

TRI-TOWN EMS  
BOARD OF DIRECTORS MEETING  
Wednesday, September 12, 2018  
Pembroke Town Hall  
311 Pembroke Street  
Pembroke, New Hampshire 03275

The September 12, 2018 meeting of the Tri-Town EMS Board of Directors was called to order by Chairman Harold Paulsen at 3:31 p.m.

**Roll Call**

Present on the Board: Mike O'Meara, Dave Jodoin, Bob Bourque, Shawn Murray, and Harold Paulsen

Present on the Staff: Chris Gamache, Director; Stephanie Locke, Assistant Director

**Approve minutes of previous meeting**

On motion of Chief Murray, duly seconded by Mr. Bourque, it was unanimously voted to approve the minutes of the August 8, 2018 meeting.

On motion of Chief Murray, duly seconded by Mr. Bourque, it was unanimously voted to approve the minutes of the July 11, 2018 non-public session.

**Approve expenditures**

Mr. Jodoin presented Payroll manifests for September 13<sup>th</sup>, August 30<sup>th</sup>, August 16<sup>th</sup>, August 2<sup>nd</sup>, and July 19<sup>th</sup>. He presented Accounts Payable manifests for August 30<sup>th</sup> and July 31<sup>st</sup>.

On motion of Mr. Bourque, duly seconded by Chief Murray, it was unanimously voted to approve the Payroll manifests for September 13<sup>th</sup>, August 30<sup>th</sup>, August 16<sup>th</sup>, August 2<sup>nd</sup>, and July 19<sup>th</sup>; and he Accounts Payable manifests of August 30<sup>th</sup> and July 31<sup>st</sup>.

**Approve purchase orders**

There were no purchase orders presented for approval.

**ComStar billing report**

Mr. Jodoin reported the figures for August. Billings totaled \$102,380, including Allenstown, Pembroke and all other towns. Collections totaled \$28,000. Write-offs were \$50,000. The Uncollected Balance at the end of August was \$677,000, an increase of \$23,000.

Mr. Bourque asked about the collections report which Mr. Gamache had been asked to prepare.

Mr. Jodoin said that he asked Mr. Gamache to analyze the entire uncollected list and Mr. Gamache prepared a comprehensive report on the status of all uncollected accounts, divided into seven groups. For the first group, Mr. Jodoin asked the Board to approve the write-off of \$3,223.22. These patients have not filed for hardship but their balances are small.

Mr. Gamache said that these patients are never going to pay. These are balances due after Medicare and Medicaid payments. All are pre-2018. One patient is deceased. It would be fruitless to send these to collections.

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was unanimously voted to write off \$3,223.22 and to instruct Mr. Gamache to contact ComStar regarding these write-offs.

Mr. Jodoin stated that the second group, representing \$126,878.48, be sent to First Financial.

On motion of Mr. O'Meara, duly seconded by Mr. Bourque, it was unanimously voted to send these accounts totaling \$126,878.48 to First Financial for collection.

Mr. Jodoin continued, saying that the third group of accounts represent patients who have filed for hardship. They should be put on hold at this time.

Mr. Jodoin said that the fourth group are potential legal matters, and the total amount due from these accounts is \$22,805.88. These patients received checks directly from their insurance company and cashed them.

Mr. Gamache stated that if they are forwarded for collection, First Financial will keep one-third of what they collect. He asked if Tri-Town should try to contact them first. Mr. Gamache said that Derry sometimes takes patients to small claims court, and that he could find out from them what the procedure is.

Chair Paulsen said that perhaps they don't open mail from ComStar, thinking it is junk mail. He suggested a letter from Tri-Town might get them to pay.

Mr. Jodoin said that, since there are only about 20 of these accounts, the letters should be sent by certified/return receipt mail.

Mr. Gamache said that Governor Sununu intervened and learned that it was Anthem who was mailing checks directly to customers. They claimed there was a glitch in their systems and it won't happen again.

On motion of Mr. Jodoin, duly seconded by Mr. Bourque, it was unanimously voted to send certified letters to these patients and give them 30 days to pay.

Mr. Jodoin stated that the fifth group consists of patients on payment plans. The total for these accounts is \$1,582.

Mr. Gamache said that the sixth group consists of Allentown and Pembroke residents. Because of the new policy, they should be paying at the Medicare allowable rate, which would reduce the uncollected amount in this category from \$20,540 to \$12,238.99, an \$8,301.01 reduction.

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was voted to re-bill these patients at the Medicare allowable rate, and to instruct Mr. Gamache to contact ComStar so that new bills can be sent to these patients. He will also make phone calls to them.

Mr. Jodoin said that the seventh and final group, owing \$20,867.36, should be written off completely because they are in nursing homes, bankrupt or deceased.

On motion of Mr. Bourque, duly seconded by Chief Murray, it was unanimously voted to write off this group of accounts.

Chief Murray expressed thanks to Mr. Jodoin and Mr. Gamache for all of their hard work on this.

## **Old Business**

### **Clarification of part-time versus per diem employees**

Mr. Gamache requested that this item be postponed until the next meeting to allow him time to meet with Mr. Jodoin.

### **Review policy for applying for training reimbursement**

Mr. Gamache requested that this item also be postponed until the next meeting.

Mr. Bourque asked if Mr. Gamache could send his proposal to the Board prior to the meeting.

Mr. Jodoin said that it can be part of the packets of the members.

## **Director's Report**

Mr. Gamache reported 111 runs in August; Tri-Town did 101 of these and ten were handled by mutual aid; mutual aid was provided 18 times. There were 73 transports. Pembroke runs totaled 53 (57%) and Allenstown runs totaled 40 (43%). Average time out the door was 48 seconds.

Mr. Gamache told the Board that Tri-Town had a tent at Olde Home Day, and they trained 62 people on hands-only CPR.

Mr. Gamache reported that the liquid suspension failed on Ambulance 8; they couldn't get the ambulance to tip to get the patient out. PL was called and they came to fix the problem. The parts were under warranty but not the labor. He said that Dover had the same problem and had also had the same problem with the AC compressor. The ambulance has also had lube and filter service. He said that one of their employees hit a STOP sign, scraping the paint on the ambulance.

Mr. Gamache said that they have had four applicants in the last two months. They are still looking at two of them – an EMT and an Advanced EMT.

Mr. Jodoin asked about the Regatta.

Mr. Gamache said that they will have one ambulance there, staffed by one EMT.

Chair Paulsen described an incident in which a civilian spotted two young children in a vehicle on a very hot day. The civilian called 911 and was able to open the doors, which were not locked. The children, two years old and seven months old, were somewhat unresponsive, but survived. The mother was found in a second-floor apartment. This was a good outcome.

Mr. Gamache presented requests for wage increases for three employees. Dan Fitzgerald was evaluated and met the service standards; Mr. Gamache requested approval to move him to Grade 9, Step 5, Year 1 at \$16.24 per hour in October. He is an A-EMT. Hearshell VanLuven was evaluated and met the service standards; Mr. Gamache requested approval to move him to Grade 13, Step 6, Year 1 at \$21.32 per hour

in October. He is a paramedic. Joe Sullivan was evaluated and met service standards; Mr. Gamache requested approval to move him to Grade 8, Step 3, Year 1 at \$14.30 per hour as of September.

On motion of Mr. Bourque, duly seconded by Mr. O'Meara, it was unanimously voted to approve these wage increases.

On motion of Mr. Jodoin, duly seconded by Mr. Bourque, it was unanimously voted to adjourn at 4:10 p.m.

A handwritten signature in black ink, appearing to read "Harold Paulsen", is written over a horizontal line.

CHIEF HAROLD PAULSEN, CHAIRMAN