

# Board of County Commissioners

## Agenda Request

**Date of Meeting:** November 21, 2023

**Date Submitted:** October 17, 2023

**To:** Honorable Chairman and Members of the Board

**From:** Edward J. Dixon, County Administrator  
Kris Hood, Chief

**Subject:** Approval of Digitech, LLC agreement for PEMT and MCO Supplemental Payment Program Services

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### **Statement of Issue:**

This agenda item is presented to the Board for approval of the agreement between Digitech LLC and Gadsden County Emergency Services for Supplemental Payment Program Services.

### **Background:**

The federal government provides states with flexibility in financing and reimbursement for Medicaid programs. Medicaid reimbursement rates, as established through the state's fee schedule, typically cover less than 50% of the actual cost of providing transport to Medicaid patients. Due to this, our agency must find alternative funding sources to supplement the costs incurred for the services that EMS provides. Digitech is the current billing provider for the agency and can provide these services as well.

### **Analysis:**

Digittech will collect all the data required for billing, financial, and utilization data. Once this is completed Digitech will prepare all files and submit a cost report to AHCA. Digitech will ensure that the County meets all federal and state guidelines while also ensuring the County receives optimal revenue. Digitech will be responsible for all audits required by ACHA and the program guidelines.

Based on the call volume and revenue for the year 2022, Digitech is estimating \$15,000-20,000 in supplemental payments for year one. For year two and beyond, Digitech is estimating supplemental payments greater than \$200,000.

**Fiscal Impact:**

To be determined based on collections:

6% of net collected revenue with a minimum fee of \$10,000 annually. Digitech will be reimbursed based on total collections.

**Options:**

1. Approve the Agreement and authorize the Chairman to sign all related documents.
2. Do not approve.
3. Board direction.

**County Administrator's Recommendation:**

Option 1.

**Attachments:**

- A. Proposal
- B. Amendment to BSA



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# Proposal

Gadsden County  
PEMT & MCO Supplemental  
Payment Program Services

October 10, 2023



# COVER LETTER

Digitech is pleased to submit this proposal for support services related to the Public Emergency Medical Transportation (PEMT) and Managed Care Organization (MCO) Supplemental Payment Programs. Our response details a comprehensive plan that will achieve Gadsden County's financial, technological, and reporting goals while maintaining compliance. We will deliver all contract requirements to the highest standards of performance, transparency, and integrity. The County will be provided with state-of-the-art technology, flexible reporting capabilities, complete project management, and maximum return from the PEMT Fee-for-service (FFS) and MCO supplemental payment programs.

## THE DIGITECH DIFFERENCE

Detailed below are aspects of our approach to supplemental payment programs that make us uniquely qualified to support the County's ongoing participation in the PEMT and MCO Programs.

- + **Florida experience.** We're no strangers to your state and region: we currently process over **1,000,000 claims annually for more than 50 clients in Florida**, maintain two Florida offices (Miami Lakes and Tampa), and employ a significant amount of Florida residents. Our Florida clients range from small agencies with fewer than 5,000 annual transports to those running more than 50,000 transports. We partner with many agencies in your surrounding area including Delray Beach, Riviera Beach, and Coral Springs among others.

This unrivaled experience gives us a deep understanding of Florida regulations and the unique aspects of Florida Medicaid processing, unmatched access to patient insurance information through an extensive network of hundreds of Florida hospital relationships, and a strong voice for our clients with payers and legislators to ensure maximized reimbursements.



In addition, our team of cost reporting experts has been involved with the PEMT from the beginning. Many of our team members supporting this engagement live and work in Florida.

- + **Seasoned support.** Digitech staff members are EMS experts, EMTs, former EMS directors, billing specialists, certified ambulance coders, paramedics, nurses, and EMS billing professionals. When we say that you will receive the attention and dedicated support from a cost reporting expert, we mean it. We do not farm out work to a team of entry-level data analysts who may not be familiar with complex Medicaid regulations.

The preparation of your cost report will be completed by skilled finance and accounting professionals. Our team has a strong, active relationship with Agency for Health Care Administration (AHCA) and will offer ongoing technical assistance on policy and programmatic issues that matter to the County.

Digitech will provide:

- + **Hands-on analysis.** While we believe that we employ superior technology in our billing processes, we also understand that detailed manual data analysis is an integral part of cost reporting. **We will never sacrifice quality or compliance for the sake of increasing productivity. We believe that the quality of your cost report matters.**
- + **Dual perspective.** As part of our approach to proactively identifying audit concerns, we conduct year-to-year variance analysis of billing, cost, and utilization data. We examine Medicaid payor mixes, EMS utilization statistics from CAD data, and cost per trip amounts across all participating providers to identify outliers. **We know what to look for because our project team has experience conducting audits of EMS cost reports on behalf of state agencies.** It is important to our clients that we understand and monitor these key statistics that are commonly reviewed by auditors.
- + **Communication.** We make a commitment to our clients to keep them connected and engaged in the supplemental payment program. To kick off the cost reporting process each period, we set up one-on-one time with our clients to establish a communication plan, discuss a future meeting schedule, and review the data request. Our goal is to ensure that our clients are as involved in the process as they choose to be. **We tailor our communication plan to meet each client's unique needs.**
- + **Innovation.** In our experience with a broad range of EMS providers, we understand that there is no one-size-fits-all approach to cost reporting. We have made participation in supplemental payment programs possible for providers with differing degrees of data reporting capabilities; we tailor our approach to meet clients where they are. We examine different approaches to cost allocation to find the methodology that works best for each client. We are continuously looking for ways to improve our services and solutions. For example, we recently developed a web-based cost reporting utility for Medicare Ground Ambulance Data Collection to assist our clients with new CMS reporting requirements.
- + **Advocacy.** We proudly support our clients' participation in a variety of supplemental payment initiatives. Over the past decade as supplemental payment programs became more widely available across the country, we have helped introduce more than 100 of our clients to these programs.

We offer cost-benefit analysis to allow our clients to make informed decisions regarding their program participation. We also work with our clients and state and national fire and EMS associations in their push to introduce new supplemental payment programs.

- + **Commitment to serving the EMS community.** Digitech is committed to providing educational and actionable information to our clients and to the entire EMS community. We offer regular publications covering EMS topics, such as a recent whitepaper on billing metrics. Additionally, we distribute regulatory/industry updates and host webinars and discussions about best practices.
- + **Dedicated compliance program.** Digitech's compliance program incorporates many regulatory safeguards, including random daily and monthly claims audits, independent third-party audits, and

an annual SOC 1 Type 2 audit. We also employ a CPA who is available to the reporting team as a subject matter expert.

- + **Established data security plan.** We offer a state-of-the-art IT framework that includes hosting, complete redundancy, and a fully implemented disaster recovery plan. Redundancy, a Tier 3 data center, mirrored databases, server virtualization, and a secondary data center make up the infrastructure that has yielded 99.999% uptime over the last five years. Our plans prepare assets required to recover from catastrophes quickly, so that the County will not experience data loss or interruption in cost recovery activities.
- + **Trust, security, and peace of mind.** Our business is built on our relationships with clients, and we conduct our partnerships with integrity. We prioritize data security and compliance practices. **It is our goal to make you feel like our only client.**

We thank you for the opportunity to bid on this contract and look forward to further communications with you. The undersigned further represents and warrants that this bid is a firm and irrevocable offer for a period of 180 days and that he has full and complete authority to submit this proposal to the County on behalf of the bidder and enter into contract if this proposal is accepted. The signature represented is authorized to bind the offeror to contract with the County.



Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark Schiowitz', written in a cursive style.

Mark Schiowitz  
President & CEO

## RELEVANT EXPERIENCE

Digitech has a decade of deep experience assisting clients with the collection and collation of required data for cost recovery programs. We have partnered with clients of all shapes and sizes to handle every aspect of their supplemental payment programs. Our staff have been involved in the design, development, and administration of statewide ambulance supplemental payment initiatives, the preparation of cost reports for dozens of clients, and the provision of comprehensive desk review and audit support. These solutions have helped our clients optimize revenue while maintaining compliance with all federal and state regulations.

**We've been honored to partner with Gadsden County as your billing vendor.** We are also excited about the prospect of continuing our partnership with the County's PEMT and MCO submissions.

## SUPPLEMENTAL PAYMENT PROGRAM BACKGROUND

The federal government provides states with flexibility in financing and reimbursement for Medicaid programs. Medicaid reimbursement rates, as established through each state's unique fee schedule, typically cover less than 50% of the actual cost of providing transports to Medicaid patients. This means that providers must find alternative funding sources to supplement the costs incurred for the provision of these services. This led to the development of supplemental payment methodologies for ambulance services.

Supplemental payments, separate from and in addition to interim payments, have been made by state Medicaid programs to hospitals for more than 30 years. In the last decade, supplemental payment or "cost recovery" programs have become more widely available for ambulance services. These programs go by a variety of names and acronyms, including Public Emergency Medical Transportation (PEMT), as the programs are known as in the State of Florida. Florida's PEMT program is unique as it offers cost-based reimbursement for services paid through Medicaid FFS and MCOs, which enhances reimbursement opportunities for providers across the state.

## SUCCESS WITH EMS SUPPLEMENTAL PAYMENT PROGRAMS

We have supported and managed supplemental payment program participation for more than 100 clients in a half dozen states, including more than 30 clients across the State of Florida. Through that support, our clients have recovered more than \$600M in supplemental payments. Below are some highlights of our clients' success.



Claimed for **\$39M** in FY21

Since 2014, recovered **\$167M**

Since 2012, recovered **\$121M**

In addition to the successful partnerships mentioned above with Baltimore, Dallas, and Houston, Digitech provides EMS billing and cost recovery reporting to many other large municipalities throughout the country including New York City, Philadelphia, Chicago, Atlanta, Los Angeles, and San Francisco.

## PROJECT TEAM'S EXPERIENCE

Our project team has worked alongside clients of all shapes and sizes and have assisted with every aspect of EMS supplemental payment programs. Specifically, our project team has been involved in:

- + Design, development, and implementation of ambulance supplemental payment programs, including gaining CMS approval
- + Preparation and submission of cost reports for dozens of clients across the country
- + Conducting cost report desk review and audits on behalf of state agencies
- + Production of customized billing reports necessary for cost report submission

**This unique experience has allowed us to help our clients optimize reimbursement while maintaining compliance with all federal and state regulations.**



Our PEMT Project Manager, David Mead, has worked with Florida clients to submit PEMT cost reports since FY16. With nearly a decade of experience in supplemental payment programs for ambulance services and an intimate familiarity with the reporting for Florida agencies, we believe that you will agree that David has the right experience and expertise to lead the County's participation in the PEMT programs.



David is joined by Zac Corradino (Associate Director of Cost Recovery Solutions – Coral Gables, FL), a cost reporting expert with more than seven years of EMS cost reporting experience. Similarly, he has also worked with Florida clients to submit PEMT cost reports since FY16. Zac has national EMS cost reporting experience including managing the statewide administration of the Massachusetts Ambulance Certified Public Expenditure Program for the last five years.



## FLORIDA EXPERIENCE

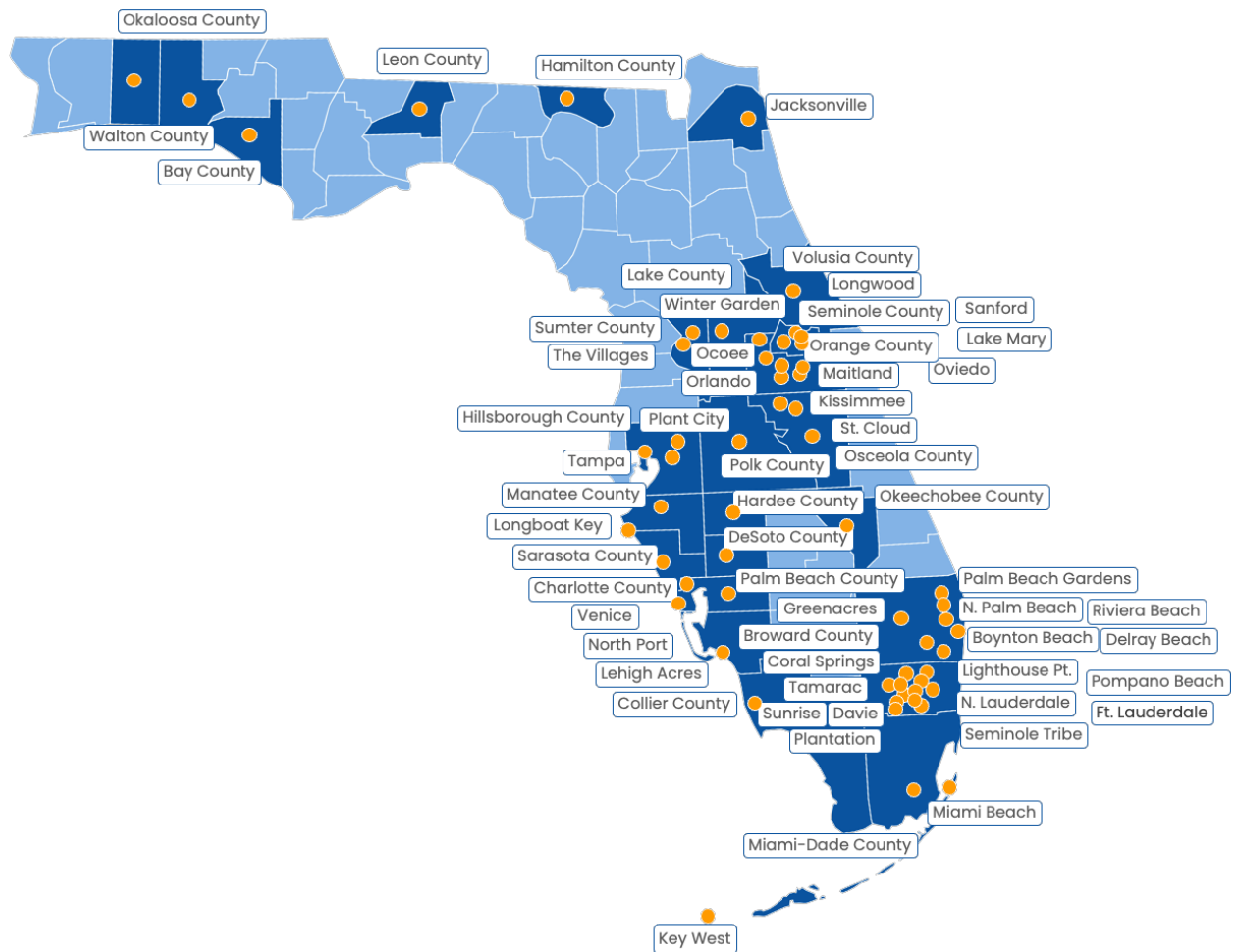
We have supported supplemental payment programs for more than 100 clients in a half dozen states. Through that support, our clients have recovered more than \$600M in supplemental payments. In the State of Florida, we have helped our clients realize more than \$200M in PEMENT payments.

We're no strangers to your state and region: we currently process over 1,000,000 transports annually for more than 50 clients in Florida, maintain two Florida offices, and employ significant numbers of Florida residents. Our Florida clients range from small agencies with fewer than 5,000 annual transports to those running more than 50,000 transports.

This unrivaled depth gives us a deep understanding of Florida regulations and the unique aspects of Florida Medicaid processing, extensive access to patient insurance information, and a strong voice for our clients with payers and legislators to ensure maximized reimbursements.

We look forward to continuing our work in the state of Florida through the extension of our relationship with the County. See the next page for a map showing our clients in the State of Florida.

*Digitech Clients Served in Florida*



# PROJECT APPROACH

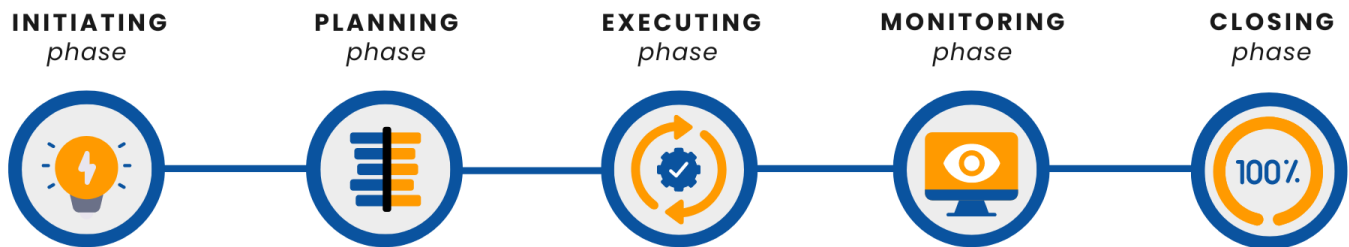
## PROJECT APPROACH AND UNDERSTANDING

We understand that timing will be of the essence in the implementation of this project. We have implemented EMS billing systems and cost recovery programs for many of the largest EMS systems in country, and we are well-positioned to assist the County with this project.

In the preceding section, we introduced our team and described the experience that we have in the implementation and ongoing administration of cost recovery programs. Next, we will share a workplan outlining the major steps and the timing of each step. We will also provide more information about proposed methodologies and tools that we will utilize to successfully execute on our plan.

## PROJECT MANAGEMENT

The project management process is a series of phases that represent the evolution of a product – from concept to delivery, maturity, and finally retirement or closing. The project management process is comprised of five essential steps. For the engagement with the County, Digitech has proposed a workplan that incorporates these five phases of project management.



*Phases of Project Management*

- + **Initiation.** Identifying the business case and doing preliminary research on project feasibility.
- + **Planning.** Create the plan. Identify workflow, processes, timeline, and key milestones.
- + **Execution.** Getting the work done. Collaborate, present to stakeholders, and revise as needed.
- + **Monitoring & Controlling.** Quality assurance. Ensuring deliverables are meeting project goals.
- + **Closing.** Completing final tasks. Acknowledging wins and recognizing where to improve.

For the purposes of defining the phases in the workplan that follows, the Initiation and Planning phases are occurring simultaneously in most instances.

The Project Manager will work closely with County staff to ensure that project deliverables meet or exceed the County's quality standards and are completed by the agreed upon deadlines. The implementation process that occurs within the first month of the project will set the stage for the complete

lifecycle of the project. We look forward to hitting the ground running, ensuring that implementation is smooth, and our communication plan is being executed effectively.

## PEMT ADMINISTRATION

Digitech has managed the implementation of PEMT reporting for many providers in Florida. We are confident that the process that we outline below will work for Gadsden County.

### COST REPORTING CYCLE - PREPARING THE ANNUAL COST REPORT

Digitech will compile and file the reports to manage all aspects of the PEMT for the County.

We will work with County finance and operations teams to collect all data for the annual cost report. During the project kickoff call, we will walk through the data request and ensure that the County's team is equipped to provide source data needed for completion of the cost report. We will take a detailed approach to the data collection process.

The source data is the first building block of the cost report, and we want to make sure that we, the County and Digitech teams, are starting off on the right foot. We typically allow for a closing for a fiscal year closing period of at least 30 days before we collect data.

Below is a sample data request from the previous fiscal year's reporting period.



State of Florida - Certified Public Expenditure Program  
Data Request for FY22 Cost Report




Reporting Period: July 1, 2021 - June 30, 2022


Item	Required?	Description	Required Fields
1	Yes	Expenditures by Cost Center and Object Code	Cost Center (e.g., Admin., Operations, Fire Prevention)
			Object Code (e.g., Salaries, Maintenance, Supplies)
			Amount (Actual Cost Incurred)
2	No	Fixed Asset Register	Asset Number
			Asset Description
			Acquisition Cost
			In-Service Date
			Useful Life
3	No	Indirect Cost Rate	ICR Percentage or Calculation of Indirect Costs
4	Yes	Response Data (from CAD System)	Incident Number
			Incident Date
			Incident Description
			Unit Number
			Number of Personnel on Each Unit (Optional)
			Dispatch Time
			Clear Time
5	No	Personnel Hours by Cost Center	Cost Center (e.g., Admin., Operations, Fire Prevention)
			Number of Paid Hours
6	Yes	Federal Funds	Source of Funds (e.g., FEMA, CARES)
			Amount Received & Expended in Period
			Identification of Costs Covered by Federal Funds
7	Yes	Revenues	Revenue source (e.g., Gen. Fund, Standby, CPR Training)
			Amount Received
8	Yes	Billing: Summary by Payor	Payor (e.g., Medicaid, Medicare, Commercial, Uninsured)
			Number of Trips
			Charges
			Payments
9	Yes	Billing: Detailed Medicaid Data	Trip Number
			Date
			Procedure Code (Base and Mileage Charges Separated)
			Charges
			Payments
10	No	Fee Schedule	Procedure Code
			Charge

Sample data request from the FY22 cost reporting period

Utilizing program guidelines and 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards), we will identify all costs eligible for reimbursement. Federal rules prohibit reimbursement for many costs that providers incur. Even if a provider believes that the costs pass the test of being reasonable and necessary for the agency, the costs may still not meet standards defined in 2 CFR Part 200 and state program guidelines. If unallowable costs are claimed and these are identified in audit findings, then the provider could end up in a recoupment. Digitech will comb through your financial data in detail to ensure that only allowable costs are claimed in the final cost report.

Below are screenshots of the tools that we utilize to process expenditures data. Throughout the analysis of expenditures and other data elements, we incorporate automated checks as one of the first steps in the QA process.

	A	B	C	D	E	F	G	H	I
1								<i>Revised: 4/7/22</i>	
2	Expert EMS billing and technology								
3									
4									
5	<b>Client Name:</b>								
6									
7	<b>Name of Source File(s):</b>								
8	1)								
9	2)								
10	3)								
11	4)								
12									
13								<b>Completed by:</b>	
14	<b>Date Source File Received:</b>								
15	<b>Date Source File Processed:</b>								
16	<b>Date Working File Finalized:</b>								

	A	B	C	D	E	F
1						
2	Expert EMS billing and technology					
3			<b>From Source Data:</b>	\$ 990.00		
4			<b>From Master Crosswalk:</b>	\$ 990.00		
5				\$ -		
6	<b>Cost Center: Cost Object</b>	<b>Source Cost Center</b>	<b>Source Cost Object</b>	<b>Amount</b>	<b>Initial Allocation</b>	<b>Final Allocation</b>
7	Fire Operations: Regular Salaries	Fire Operations	Regular Salaries	\$ 100.00	Shared	Shared
8	Fire Operations: Fringe Benefits	Fire Operations	Fringe Benefits	\$ 50.00	Shared	Shared
9	EMS Operations: Regular Salaries	EMS Operations	Regular Salaries	\$ 80.00	MTS	MTS
10	EMS Operations: Fringe Benefits	EMS Operations	Fringe Benefits	\$ 40.00	MTS	MTS
11	Fire Prevention: Regular Salaries	Fire Prevention	Regular Salaries	\$ 100.00	Non-MTS	Non-MTS
12	Fire Prevention: Fringe Benefits	Fire Prevention	Fringe Benefits	\$ 50.00	Non-MTS	Non-MTS
13	Fire Administration: Regular Salaries	Fire Administration	Regular Salaries	\$ 100.00	Shared	Shared
14	Fire Administration: Fringe Benefits	Fire Administration	Fringe Benefits	\$ 50.00	Shared	Shared
15	Fire Administration: Office Supplies	Fire Administration	Office Supplies	\$ 20.00	Shared	Shared
16	Fire Capital: Fire Truck	Fire Capital	Fire Truck	\$ 400.00	Exclude	Exclude

## COST ALLOCATION METHODOLOGIES

We will develop appropriate cost allocation methodologies. This is a critical step in the completion of the cost report. Because costs are frequently “shared” between EMS other public safety activities, it is important that these costs are allocated in a manner that:

- 1) Meets federal and state guidelines, and
- 2) Allows for optimization of revenues for the department.

There is no one-size-fits-all methodology that is utilized for allocation of shared costs.

We will analyze the County’s data and determine the optimal approach to allocation of costs. While we recognize the value in consistency in reporting, we also understand that Computer-Aided Dispatch (CAD) systems and reporting capabilities change, service areas change, and service mixes change. We review the options for cost allocation each year to ensure that we are complying with regulations and helping our clients achieve the best results. **Other vendors in this market, looking to minimize their own resource and time commitments to customized CAD data analysis, will not consider alternatives for allocation of costs.**

On August 17, 2022, the CMS provided an [informational bulletin on federal cost principles for Ground Emergency Medical Transportation programs](#) like the PEMT in Florida. Of particular focus in this memo is the allocation of “shared direct costs.” Digitech is aware of this new guidance and will ensure the County’s allocation of costs is consistent with applicable federal cost principles. While this was noted in the context of recent proposals submitted to CMS by states, we believe this serves a reminder that EMS cost reporting programs could soon be subjected to additional scrutiny for impermissible cost-shifting to Medicaid.

In addition to the allocation of costs described above, Digitech will commit to the following activities.

- + We will prepare all working files and present a draft cost report to the County. Working files serve as the bridge from source data to the calculations in the cost report, and they provide backup for any audit inquiries. Digitech believes that it is important and necessary that our process is fully transparent so that the County can have the confidence that when they sign off on the final cost report, they understand what they are certifying.
- + Following the presentation of the working files and draft cost report, we will solicit feedback from the County and make revisions necessary to finalize the initial cost report submission package. We find that there are few, if any, changes required to the cost report at this stage, but we prefer to build in a minimum of 5-10 working days to incorporate final edits.
- + We will submit the cost report and any required supporting documentation to AHCA no later than November 30. In the event AHCA extends the deadline, we will adhere to AHCA’s revised schedule. We will notify the County of any changes to AHCA’s schedule for cost report submission or payment disbursement.

- + We will promptly respond to audit requests from AHCA auditors, CMS, or the Office of the Inspector General. Because we will have working files readily available, we don't anticipate any issues with responding to auditors in a timely manner. In the unlikely event that the desk review or audit results require further action, we will incorporate revisions as needed into the cost report and work with the County to certify and submit a final cost report.
- + We will present results of cost report audits to County stakeholders, showing our commitment to demonstrate full transparency to County leadership. We want to address any of the County's questions or concerns prior to submission of the cost report to AHCA, but if there are any issues that arise during the audit process, we will keep the County engaged.
- + The final step of the process is working with AHCA to ensure that the payment is correct and set in accordance with program guidelines. Digitech will work with AHCA and the County on the cost settlement process. We will keep the County apprised of national trends in cost recovery programs and any potential impacts on the PEMT. We will offer the County with guidance and support on future Medicaid payment reforms and their relation to the PEMT and MCO programs.

## COMPARATIVE DATA

One of the key benefits to the County of a partnership with Digitech is access to comparative data. We can offer the County a comparison of the County's data with de-identified data from 50 providers across the state. This allows us to determine if there are any outliers that could result in additional scrutiny from AHCA Rate Analysts. Once we are comfortable that the County's data appears to fit with the picture of the data from our other clients, we would be prepared to submit the annual cost reporting package to AHCA via Myers and Stauffer's client portal.



Our team has experience in working with implementation of the Managed Care program in Florida, where we serve more than four dozen clients. Annual re-establishment of the PEMT program for Managed Care requires the submission of a Section 438.6(c) Preprint, a form that our team has helped to draft in other states. Unlike the FFS program, the MCO program will require the State to track performance measures associated with the directed payment program. We commit to working with AHCA and the provider community to assist however we can in establishing measurable metrics that make sense.

We will also work on your behalf to establish letters of agreement (LOAs) with each MCO. In our implementation process with our clients across the country, we routinely work with insurance carriers to set up accounts for claims processing.

## ADVOCACY FOR GADSDEN COUNTY

We will also assist the County in drafting and executing any required commitment to participation and intergovernmental transfer (IGT) agreements between the County and AHCA. The County can be confident that the experience and expertise that we have with these types of programs will undoubtedly be an asset. The County will have an advocate and reliable resource to offer ongoing technical assistance on programmatic and policy issues for the PEMT FFS and MCO programs.

## PARTNERSHIP WITH DIGITECH AND ONGOING CONSULTATION

By partnering with Digitech, you will receive the highest quality service centered on innovative technology, responsive customer support, real-time reporting, and integration expertise. We take a long-term consultative approach to our ambulance billing and cost recovery projects. Our experience has shown us that every client is different and needs a unique combination of services. Customizing our approach is always beneficial.



As part of our consultative style, we consider it our responsibility to keep you up to date on important changes to regulations in the EMS industry in Florida and across the country. We integrate compliance within all our business activities and will serve as informed advisors for the County officials through our:

- + Engagement with Florida Agency for Health Care Administration
- + Active membership in industry trade organizations
- + Participation in regional and national ambulance associations and conferences
- + Consultation with authorities on ambulance industry law
- + Continuous monitoring of industry trends, regulatory changes, and updates to federal, state, and local rules and regulations
- + Observation of industry best practices

You will receive ongoing consultation related to all aspects of revenue recovery through supplemental payment programs. We consider it our responsibility to stay informed and guide you in any new and revised interpretations of relevant laws and policies. We watch closely any developments in the changing landscape of Medicare and Medicaid reimbursements that may affect your service, and we will keep you informed of any changes to processes or policies.

Through our partnership, you will be provided with a deep pool of resources and experience to be called upon however you need. These resources include our innovative technology offerings as well as our dedicated cost recovery specialists. Our technology and our people work together to create a powerful system.



## QUALITY ASSURANCE (QA) – THE HUMAN ELEMENT

The key to effective automation is knowing when NOT to automate. Digitech's cost determination process of identifying allowable costs is not automated. Our experts review every cost to determine the correct allocation to apply. We take a similar hands-on approach to our analysis of depreciation. As discussed above, we also take a detailed look at the CAD data and the allocation alternatives each reporting period. We do not sacrifice the quality of your report to save ourselves time or effort.

Our QA process is split into three different phases.

- + The first level of QA occurs when we receive the data. We do a first pass to examine the data and ensure that it meets the cost reporting requirements.
- + The second level occurs when we input the data into our tools. We review the data to ensure that all source data is uploaded into our tools and that all classifications of costs are accurate. Additionally, we conduct trend analysis to review for any noteworthy year-to-year variances.
- + The final level of QA takes place following the data entry into Myers and Stauffer's online application through which PEMT participants are required to use to submit their cost reports.

It's all about diving into the details. We take a painstaking approach – you can trust that our reporting is accurate.

# FEE PROPOSAL

We value our partnership with Gadsden County and are offering competitive pricing to expand our existing engagement and include PEMT and MCO cost recovery services. We are offering a fee of **6% of Net Collected Revenue<sup>1</sup> from the PEMT and MCO programs with a minimum fee of \$10,000 annually (per State of Florida Appropriation cycle).**

**6% Fee**

We prepare this pricing proposal based on the following assumptions:

Digitech and the County must work closely together. Digitech will rely on the County to provide source data in a timely manner. The County will provide reasonably accurate and complete expenditure, revenue, and response data for the purposes of preparing the annual cost report. In return, Digitech shall promptly review source data to ensure that the data submitted by the County meets reporting requirements. Furthermore, Digitech will meet all AHCA deadlines with regards to submission of the initial cost report as well as responses to requests for additional information during the desk review process.

## SUMMARY OF FEATURES INCLUDED IN DIGITECH'S PRICE

- + Collection of financial, billing, and operational data required for cost report.
- + Development of appropriate cost allocation methodologies utilizing 2 CFR Part 200 and AHCA program guidelines to identify and report allowable costs.
- + Analyzing all data to prepare working files and a draft cost report.
- + Submitting the cost report and supporting documentation to drive the PEMT claim.
- + Providing unlimited audit support including response to AHCA and Myers and Stauffer inquiries.
- + Keeping the County apprised of national trends in cost recovery programs and the potential impacts on the PEMT and MCO programs.
- + Meet and work with AHCA on behalf of the County to develop the 438.6(c) Preprint to support development of the MCO program.
- + Support the County in establishing the legal and operational ground to participate in the MCO program.
- + Monitor claims and cash flows of MCO program to ensure the County receives appropriate benefit from the program and has met documentation needs.
- + Regular meetings for review of performance on a mutually agreed upon schedule.

<sup>1</sup> Net Collected Revenue is defined as total collected revenue less state share. (We invoice only on new federal revenues recovered.)

**AMENDMENT NO. 1  
TO  
BILLING SERVICE AGREEMENT**

This AMENDMENT NO. 1 (“Amendment”) effective as of \_\_\_\_\_(the “Amendment Effective Date”) by and between **DIGITECH COMPUTER LLC** (“DIGITECH”) maintaining its principal place of business at 480 Bedford Road, Building 600, 2<sup>nd</sup> floor, Chappaqua, NY 10514 and **GADSDEN COUNTY, FL** (“CLIENT”) maintaining its principal place of business at 9 E. Jefferson St., Quincy, FL. DIGITECH and CLIENT may individually be referred to as the “Party” and collectively as the “Parties”.

**WHEREAS**, DIGITECH and CLIENT are parties to that certain Gadsden County Agreement for EMS Billing Services, effective August 1, 2023 (the “Billing Agreement”); and

**WHEREAS**, the Parties wish to add consulting services and revenue recognition processes for drafting application materials and responding to requests for additional information necessary for the CLIENT to participate in the Public Emergency Medical Transports (“PEMT”) and Medicaid Managed Care Organization (“MCO”) supplemental payment programs.

**NOW, THEREFORE**, in consideration of the foregoing, the mutual promises and covenants hereinafter set forth, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree to amend the Billing Agreement as follows:

1. Supplementing the definition of Services in Paragraph I.A. in the Billing Agreement, the Parties hereby add “Exhibit ‘1’ Description of Consulting Services and Revenue Recognition Process” annexed hereto to the Billing Agreement such that DIGITECH shall perform the Services described in Exhibit 1 for CLIENT.
2. Supplementing the fees described in Billing Agreement Rider A, Paragraph IV, the Parties hereby add “Exhibit ‘2’ Fees” annexed hereto to the Billing Agreement such that CLIENT shall pay the fees in Exhibit 2 to DIGITECH.
3. Capitalized terms not otherwise defined in this Amendment shall have the meanings ascribed to such terms in the Billing Agreement. All terms and conditions of the Billing Agreement are hereby ratified and shall remain in full force and effect except to the extent this Amendment expressly modifies or is inconsistent with the terms and conditions of the Billing Agreement, in which case the terms of this Amendment shall be controlling.

*(Signatures on Next Page)*

***IN WITNESS OF***, the parties have executed this Amendment to the above-referenced Billing Agreement effective as of the Amendment Effective Date.

**GADSDEN COUNTY, FL**

**DIGITECH COMPUTER LLC**

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

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

Name: Kimblin E. NeSmith, J.D.

Name: Mark Schiowitz

Title: Chairman

Title: President and CEO

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit "1"**  
**Description of Consulting Services and Revenue Recognition Process**

DIGITECH will provide CLIENT with services to support participation in Medicaid supplemental payment initiatives available to governmental EMS providers in the State of Florida.

1. DIGITECH shall provide CLIENT with ongoing technical assistance related to maximization of revenues from supplemental payment programs including the Public Emergency Medical Transportation (PEMT) Certified Public Expenditure (CPE) Program and Medicaid Managed Care Organization (MCO) Directed Payment Program.
2. DIGITECH shall prepare fiscal impact analyses and present results to department/state stakeholders to demonstrate benefits of participation in supplemental payment programs.
3. DIGITECH shall draft application materials and respond to requests for additional information necessary for CLIENT to gain approval to participate in supplemental payment programs.
4. DIGITECH shall conduct analysis of CLIENT'S financial and billing data to prepare and submit annual cost reports (the mechanism for providers to receive additional revenue under ambulance supplemental payment programs).
  - a) Utilizing program guidelines and 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards), DIGITECH shall identify all costs eligible for reimbursement.
  - b) DIGITECH shall develop appropriate cost allocation methodologies for indirect costs that cannot be specifically and easily identified with a particular activity.
  - c) DIGITECH shall identify all claims eligible for supplemental payment.
  - d) DIGITECH shall prepare all working files and present a draft cost report to CLIENT.
  - e) DIGITECH shall conduct comparative analysis to identify significant trends in billing and financial data.
  - f) DIGITECH shall solicit feedback from CLIENT and make revisions necessary to finalize the initial cost report submission package.
  - g) DIGITECH shall submit the cost report and all working files to Florida Agency for Health Care Administration (AHCA).
5. DIGITECH shall provide comprehensive desk review support, including but not limited to the following:
  - a) Conducting reviews of all cost settlement files,
  - b) Performing detailed analysis of billing reports generated by Medicaid agencies to ensure that all allowable charges and payments are encompassed in the calculation of the final settlement, and
  - c) Drafting letters and providing supporting documentation to meet Medicaid requirements and expedite settlement.
6. DIGITECH shall perform relevant analysis to support CLIENT participation in a Medicaid MCO Directed Payment Program.

- a) DIGITECH shall provide support and education to CLIENT leadership on program mechanics and intergovernmental transfer (IGT) funding requirements.
  - b) DIGITECH shall assist with execution of agreements with AHCA and MCOs
  - c) DIGITECH shall verify that Medicaid managed care supplemental payment calculations are in adherence with the approved methodology.
7. DIGITECH shall respond to and represent CLIENT to AHCA, Centers for Medicare and Medicaid Services (CMS), or the Office of Inspector General (OIG), in response to any audits, reviews, questions or communications regarding any cost report submitted to AHCA on behalf of the CLIENT.

**Exhibit “2”**  
**Fees**

1. All revenue realized by the CLIENT from the CPE Program for Emergency Medical Services and Medicaid Managed Care (MCO) Supplemental Payment Program shall be paid in full directly to CLIENT.
2. Revenue realized as a result of the Certified Public Expenditures (CPE) for Emergency Medical Services (EMS) shall be determined by the Medicaid cost settlement determined through the Medicaid cost report.
3. Revenue realized through the Medicaid Managed Care (MCO) Supplemental Payment Program will be determined through the Intergovernmental Transfer (IGT) process.
4. DIGITECH will invoice and receive revenue upon the receipt of revenue received by CLIENT for either initiative, meaning revenue does not have to be generated for both the CPE for Emergency Medical Services and the Medicaid Managed Care Supplemental Payment program, rather revenue simply needs to be generated for either initiative to allow DIGITECH to generate invoices. DIGITECH will invoice CLIENT based on the final CPE for Emergency Medical Services settlement or Medicaid Managed Care Supplemental payments within thirty (30) days of receipt of funds by the CLIENT.
5. CLIENT will remit payment to DIGITECH within thirty (30) days of invoice receipt. Additional revenues generated for the uninsured patient population, will also be invoiced within thirty (30) days of receipt of revenues by the CLIENT.
6. The contingency fees to be paid associated with generation of incremental Medicaid revenues as a result of the CPE for Emergency Medical Services and Medicaid Managed Care (MCO) Supplemental Payment programs are as follows:
  - a) Medicaid Fee-for-Service Public Emergency Medical Transports (PEMT) cost report at the rate of 6% of revenues generated
  - b) Medicaid Managed Care (MCO) Intergovernmental Transfers (IGT) at the rate of 6% of revenues generated
  - c) There is a minimum fee of \$10,000 associated with each State Fiscal Year reporting process