00	
Bradley FD	\$ 1,000.00	\$ 1,100.00	\$ 900.00	\$ 10.00	\$ 800.00	\$ 900.00	\$ 700.00	\$ 10.00	
Braidwood FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	\$ 1,400.00	\$ 1,400.00	\$ 1,000.00	\$ 15.00	
Bridgeview FD	\$ 750.00	\$ -	\$ 650.00	\$ 12.00	\$ 700.00	\$ -	\$ 600.00	\$ 12.00	January-12
Bristol Fire and Rescue	\$ 700.00	\$ 700.00	\$ 550.00	\$ 7.50	\$ 500.00	\$ 600.00	\$ 400.00	\$ 7.50	
Broadview FD	\$ 1,200.00	\$ 1,400.00	\$ 825.00	\$ 12.00	\$ 1,050.00	\$ 1,250.00	\$ 725.00	\$ 12.00	October-13
Brookfield FD	\$ 1,000.00	\$ -	\$ 750.00	\$ 15.00	\$ 1,000.00	\$ -	\$ 750.00	\$ 15.00	February-11
Calumet City FD	\$ 800.00	\$ 800.00	\$ 700.00	\$ 7.00	\$ 800.00	\$ 800.00	\$ 700.00	\$ 7.00	
Calumet Park	\$ 900.00	\$ 1,000.00	\$ 700.00	\$ 15.00	\$ 800.00	\$ 900.00	\$ 600.00	\$ 15.00	
Carmel FD (Ind)	\$ 475.00	\$ 575.00	\$ 375.00	\$ 7.55	\$ 475.00	\$ 575.00	\$ 375.00	\$ 7.55	January-11
Carol Stream FD	\$ 700.00	\$ 850.00	\$ 500.00	\$ 10.00	\$ 700.00	\$ 850.00	\$ 500.00	\$ 10.00	
Carpentersville	\$ 893.32	\$ 1,292.96	\$ 752.26	\$ 9.08	\$ 446.66	\$ 646.48	\$ 376.13	\$ 9.08	
Cary FPD	\$ 600.00	\$ 600.00	\$ 500.00	\$ 10.00	\$ -	\$ -	\$ -	\$ -	
Central Stickney FPD	\$ 650.00	\$ 760.00	\$ 600.00	\$ 15.00	\$ 600.00	\$ 710.00	\$ 550.00	\$ 15.00	January-12
Channahon FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	
Charleston FD	\$ 900.49	\$ 1,082.54	\$ 572.17	\$ 11.55	\$ 630.34	\$ 757.77	\$ 400.52	\$ 11.55	April-12
Chatham FPD	\$ 952.75	\$ 952.75	\$ 849.75	\$ 12.00	\$ 437.75	\$ 437.75	\$ 334.75	\$ 12.00	
Clarendon Hills FD	\$ 1,000.00	\$ 1,200.00	\$ 800.00	\$ 25.00	\$ 650.00	\$ 800.00	\$ 550.00	\$ 10.00	June-10
Clayton County Board of Comm	\$ 1,100.00	\$ 1,100.00	\$ 800.00	\$ 15.00	\$ 1,100.00	\$ 1,100.00	\$ 800.00	\$ 15.00	
Collinsville	\$ 573.55	\$ 830.13	\$ 482.98	\$ 10.17	\$ 512.10	\$ 741.01	\$ 431.23	\$ 10.17	
Countryside FPD	\$ 940.09	\$ 1,136.98	\$ 870.60	\$ 7.09	\$ 540.09	\$ 736.98	\$ 470.60	\$ 7.09	
County of Portage	\$ 975.00	\$ 1,075.00	\$ 825.00	\$ 20.00	\$ 825.00	\$ 875.00	\$ 675.00	\$ 20.00	
Crescent-Iroquois EMS & AMB	\$ 950.00	\$ -	\$ 850.00	\$ 16.00	\$ 750.00	\$ -	\$ 650.00	\$ 16.00	
Crete FD	\$ 700.00	\$ 900.00	\$ 600.00	\$ 15.00	\$ 500.00	\$ 700.00	\$ 400.00	\$ 15.00	
Crete Township FPD	\$ 1,100.00	\$ 1,100.00	\$ 900.00	\$ 12.50	\$ 900.00	\$ 900.00	\$ 700.00	\$ 12.50	

Crystal Lake	\$ 848.97	\$ 1,013.15	\$ 770.99	\$ 10.63		\$ 448.97	\$ 613.15	\$ 370.06	\$ 7.79	
Darien-Woodridge FPD	\$ 1,250.00	\$ 1,250.00	\$ 1,000.00	\$ 15.00		\$ 1,000.00	\$ 1,000.00	\$ 750.00	\$ 15.00	
DeKalb	\$ 773.00	\$ 1,110.00	\$ 639.00	\$ 9.70		\$ 538.00	\$ 773.00	\$ 445.00	\$ 9.70	
Des Plaines	\$ 950.00	\$ 1,150.00	\$ 650.00	\$ 15.00		\$ 700.00	\$ 950.00	\$ 500.00	\$ 15.00	
Detroit Metro Airport (MI)	\$ 600.00	\$ 750.00	\$ -	\$ 10.00		\$ -	\$ -	\$ -	\$ -	January-14
Downers Grove	\$ 847.00	\$ 901.00	\$ 616.00	\$ 9.50		\$ 677.00	\$ 731.00	\$ 508.00	\$ 9.50	
Dwight	\$ 800.00	\$ 950.00	\$ 700.00	\$ 15.00		\$ 650.00	\$ 800.00	\$ 550.00	\$ 15.00	
East Dundee & Countryside FD	\$ 1,150.00	\$ 1,350.00	\$ 750.00	\$ 10.00		\$ 950.00	\$ 1,250.00	\$ 550.00	\$ 10.00	
East Joliet FPD	\$ 1,300.00	\$ 1,500.00	\$ 875.00	\$ 25.00		\$ 1,300.00	\$ 1,500.00	\$ 875.00	\$ 25.00	
East Peoria FD	\$ 850.00	\$ 950.00	\$ 750.00	\$ 12.50		\$ 725.00	\$ 825.00	\$ 625.00	\$ 12.50	
East Troy Area	\$ 1,000.00	\$ 1,100.00	\$ 850.00	\$ 15.08		\$ 900.00	\$ 1,000.00	\$ 750.00	\$ 15.08	
Elburn Ambulance Service	\$ 800.00	\$ 900.00	\$ 600.00	\$ 10.00		\$ 550.00	\$ 650.00	\$ 450.00	\$ 8.00	
Elgin FD	\$ 900.00	\$ 1,135.00	\$ 692.75	\$ 10.00		\$ 525.75	\$ 760.00	\$ 442.75	\$ 10.00	
Elk Grove Village FD	\$ 902.00	\$ 1,190.00	\$ 797.00	\$ 13.06		\$ 641.00	\$ 920.00	\$ 535.00	\$ 8.24	
Elmhurst FD	\$ 1,250.00	\$ 1,350.00	\$ 850.00	\$ 16.00		\$ 1,150.00	\$ 1,250.00	\$ 750.00	\$ 16.00	January-08
Eureka-Goodfield FPD	\$ 800.00	\$ 900.00	\$ 700.00	\$ 15.00		\$ 700.00	\$ 800.00	\$ 600.00	\$ 12.00	May-13
Evanston FD	\$ 550.00	\$ 700.00	\$ 500.00	\$ -		\$ 429.00	\$ 621.00	\$ 362.00	\$ -	
Farina	\$ 455.00	\$ 455.00	\$ 305.00	\$ 8.50		\$ 455.00	\$ 455.00	\$ 305.00	\$ 8.50	
Flossmoor	\$ 1,300.00	\$ 1,500.00	\$ 1,100.00	\$ 10.00		\$ 1,300.00	\$ 1,500.00	\$ 1,100.00	\$ 10.00	
Fox River Grove FD	\$ 900.00	\$ 1,000.00	\$ 700.00	\$ 12.00		\$ 900.00	\$ 1,000.00	\$ 700.00	\$ 12.00	
Frankfort FPD	\$ 1,000.00	\$ 1,000.00	\$ 800.00	\$ 10.00		\$ 700.00	\$ 700.00	\$ 600.00	\$ 10.00	
Franklin Grove FPD	\$ -	\$ -	\$ 400.00	\$ 7.00		\$ -	\$ -	\$ 300.00	\$ 7.00	
Freeport	\$ 520.09	\$ 708.03	\$ 453.77	\$ 11.28		\$ 420.09	\$ 608.03	\$ 353.77	\$ 11.28	
Fulton FPD	\$ 525.00	\$ 625.00	\$ 450.00	\$ 6.86		\$ 500.00	\$ 600.00	\$ 425.00	\$ 6.86	
Garden Valley FPD	\$ 1,150.00	\$ 1,150.00	\$ 850.00	\$ 15.00		\$ 1,150.00	\$ 1,150.00	\$ 850.00	\$ 15.00	
Gardner FPD	\$ 1,100.00	\$ 1,100.00	\$ 900.00	\$ 35.00		\$ 1,100.00	\$ 1,100.00	\$ 900.00	\$ 35.00	
Glen Carbon FPD	\$ 550.00	\$ 550.00	\$ 500.00	\$ 7.00		\$ 400.00	\$ 400.00	\$ 350.00	\$ 7.00	
Glen Ellyn FD	\$ 1,200.00	\$ 1,400.00	\$ 910.00	\$ 18.00		\$ 904.00	\$ 962.00	\$ 725.00	\$ 15.00	November-13
Glenside FPD	\$ 1,200.00	\$ 1,700.00	\$ 850.00	\$ 15.00		\$ 850.00	\$ 1,000.00	\$ 700.00	\$ 13.00	January-12
Glenview FD	\$ 1,034.79	\$ -	\$ -	\$ 11.60		\$ 915.30	\$ -	\$ -	\$ 11.60	January-14
Gordon Wascott EMS	\$ 1,050.00	\$ -	\$ 850.00	\$ 13.00		\$ 950.00	\$ -	\$ 750.00	\$ 13.00	
Granite City	\$ 875.00	\$ 1,000.00	\$ 625.00	\$ 10.50		\$ 587.00	\$ 850.00	\$ 495.00	\$ 10.50	
Grant Park FPD	\$ 700.00	\$ 800.00	\$ 700.00	\$ 8.06		\$ 600.00	\$ 700.00	\$ 600.00	\$ 8.06	
Grayslake FPD	\$ 1,350.00	\$ 1,450.00	\$ 1,150.00	\$ 20.00		\$ 1,050.00	\$ 1,150.00	\$ 950.00	\$ 20.00	February-14
Greenfield FD (WI)	\$ 780.00	\$ 900.00	\$ 600.00	\$ 15.21		\$ 660.00	\$ 760.00	\$ 500.00	\$ 15.21	January-14
Grimes Fire and Rescue	\$ 550.00	\$ 669.00	\$ 928.82	\$ 16.00		\$ 550.00	\$ 669.00	\$ 450.00	\$ 16.00	
Gurnee FD	\$ 1,038.14	\$ 1,147.14	\$ 450.00	\$ 10.93		\$ 1,038.14	\$ 1,147.14	\$ 982.82	\$ 10.93	January-09
Hanover Park	\$ 725.00	\$ 975.00	\$ 825.00	\$ 10.25		\$ 725.00	\$ 975.00	\$ 625.00	\$ 10.25	
Harlem Roscoe FPD	\$ 700.00	\$ 700.00	\$ 700.00	\$ -		\$ -	\$ -	\$ -	\$ -	
Harre Hamilton County Amb.	\$ 800.00	\$ 800.00	\$ 500.00	\$ 8.25		\$ 800.00	\$ 800.00	\$ 500.00	\$ 8.25	
Hazel Crest	\$ 700.00	\$ 700.00	\$ 500.00	\$ -		\$ 429.05	\$ 589.07	\$ 361.31	\$ -	
Hebron-Alden-Greenwood FD	\$ 800.00	\$ 900.00	\$ 700.00	\$ 11.00		\$ 700.00	\$ 800.00	\$ 600.00	\$ 11.00	
Highland Park FD	\$ 710.00	\$ 945.00	\$ 660.00	\$ 8.60		\$ 535.00	\$ 770.00	\$ 450.00	\$ 8.60	May-09
Hillside FD	\$ 1,950.00	\$ 2,550.00	\$ 1,125.00	\$ 16.00		\$ 1,300.00	\$ 1,400.00	\$ 825.00	\$ 16.00	June-10
Hinckley FPD	\$ 900.00	\$ 1,000.00	\$ 800.00	\$ 7.00		\$ 440.00	\$ 600.00	\$ 390.00	\$ 7.00	
Hinsdale	\$ 1,000.00	\$ 1,200.00	\$ 800.00	\$ 25.00		\$ 650.00	\$ 800.00	\$ 550.00	\$ 10.00	
Hoffman Estates FD	\$ 757.78	\$ 1,019.08	\$ 653.26	\$ 10.92		\$ 440.09	\$ 636.98	\$ 370.60	\$ 8.32	
Homer Township FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50		\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	
Hometown FPD	\$ 1,400.00	\$ 1,600.00	\$ 1,400.00	\$ 15.00		\$ 1,200.00	\$ 1,400.00	\$ 1,200.00	\$ 15.00	
Huntley FPD	\$ 900.00	\$ 1,125.00	\$ 693.00	\$ 10.00		\$ 526.00	\$ 760.00	\$ 443.00	\$ 10.00	
Itasca FPD	\$ 950.00	\$ 1,400.00	\$ 900.00	\$ 20.00		\$ 1,000.00	\$ 1,200.00	\$ 800.00	\$ 15.00	August-13
Janesville	\$ 740.00	\$ 890.00	\$ 370.00	\$ 16.00		\$ 530.00	\$ 635.00	\$ 265.00	\$ 16.00	

Johnston	\$ 575.55	\$ 700.00	\$ 525.00	\$ 10.00	\$ 575.55	\$ 700.00	\$ 525.00	\$ 10.00	
Joliet	\$ 1,100.00	\$ 1,200.00	\$ 1,000.00	\$ 15.00	\$ 1,100.00	\$ 1,200.00	\$ 1,000.00	\$ 15.00	
Kimmundy-Alma FPD	\$ 455.00	\$ 455.00	\$ 350.00	\$ 8.50	\$ 455.00	\$ 455.00	\$ 350.00	\$ 8.50	
LaGrange FD	\$ 710.00	\$ 710.00	\$ 440.00	\$ 8.00	\$ 710.00	\$ 710.00	\$ 440.00	\$ 8.00	
LaGrange Park FD	\$ 1,200.00	\$ 1,200.00	\$ 800.00	\$ 15.00	\$ 800.00	\$ 800.00	\$ 500.00	\$ 15.00	
Lake Country Fire&Rescue (WI)	\$ 1,500.00	\$ 1,600.00	\$ 1,000.00	\$ 19.00	\$ 1,300.00	\$ 1,400.00	\$ 800.00	\$ 19.00	
Lake Egypt	\$ 900.00	\$ 1,100.00	\$ 700.00	\$ 15.00	\$ 900.00	\$ 1,100.00	\$ 700.00	\$ 15.00	
Lake Forest	\$ 735.63	\$ 903.98	\$ 666.74	\$ 6.86	\$ 587.40	\$ 703.98	\$ 524.40	\$ 6.86	
Lake Villa FPD	\$ 600.00	\$ 750.00	\$ 550.00	\$ 10.00	\$ 500.00	\$ 650.00	\$ 450.00	\$ 10.00	
Lake Zurich Rescue - Village	\$ 900.00	\$ 900.00	\$ 900.00	\$ 12.00	\$ 750.00	\$ 750.00	\$ 750.00	\$ 12.00	
Lake Zurich Rescue - District	\$ 900.00	\$ 900.00	\$ 900.00	\$ 12.00	\$ 750.00	\$ 750.00	\$ 750.00	\$ 12.00	
Lansing Police & FD	\$ 450.00	\$ 628.06	\$ 365.42	\$ 7.09	\$ 450.00	\$ 628.06	\$ 365.42	\$ 7.09	
Lemont FPD	\$ 1,000.00	\$ 1,000.00	\$ 650.00	\$ 10.00	\$ 750.00	\$ 750.00	\$ 450.00	\$ 10.00	
Libertyville	\$ 900.00	\$ 900.00	\$ 900.00	\$ 9.50	\$ 600.00	\$ 600.00	\$ 600.00	\$ 9.50	
Limestone FD	\$ 1,100.00	\$ 1,225.00	\$ 900.00	\$ 18.00	\$ 600.00	\$ 750.00	\$ 550.00	\$ 12.00	
Lincolnshire-Riverwoods FD	\$ 700.00	\$ 850.00	\$ 650.00	\$ 15.00	\$ 446.66	\$ 646.48	\$ 376.13	\$ 7.27	
Lincolnwood FD	\$ 1,000.00	\$ 1,250.00	\$ 850.00	\$ 17.00	\$ 700.00	\$ 950.00	\$ 500.00	\$ 15.00	January-10
Lisle-Woodridge FPD	\$ 1,000.00	\$ 1,200.00	\$ 700.00	\$ 15.00	\$ 550.00	\$ 750.00	\$ 350.00	\$ 15.00	October-07
Little Rock-Fox	\$ 1,300.00	\$ 1,500.00	\$ 900.00	\$ 16.00	\$ 1,300.00	\$ 1,500.00	\$ 900.00	\$ 16.00	
Lockport Township FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	\$ 850.00	\$ 950.00	\$ 750.00	\$ 9.00	
Lombard	\$ 970.00	\$ 1,100.00	\$ 750.00	\$ 11.00	\$ 580.00	\$ 700.00	\$ 440.00	\$ 10.00	
Lyons	\$ 1,200.00	\$ 1,400.00	\$ 1,000.00	\$ 15.00	\$ 700.00	\$ 800.00	\$ 600.00	\$ 15.00	
Malta FPD	\$ -	\$ -	\$ 550.00	\$ 7.00	\$ -	\$ -	\$ 400.00	\$ 7.00	
Manteno Community FPD	\$ 900.00	\$ 1,250.00	\$ 900.00	\$ 10.00	\$ 500.00	\$ 650.00	\$ 500.00	\$ 10.00	
Martinton Fire Protection	\$ -	\$ -	\$ 300.00	\$ 7.00	\$ -	\$ -	\$ 300.00	\$ 7.00	
Maryville	\$ 500.00	\$ 730.00	\$ 425.00	\$ 9.00	\$ 450.00	\$ 650.00	\$ 380.00	\$ 9.00	
Matteson FD	\$ 750.00	\$ 850.00	\$ 650.00	\$ 10.00	\$ 550.00	\$ 650.00	\$ 450.00	\$ 10.00	
Mattoon FD	\$ 893.00	\$ 1,096.00	\$ 606.00	\$ 11.10	\$ 650.00	\$ 800.00	\$ 425.00	\$ 11.10	July-14
Maywood FD	\$ -	\$ -	\$ 700.00	\$ 15.00	\$ -	\$ -	\$ 500.00	\$ 15.00	
McFarland-Village Of	\$ 800.00	\$ 850.00	\$ 725.00	\$ 15.50	\$ 675.00	\$ 750.00	\$ 625.00	\$ 15.00	
McHenry Township FD	\$ 575.00	\$ 675.00	\$ 525.00	\$ 10.00	\$ 475.00	\$ 575.00	\$ 425.00	\$ 10.00	
Menomonie FD	\$ 1,200.00	\$ 1,350.00	\$ 1,075.00	\$ 18.00	\$ 975.00	\$ 1,050.00	\$ 850.00	\$ 18.00	
Midlothian	\$ 850.00	\$ 950.00	\$ 750.00	\$ 16.00	\$ 800.00	\$ 900.00	\$ 700.00	\$ 16.00	
Minong Area Amb	\$ -	\$ -	\$ 800.00	\$ 15.00	\$ -	\$ -	\$ 600.00	\$ 12.00	
Minooka FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	
Mokena FPD	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00	\$ -	\$ -	\$ -	\$ -	\$ -	
Moline FD	\$ 875.00	\$ 1,164.00	\$ 690.00	\$ 17.50	\$ 875.00	\$ 1,164.00	\$ 690.00	\$ 17.50	January-12
Monee FPD	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 10.00	\$ 600.00	\$ 600.00	\$ 600.00	\$ 10.00	
Montgomery FPD	\$ 850.00	\$ 950.00	\$ 750.00	\$ 10.00	\$ 650.00	\$ 750.00	\$ 550.00	\$ 10.00	
Mount Hope-Funks Grove FPD	\$ 740.00	\$ -	\$ 680.00	\$ 10.00	\$ 740.00	\$ -	\$ 680.00	\$ 10.00	January-12
Mount Prospect-Village Of	\$ 650.00	\$ 850.00	\$ 575.00	\$ 8.00	\$ 550.00	\$ 750.00	\$ 475.00	\$ 8.00	
Mundelein FD	\$ 940.09	\$ 1,136.98	\$ 870.60	\$ 7.09	\$ 540.09	\$ 736.98	\$ 470.60	\$ 7.09	
Murietta	\$ -	\$ -	\$ 350.00	\$ -	\$ -	\$ -	\$ 350.00	\$ -	
Naperville	\$ 944.80	\$ 1,130.30	\$ 817.28	\$ 8.28	\$ 689.78	\$ 944.80	\$ 562.25	\$ 8.28	
Nauvoo Fire Prot Dist.	\$ 1,025.00	\$ 1,325.00	\$ 825.00	\$ 15.00	\$ 1,025.00	\$ 1,325.00	\$ 825.00	\$ 15.00	
New Lenox Fire & AD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	
Newport FPD	\$ 725.00	\$ 800.00	\$ 550.00	\$ 10.00	\$ 625.00	\$ 700.00	\$ 450.00	\$ 10.00	
North Aurora FPD	\$ 800.00	\$ 900.00	\$ 800.00	\$ -	\$ 600.00	\$ 900.00	\$ 600.00	\$ -	
North Palos	\$ 1,650.00	\$ 2,100.00	\$ 1,275.00	\$ 16.00	\$ 1,100.00	\$ 1,375.00	\$ 850.00	\$ 16.00	
Northbrook FD	\$ 700.00	\$ 700.00	\$ 700.00	\$ -	\$ 500.00	\$ 500.00	\$ 500.00	\$ -	May-09
Northwest Homer FPD	\$ 750.00	\$ -	\$ 650.00	\$ 10.00	\$ 650.00	\$ -	\$ 550.00	\$ 10.00	July-12
Northwestern Area Ambulance	\$ 650.00	\$ 650.00	\$ 450.00	\$ 10.00	\$ 550.00	\$ 550.00	\$ 350.00	\$ 8.00	

Norwood Park FPD	\$ 1,650.00	\$ 1,850.00	\$ 1,000.00	\$ 25.00	\$ 1,500.00	\$ 1,700.00	\$ 800.00	\$ 25.00	August-13
Nunda Rural FD	\$ 900.00	\$ 900.00	\$ 700.00	\$ 10.00	\$ 900.00	\$ 900.00	\$ 700.00	\$ 10.00	
Oak Brook Village OF	\$ 800.00	\$ 900.00	\$ 650.00	\$ 10.00	\$ 700.00	\$ 800.00	\$ 550.00	\$ 10.00	
Oak Lawn FD	\$ 1,250.00	\$ 1,350.00	\$ 1,100.00	\$ 15.00	\$ 1,150.00	\$ 1,250.00	\$ 1,000.00	\$ 15.00	
Oak Park FD	\$ -	\$ 1,000.00	\$ 700.00	\$ 15.00	\$ -	\$ 800.00	\$ 500.00	\$ 15.00	September-12
Orland FP	\$ 1,200.00	\$ 1,250.00	\$ 1,100.00	\$ 15.00	\$ 1,100.00	\$ 1,200.00	\$ 1,000.00	\$ 15.00	
Oswego FPD	\$ 1,100.00	\$ 1,250.00	\$ 900.00	\$ 10.00	\$ 900.00	\$ 1,150.00	\$ 800.00	\$ 10.00	
Ottawa FD	\$ 900.00	\$ 1,100.00	\$ 700.00	\$ 15.00	\$ 450.00	\$ 550.00	\$ 350.00	\$ 15.00	October-14
Palatine FD (Village)	\$ 645.00	\$ 934.00	\$ 543.00	\$ 7.00	\$ 529.00	\$ 765.00	\$ 445.00	\$ 7.00	
Palatine Rural FD	\$ 1,115.00	\$ 1,350.00	\$ 945.00	\$ 10.00	\$ 825.00	\$ 1,000.00	\$ 700.00	\$ 10.00	
Palos Heights Fire Protection	\$ 1,095.00	\$ 1,195.00	\$ 995.00	\$ 15.00	\$ 895.00	\$ 995.00	\$ 795.00	\$ 10.00	
Park Forest FD	\$ 800.00	\$ 900.00	\$ 700.00	\$ 12.50	\$ 525.00	\$ 725.00	\$ 425.00	\$ 12.50	
Park Ridge FD	\$ 950.00	\$ 1,150.00	\$ 650.00	\$ 15.00	\$ 700.00	\$ 950.00	\$ 500.00	\$ 15.00	
Peoria Heights	\$ 800.00	\$ 850.00	\$ 700.00	\$ 10.00	\$ 750.00	\$ 800.00	\$ 600.00	\$ 10.00	
Pickerel	\$ 1,600.00	\$ 1,775.00	\$ 1,400.00	\$ 15.00	\$ 1,400.00	\$ 1,575.00	\$ 1,200.00	\$ 15.00	
Plainfield FD	\$ 1,300.00	\$ 1,500.00	\$ 1,000.00	\$ 15.00	\$ 1,300.00	\$ 1,500.00	\$ 1,000.00	\$ 15.00	
Pleasant Prairie FD	\$ 875.00	\$ 875.00	\$ 635.00	\$ 14.00	\$ 775.00	\$ 775.00	\$ 535.00	\$ 14.00	
Posen FD	\$ 900.00	\$ -	\$ 900.00	\$ 20.00	\$ 750.00	\$ -	\$ 750.00	\$ 20.00	January-09
PrairieLand Community Amb Service	\$ -	\$ -	\$ 400.00	\$ 8.00	\$ -	\$ -	\$ 400.00	\$ 8.00	
Prospect Heights	\$ 850.00	\$ 950.00	\$ 700.00	\$ 10.00	\$ 550.00	\$ 750.00	\$ 500.00	\$ 10.00	
Pyramid Lake Paiute Tribe	\$ 1,025.00	\$ -	\$ 960.00	\$ 24.00	\$ 1,025.00	\$ -	\$ 960.00	\$ 24.00	
Richmond FPD	\$ 900.00	\$ 1,100.00	\$ 650.00	\$ 9.50	\$ 900.00	\$ 1,100.00	\$ 650.00	\$ 9.50	January-13
Riverside FD	\$ 1,000.00	\$ 1,000.00	\$ 800.00	\$ 15.00	\$ 700.00	\$ 850.00	\$ 500.00	\$ 15.00	
Roberts Park FPD	\$ 1,650.00	\$ 2,100.00	\$ 1,275.00	\$ 16.00	\$ 1,500.00	\$ 1,900.00	\$ 1,150.00	\$ 16.00	
Rochester FD	\$ 1,500.00	\$ 1,500.00	\$ 1,000.00	\$ 16.00	\$ 1,500.00	\$ 1,500.00	\$ 1,000.00	\$ 16.00	
Rockford FD	\$ 1,310.00	\$ 1,510.00	\$ 1,200.00	\$ 16.00	\$ 655.00	\$ 755.00	\$ 600.00	\$ 16.00	January-13
Rockton FPD	\$ 900.00	\$ 900.00	\$ 900.00	\$ 15.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 15.00	
Rolling Meadows FD	\$ 450.00	\$ 600.85	\$ 375.00	\$ 7.00	\$ 450.00	\$ 600.85	\$ 375.00	\$ 7.00	
Romeoville FD	\$ 825.00	\$ 925.00	\$ 750.00	\$ 10.00	\$ 700.00	\$ 800.00	\$ 550.00	\$ 10.00	
Roselle FD	\$ 1,000.00	\$ 1,200.00	\$ 800.00	\$ 20.00	\$ 900.00	\$ 1,000.00	\$ 700.00	\$ 15.00	October-13
Rosemont FD	\$ 700.00	\$ 700.00	\$ 500.00	\$ -	\$ -	\$ -	\$ -	\$ -	
Sandoval FPD	\$ 455.00	\$ 500.00	\$ 350.00	\$ 7.00	\$ 400.00	\$ 450.00	\$ 350.00	\$ 7.00	
Sandwich Community FPD	\$ 1,200.00	\$ 1,200.00	\$ 1,100.00	\$ 20.00	\$ 750.00	\$ 750.00	\$ 650.00	\$ 15.00	
Schaumburg	\$ 776.00	\$ 956.00	\$ 632.00	\$ 7.16	\$ 436.00	\$ 632.00	\$ 367.00	\$ 7.16	
Scott Township Volunteer FD	\$ 800.00	\$ 950.00	\$ 500.00	\$ 12.00	\$ 800.00	\$ 950.00	\$ 500.00	\$ 12.00	
Skokie FD	\$ 950.00	\$ 1,150.00	\$ 650.00	\$ 15.00	\$ 700.00	\$ 950.00	\$ 500.00	\$ 15.00	March-08
Somanouk FD	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	\$ 12.00	\$ 600.00	\$ 600.00	\$ 600.00	\$ 12.00	
South Beloit FD	\$ 1,024.00	\$ 1,024.00	\$ 1,024.00	\$ 12.00	\$ 816.00	\$ 816.00	\$ 816.00	\$ 12.00	
South Chicago Heights FD	\$ 850.00	\$ 850.00	\$ 750.00	\$ 10.00	\$ 850.00	\$ 850.00	\$ 750.00	\$ 10.00	
South Elgin FD	\$ 742.42	\$ 940.34	\$ 672.56	\$ 7.16	\$ 442.42	\$ 640.34	\$ 372.56	\$ 7.16	
South Holland FD	\$ 600.00	\$ -	\$ 500.00	\$ 10.00	\$ 550.00	\$ -	\$ 450.00	\$ 10.00	January-11
South Shore Consolidated	\$ 650.00	\$ 650.00	\$ 500.00	\$ 14.00	\$ 600.00	\$ 600.00	\$ 450.00	\$ 14.00	
Spring Bay FPD	\$ -	\$ -	\$ 400.00	\$ 8.00	\$ -	\$ -	\$ 300.00	\$ 8.00	January-10
Spring Grove FPD	\$ 1,050.00	\$ 1,250.00	\$ 850.00	\$ 12.00	\$ 1,050.00	\$ 1,250.00	\$ 850.00	\$ 12.00	
St. Francis FD (WI)	\$ -	\$ -	\$ 550.00	\$ 14.00	\$ -	\$ -	\$ 475.00	\$ 14.00	
Steger Estates	\$ 1,050.00	\$ 1,125.00	\$ 950.00	\$ 10.00	\$ 1,050.00	\$ 1,125.00	\$ 950.00	\$ 10.00	
Streamwood FD	\$ 725.00	\$ 975.00	\$ 625.00	\$ 10.50	\$ 440.64	\$ 637.77	\$ 371.07	\$ 7.27	
Sugar Grove FPD	\$ 900.00	\$ 900.00	\$ 650.00	\$ 12.00	\$ 610.51	\$ 610.51	\$ 450.00	\$ 6.86	
Teays Valley Volunteer FD	\$ 450.00	\$ 600.00	\$ 350.00	\$ 8.00	\$ 450.00	\$ 600.00	\$ 350.00	\$ 8.00	
Tri-City	\$ 1,000.00	\$ 1,150.00	\$ 825.00	\$ 10.00	\$ 800.00	\$ 925.00	\$ 615.00	\$ 10.00	
Tri-County Ambulance Dist	\$ -	\$ -	\$ 175.00	\$ 7.50	\$ -	\$ -	\$ 175.00	\$ 7.50	October-10
Tri-State FPD	\$ 1,250.00	\$ 1,250.00	\$ 1,000.00	\$ 15.00	\$ 1,000.00	\$ 1,000.00	\$ 750.00	\$ 15.00	

The Troy FPD	\$ 525.00	\$ 730.00	\$ 450.00	\$ 9.00		\$ 450.00	\$ 650.00	\$ 380.00	\$ 9.00	
Tremont FPD	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ 600.00	\$ -	
Troy FPD	\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50		\$ 1,500.00	\$ 1,800.00	\$ 1,200.00	\$ 17.50	
Villa Park FD	\$ 780.00	\$ 960.00	\$ 650.00	\$ 11.00		\$ 500.00	\$ 740.00	\$ 440.00	\$ 9.00	March-11
Wauconda FPD	\$ 700.00	\$ 800.00	\$ 600.00	\$ 10.00		\$ 600.00	\$ 700.00	\$ 500.00	\$ 10.00	
Waukegan FD	\$ 850.00	\$ 950.00	\$ 750.00	\$ 6.87		\$ 650.00	\$ 750.00	\$ 550.00	\$ 6.87	
Waukesha	\$ 1,050.00	\$ 1,260.00	\$ 945.00	\$ 25.00		\$ 840.00	\$ 1,050.00	\$ 735.00	\$ 25.00	
Wauwatosa	\$ 812.21	\$ 936.94	\$ 536.41	\$ 15.21		\$ 687.49	\$ 791.93	\$ 431.96	\$ 15.21	
West Allis (WI)	\$ 812.21	\$ 936.94	\$ 600.00	\$ 15.21		\$ 687.49	\$ 791.93	\$ 500.00	\$ 14.00	January-14
West Peoria	\$ 450.00	\$ -	\$ 350.00	\$ 8.00		\$ 450.00	\$ -	\$ 350.00	\$ 8.00	
Western Springs FD	\$ 900.00	\$ 1,000.00	\$ 800.00	\$ 15.00		\$ 600.00	\$ 700.00	\$ 500.00	\$ 15.00	
Westmont FD	\$ 1,200.00	\$ 1,200.00	\$ 800.00	\$ 16.00		\$ 820.00	\$ 820.00	\$ 550.00	\$ 14.00	
Wheaton FD	\$ 860.00	\$ 1,000.00	\$ 700.00	\$ 11.00		\$ 527.00	\$ 763.00	\$ 444.00	\$ 10.00	
Williamson Valley (AZ)	\$ 1,469.95	\$ 1,469.95	\$ 1,469.95	\$ 10.74		\$ -	\$ -	\$ -	\$ -	
Wilmette FD	\$ 550.00	\$ 700.00	\$ 450.00	\$ 7.50		\$ 550.00	\$ 700.00	\$ 450.00	\$ 7.50	
Wilmington FPD	\$ 1,200.00	\$ 1,400.00	\$ 1,000.00	\$ 15.00		\$ 1,000.00	\$ 1,200.00	\$ 800.00	\$ 15.00	
Winnetka FD (Kennilworth)	\$ 850.00	\$ 850.00	\$ 650.00	\$ 12.00		\$ 675.00	\$ 675.00	\$ 525.00	\$ 12.00	
Winthrop Harbor FD	\$ 1,200.00	\$ 1,200.00	\$ 1,000.00	\$ 10.00		\$ 1,200.00	\$ 1,200.00	\$ 1,000.00	\$ 10.00	
Woodstock FPD	\$ 1,000.00	\$ 1,100.00	\$ 750.00	\$ 10.00		\$ 750.00	\$ 900.00	\$ 500.00	\$ 10.00	April-11
York Center FPD	\$ 800.00	\$ 900.00	\$ 700.00	\$ 10.00		\$ 500.00	\$ 650.00	\$ 400.00	\$ 10.00	January-13
Zion FD	\$ 918.00	\$ 1,020.00	\$ 816.00	\$ 15.00		\$ 816.00	\$ 918.00	\$ 714.00	\$ 15.00	
<b>TOTAL</b>	<b>\$200,060.40</b>	<b>\$ 220,553.65</b>	<b>\$ 168,060.90</b>	<b>\$ 2,735.27</b>		<b>\$ 157,138.26</b>	<b>\$175,828.31</b>	<b>\$130,624.23</b>	<b>\$ 2,562.11</b>	
<b>AVERAGE</b>	<b>\$ 943.68</b>	<b>\$ 1,102.77</b>	<b>\$ 760.46</b>	<b>\$ 12.78</b>		<b>\$ 766.53</b>	<b>\$ 906.33</b>	<b>\$ 601.95</b>	<b>\$ 12.20</b>	

# PRIVATE AMBULANCE CHARGES

Private Ambulance Charges

**ANDRES MEDICAL BILLING CLIENT BASE BILLING RATES - PRIVATES**

Last Updated: 4/29/15 - DR

DEPARTMENT				WHEELCHAIR CHARGES				
	ALS NON EMER	BLS NON EMER	Critical Care	MEDCARS	MEDCAR MILEAGE	SERV CAR	SERV CAR MILEAGE	MEDIVAN
A-Tec Ambulance	\$ 1,000.00	\$ 750.00	\$ 1,400.00	\$ -	\$ -	\$ -	\$ -	\$ -
A-Tec/Integrity Medcars	\$ -	\$ -	\$ -	\$ 70.00	\$ 3.00	\$ 70.00	\$ 3.00	\$ 25.00
Guardian Critical Care	\$ 1,250.00	\$ 575.00	\$ 2,200.00	\$ -	\$ -	\$ -	\$ -	\$ -
Kurtz Ambulance(Kurtz, Morris, R8, SM, Vanguard, Ingalls, Tinley, SCHG)	\$ 1,200.00	\$ 1,000.00	\$ 1,600.00	\$ -	\$ -	\$ -	\$ -	\$ -
Kurtz Medicar(Kurtz, Morris, R8, SM, Vanguard, Ingalls, Tinley)	\$ -	\$ -	\$ -	\$ 50.00	\$ 7.00	\$ -	\$ -	\$ -
Kurtz Service Car(Kurtz, Morris, R8, SM, Vanguard, Ingalls)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8.23	\$ 1.06	\$ -
Midwest - First Care	\$ 1,600.00	\$ 1,000.00	\$ 2,000.00	\$ 100.00	\$ 4.00	\$ 30.00	\$ 4.00	\$ -
Northwest Rescue	\$ 2,500.00	\$ 1,000.00	\$ 3,250.00					
OSF Lifeline - Ambulance	\$ 625.00	\$ 521.00	\$ 1,700.00	\$ -	\$ -	\$ -	\$ -	\$ -
OSF Lifeline - MC/WC	\$ -	\$ -	\$ -	\$ 35.00	\$ 1.55	\$ 35.00	\$ 1.55	\$ -
<b>TOTAL</b>	<b>\$8,175.00</b>	<b>\$4,846.00</b>	<b>\$12,150.00</b>	<b>\$255.00</b>	<b>\$15.55</b>	<b>\$143.23</b>	<b>\$9.61</b>	<b>\$25.00</b>
<b>AVERAGE</b>	<b>\$1,362.50</b>	<b>\$807.67</b>	<b>\$2,025.00</b>	<b>\$63.75</b>	<b>\$3.89</b>	<b>\$35.81</b>	<b>\$2.40</b>	<b>\$25.00</b>

Last Date Edited

4/1/15

5/17/15

5/17/15

# ADDITIONAL CHARGES

**ANDRES MEDICAL BILLING CLIENT BASE BILLING RATES - ADDITIONAL CHARGES**

\*\*\* Services that list fees for both Non and Res are only showing the Non Res fees for average purposes.

Last Updated: 10/3/15 - DR

Department	NTNT/Ref Non	NTNT/Ref Res	NT A Non	NT A2 Non	NT B Non	NT A Res	NT A2 Res	NT B Res	Oxygen	Restraints	Ext Of Car Fires	Extr (per vehicle)	Pers. Use per hr	Pers. Use per person	Eng/Amb / Veh Ass per hr	Other
Addison FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$300.00	Extra rates are for MulAid Bloomingdale
Algonquin	\$100.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Arlington Hts FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Arivaca FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
A-Tec Ambulance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
A-Tec /Integrity	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00	\$0.00
Aurora	\$0.00	\$0.00	\$313.85	\$412.54	\$249.96	\$223.33	\$323.24	\$188.07	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Barrington FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Barrington Countryside	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Beecher FPD	\$200.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$43.00	\$0.00	\$500.00	\$475.00	\$0.00	\$70.00	\$250.00	\$0.00
Beloit	\$342.00	\$342.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$61.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bensenville FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00
Bethany FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Big Rock VFD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bloomfield-Genoa City	\$125.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bloomington FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bourbonnais FD	\$125.00	\$125.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$70.00	\$0.00	\$250.00
Braceville FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bradley FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40.00	\$0.00	\$150.00	\$0.00
Braidwood FPD	\$200.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00
Bristol	\$250.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Calumet City FD	\$0.00	\$0.00	\$275.00	\$0.00	\$200.00	\$275.00	\$0.00	\$200.00	\$50.00	\$0.00	\$500.00	\$500.00	\$35.00	\$0.00	\$125.00	\$0.00
Calumet Park	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Carol Stream FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Carpentersville	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cary FPD	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Channahon FPD	\$200.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	\$0.00	\$0.00	No transport charge must have treatment
Chatham FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Clayton County Brd of Comm	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Collinsville	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Countryside FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
County of Portage	\$0.00	\$0.00	\$200.00	\$0.00	\$200.00	\$200.00	\$0.00	\$200.00	\$60.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Crescent-Iroquois	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$30.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Crete FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Crete Township	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$450.00	\$35.00	\$0.00	\$125.00	\$0.00
Crystal Lake	\$0.00	\$0.00	\$648.24	\$0.00	\$609.53	\$250.24	\$0.00	\$208.53	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeKalb	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Inter: \$495/\$711 NIU Stud: \$658/\$939/\$545
Des Plaines	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Downers Grove FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dwight	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$0.00	\$0.00
East Dundee	\$200.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
East Joliet FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00	\$0.00	\$75.00	\$0.00	\$0.00
East Peoria FD	\$550.00	\$550.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00	\$250.00	\$0.00	\$175.00	\$0.00	No transport charge must have treatment
East Troy Area	\$200.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Elburn	\$100.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Elgin FD	\$400.00	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Elk Grove Rural	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Elk Grove Village FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Evanston FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Fanna	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$30.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$125.00	\$0.00
Flossmoor	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Fox River Grove	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Frankfort FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Franklin Grove FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$125.00	\$0.00
Freeport	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Fulton FPD	\$200.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Garden Valley FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Gardner FPD	\$250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Glen Carbon FPD	\$80.00	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$125.00	\$0.00
Gordon Wasscott EMS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Granite City	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Grant Park FPD	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$0.00	\$0.00
Grimes	\$0.00	\$0.00	\$250.00	\$0.00	\$150.00	\$250.00	\$0.00	\$150.00	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Guardian	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hanover Park FD	\$0.00	\$0.00	\$400.00	\$0.00	\$200.00	\$400.00	\$0.00	\$200.00	\$0.00	\$0.00	\$500.00	\$500.00	\$120.00	\$0.00	\$500.00	\$0.00
Hartem Roscoe FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Harre Hamilton	\$0.00	\$0.00	\$0.00	\$0.00												



Department	NTNT/Ref Non	NTNT/Ref Res	NT A Non	NT A2 Non	NT B Non	NT A Res	NT A2 Res	NT B Res	Oxygen	Restraints	Ext Of Car Fires	Extr (per vehicle)	Pers. Use per hr	Pers. Use per person	Eng/Amb / Veh Ass per hr	Other
Schaumburg FD	\$310.00	\$310.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Scott Township Volunteer FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Selma	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$125.00	\$0.00	
Somanouk FD	\$250.00	\$250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
South Beloit FD	\$125.00	\$125.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
South Cha Hts.	\$250.00	\$250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	\$500.00	\$100.00	\$0.00	\$50.00	
South Elgin FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
South Shore Consolidated	\$0.00	\$0.00	\$300.00	\$0.00	\$200.00	\$300.00	\$0.00	\$200.00	\$60.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Spring Grove FPD	\$0.00	\$0.00	\$750.00	\$0.00	\$0.00	\$750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	No transport charge must have treatment
Steger Estates	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Streamwood FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Sugar Grove FPD	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Teays Valley Volunteer FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Tri-City	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Tri-State FPD	\$400.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	\$0.00	\$0.00	\$0.00	No transport charge must have treatment
The Troy FPD	\$75.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Troy FPD	\$200.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$125.00	\$300.00	\$35.00	\$0.00	\$0.00	
Wauconda FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Waukegan	\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Waukegan FD	\$0.00	\$0.00	\$250.00	\$0.00	\$200.00	\$250.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Waukesha	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	NTNT charges only when meds are used
Wauwatosa	\$177.45	\$129.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$78.08	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Western Springs FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00	\$0.00	\$0.00	\$0.00	
West Peoria	\$75.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Westmont FD	\$750.00	\$350.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Wheaton FD	\$150.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Williamson Valley	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Wilmette FD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Wilmington FPD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Winnetka FD (Kennilworth)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Winthrop Harbor	\$250.00	\$250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Zion FD	\$0.00	\$0.00	\$925.00	\$1,119.00	\$638.00	\$925.00	\$1,119.00	\$638.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	No transport charge must have treatment
<b>TOTAL</b>	\$15,459.45	\$10,961.79	\$12,572.09	\$2,806.54	\$5,431.49	\$10,018.57	\$2,542.24	\$4,519.60	\$1,036.08	\$255.00	\$3,775.00	\$10,325.00	\$1,281.25	\$1,290.00	\$4,605.00	
<b>AVERAGE</b>	\$220.85	\$174.00	\$523.84	\$701.64	\$301.75	\$435.59	\$635.56	\$251.09	\$53.78	\$85.00	\$377.50	\$413.00	\$52.55	\$129.00	\$191.88	



**HANOVER PARK FIRE DEPARTMENT  
INTEROFFICE MEMORANDUM**

**DATE:** November 17, 2015

**TO:** Juliana Maller, Village Manager

**FROM:** Craig A. Haigh, Fire Chief *CH*

**SUBJECT:** Ambulance Rates

As a follow up to my November 6, 2015 Ambulance Rate memo, additional information is provided based on your questions.

**Collection Rate and Comparables**

I spoke with Andres Medical Billing related to our current collection rate as well as area comparables billed by their firm. Hanover Park has a collection percentage of just over 70% with Elgin being the only other area community with a rate lower than ours. Andres' staff believes that this is due to our high patient self-pay percentage (20.98%) compared to other communities.

	<b>Collection Percentage</b>
<b>Hanover Park</b>	<b>70.6%</b>
Schaumburg	82%
Elgin	69%
Streamwood	89%
Carpentersville	81%

**Projected Increase in Revenue**

Andres confirmed that should we as a Village elect to increase our ambulance billing rates, we will likely see an increase in overall revenue. This revenue will be generated primarily through insurance billing and will likely exclude an increase from Medicare, Medicaid and self-pay patients. Based on our projected 2015 call volume and the recommended rates provided in my previous memo, it

is estimated that a rate increase would generate roughly \$115,000 annually in additional revenue. The below chart provides specifics.

Service Type	Current Rate	Proposed Rate	Difference	Projected Annual Number of Calls per Category	Increased Potential Revenue based on Call Volume	Potential Revenue based on Insurance Pay (excludes Medicare, Medicaid, and Self-Pay)
Basic Life Support -- Non Emergency	\$500	\$800	\$300			
Advance Life Support -- Non emergency	\$650	\$900	\$250			
Basic Life Support -- Emergency	\$625	\$800	\$175	920	\$161,000	\$45,080
Advance Life Support -- Emergency	\$725	\$900	\$175	1120	\$196,000	\$54,880
Advanced Life Support II -- Emergency	\$975	\$1,200	\$225	23	\$5,175	\$1,449
Basic Life Support -- No Transport	\$200	\$525	\$325	113	\$36,725	\$10,283
Advanced Life Support -- No Transport	\$400	\$700	\$300	39	\$11,700	\$3,276
Critical Care Transport	\$1,100	\$2,000	\$900			
						\$114,968

Please advise as to how you would like me to proceed.

CAH/rd