

Bartlett Jackson Ambulance Committee

Meeting Minutes: October 28, 2013

Attendance: Chairman Gene Chandler, Bartlett Selectman Douglas Garland, Bartlett Selectman David Patch, Jackson Selectman John Allen, Jackson Selectman Bob Thompson, Jackson Selectman Bill Lockard, Bartlett Jackson Ambulance Director Sue Gaudette, Bartlett Jackson Ambulance Director Rick Murnik (arrived at 5:00 PM)  
Reporters: None

Meeting opened at 04:35 PM.

Chairman Chandler inquired who the Jackson Selectmen had appointed to be on the committee. Allen stated that it was the Selectmen, but they hadn't officially appointed them. They will take care of that at their next meeting. Chairman Chandler stated that he had reviewed the by-laws for the ambulance service and would make the following suggestion or at least suggest that these things be thought about.

- 1.) That where it says "he" in them that it be at least changed to "he/she". We should think about making them gender neutral.
- 2.) We might also want to look at the section on voting that states that no vote shall prevail unless two members from each Town shall concur in the vote.
- 3.) Garland suggested that we clean up the by-laws and that we take out holding meetings four times a year to semi-annual meetings and special meetings if there is a need.
- 4.) Chairman Chandler stated that any of these changes would have to be a warrant article that would be voted on at town meeting and the warrant article for each town should read the same way. Everyone was in agreement and will get back in touch before the warrant article is done.

Chairman Chandler asked Gaudette to give them an update on the collection of money for the ambulance services. Gaudette stated that we have \$112,000.00 in collection right now. That \$15,000.00 was written off on assignment from Medicare. That \$42,000.00 is delinquent by six years and they can't collect on that as it is too old. Garland inquired if we received any of the \$75,000.00 that was outstanding back in January. Gaudette said that they received \$88,597.00 this year and have generated invoices for around \$168,000.00. Chandler stated this is unacceptable. Gaudette stated that the big problem is motor vehicle accidents as they can't bill the insurance company only the patient. Chandler stated that we need to be very aggressive. Gaudette commented that there is some insurance that is still out and that they should receive \$5,000-\$6,000 from Medicare. In April they were approved for Medicaid so we should be getting some money from that. Thompson inquired as to what other towns do about collecting money. Gaudette commented that other towns have the same issues. She also stated that she does put things into the collection agencies hands after 6-8 months and that she will be going back as far as May to try to collect money from Medicaid which we receive thirty cents on a dollar. Thompson inquired if we should consider putting liens on people's property. Gaudette stated that the problem is that most of them are out of state people. Allen inquired as to how much money do we charge per run. Gaudette stated that it is \$600.00 plus mileage. Gaudette suggested that we may want to consider going to swipe cards that

are used on the smart phones. Garland inquired as to how much money we have received through the collection agency. Gaudette replied \$773.00. Allen commented that it is time to change collection agencies. Thompson inquired if we have a contract with them. Gaudette replied that we do agree to pay them 1/3 of the money collected. Chandler inquired if she has a breakdown of the various incidents such as motor vehicle accidents, injured hikers, medical, etc. and which ones aren't we getting paid for. Gaudette stated that they use two different computer programs for entering data and billing and the two aren't compatible so she isn't able to obtain that information unless she goes back and does it manually. Garland commented that perhaps we are going to have to threaten to take people to court. Gaudette stated that you can only take the NH people to court and that it costs money to do so. Chandler inquired if anyone would volunteer to work with Gaudette to assist her with obtaining incident breakdowns and see if they can come up with a possible solution to the collection of money. Thompson stated that he and the Jackson Administrator, Julie, would work with Gaudette. Thompson stated that Julie is very good with the computer and perhaps she can come up with a way to sort out the in state and out of state billing. Murnik mentioned that they may want to consider looking at going to Pay Pal. Thompson stated that they will look at all options and get back to the committee with their recommendations. Murnik stated that one issue is that they never know just what they will use for supplies and how much the hospital is going to charge them to restock the medical supplies. Allen stated that getting something would be better than nothing. Selectman Garland inquired if we are running in the red. Gaudette stated that they are covering most of the operational costs. She also mentioned that Bartlett didn't send her the full amount of money she had requested. Chandler stated that we will do our 60%. Chandler mentioned that they might want to research finding other collection agencies. Thompson stated that he will put Julie to work on this. Murnik informed the committee that they have implemented electronic scheduling for the ambulance members and this seems to be enticing more people to sign up. Murnik also let them know that they are working closely with SOLO and are presifting their students and recruiting for them so they are offering our members a free SOLO refresher class. This program seems to be working well. Murnik would also like to see more involvement from the Bartlett Police Department when they get calls for motor vehicle accidents so that they can determine if the fire department is needed or not. Gaudette and Murnik had left the meeting when Chandler remembered that the fire department is having an issue with the ambulance crew leaving the bay doors open which is costly at this time of the year. Allen stated that he attends the monthly ambulance department meetings and will mention this to them at the time.

Meeting adjourned at 05:20 PM.

Respectfully submitted,

Brenda Medeiros, Bartlett Selectmen Sec.