

TO: HONORABLE MAYOR AND CITY COUNCIL

**FROM: BRENDA VOSHALIKE, DIRECTOR
CANNON FALLS AMBULANCE**

SUBJECT: CHANGE AMBULANCE BAD DEBT RECOVERY SERVICE

DATE: SEPTEMBER 19, 2014

BACKGROUND

As part of its billing and collection process, the City currently utilizes Integrity Solution Services (formerly Pinnacle Financial Services) as its debt recovery service for the ambulance service. I have been looking for another provider for various reasons that include an increased collection rate and better communications. While attending the community paramedic conference in May, I met and obtained program information from Wakefield and Associates whose area of expertise is debt recovery in the healthcare field. I have had the City Attorney review a proposed contract and they have made the changes recommended by the City Attorney for contract language.

STAFF RECOMMENDATION

Recommend the City change bad debt recovery service from Integrity Solution Services to Wakefield and Associates.

REQUESTED COUNCIL ACTION

Request a motion to approve changing the bad debt recovery service for the ambulance service as recommended above.