



Collecting Medic Accounts
Medic & The Office of the Tax Collector
Presented by: Joe Penner, Executive Director, Medic
Neal Dixon, Tax Collector
10/1/19

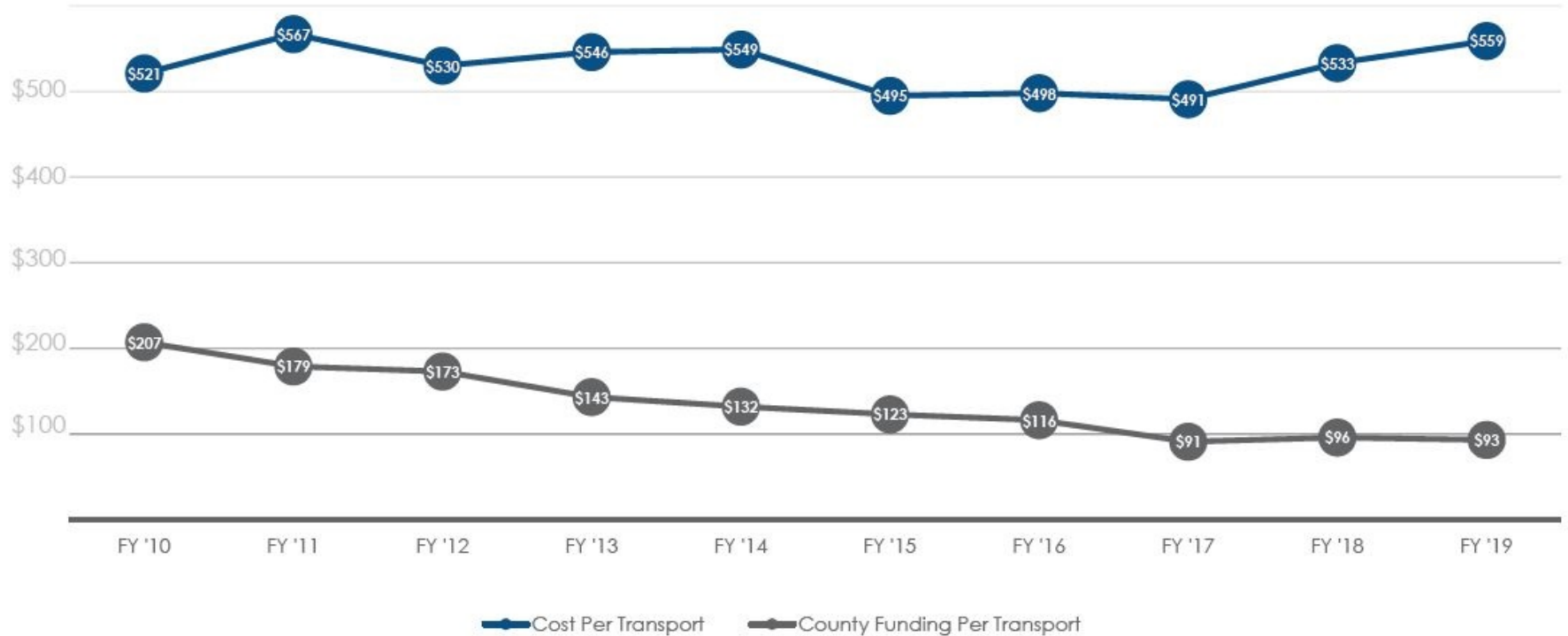
Context

- Medic's Mission
 - *To save a life, hold a hand and be prepared to respond in our community when and where our patients need us.*
- There are two ways the Agency is funded
 - Fees paid for service
 - County subsidy (tax dollars)
- All patients receive the same outstanding response and care
- Caregivers don't pre-screen for insurance status

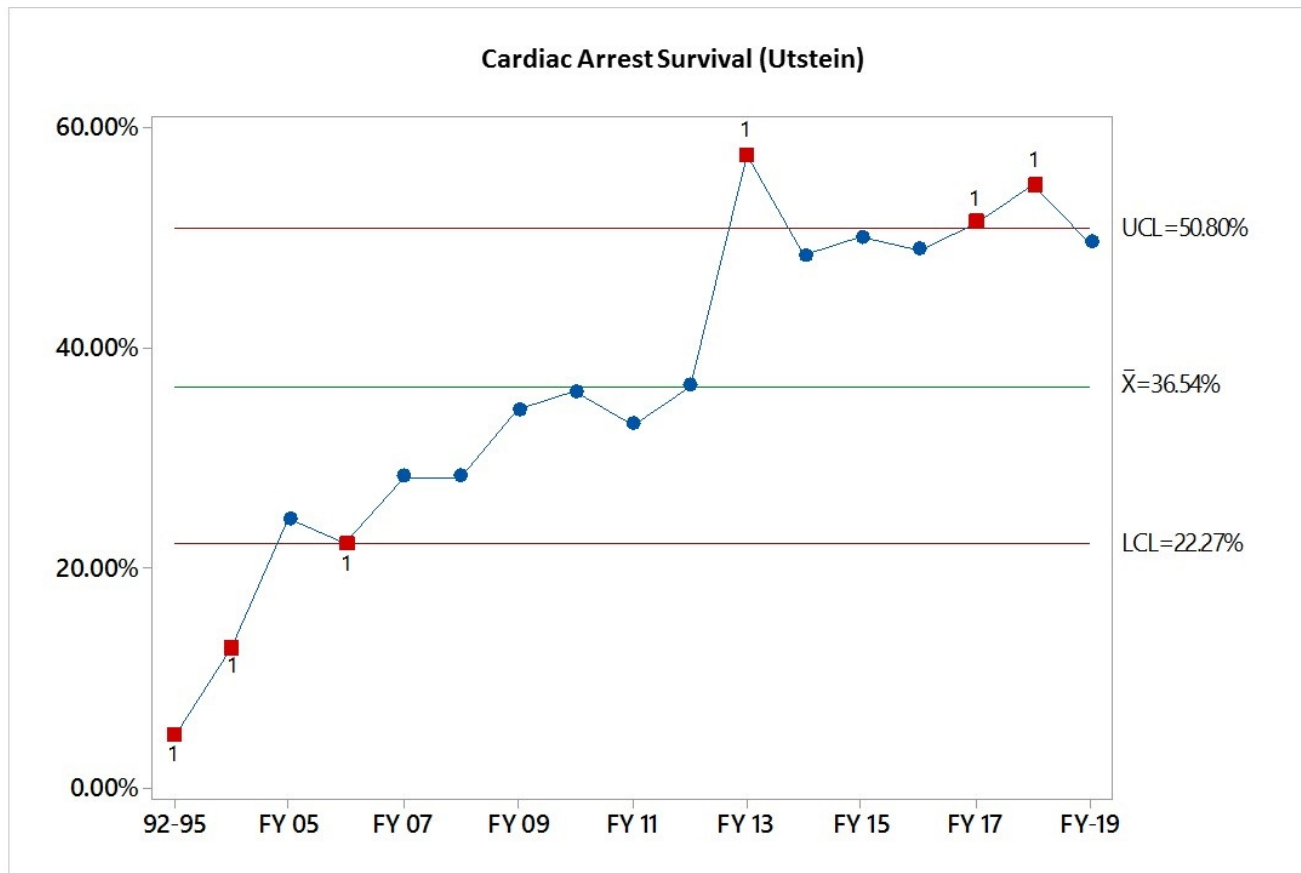
The Problem

- Medic was not fully paid for 35,177 (30%) patient encounters in FY '19
 - \$28,650,127
- Medic currently has ~ \$123,000,000 in unpaid fees from FY '12 – '19
- Statewide issue – NCGS authorizes 91 counties to partner with OTC
- Stewardship of tax payer dollars is a core tenet of Medic's responsibilities
- There are three options for addressing the gap caused by non payment
 - Raise rates
 - Increase county funding
 - Expand collection activity for services provided

Fiscal Performance



Clinical Performance



Summary

- Medic is very efficient and effective
- The Agency is funded through fees for service and county subsidy
- Medic wrote off \$5,121,638 in charity care during FY '19
- OTC Referral Exclusions
 - Medicaid, VA, Worker's Compensation, and Hospice patients
- The OTC can manage Medic's collection activity faster, more effectively and for lower costs

Overview

- The Office of the Tax Collector (OTC) collected Medic bills until 1996. Collections responsibility was transferred to Medic when the new governance restructure was implemented.
- Reinstatement of collection services between the OTC and Medic occurred with the approval of the FY 2020 budget and execution of a Memorandum of Understanding (MOU).
- The OTC received four full-time positions in the FY 2020 budget, with costs reimbursed by Medic, to administer the program.
- Three of the four positions have been filled and the hiring process for the fourth is nearing completion.
- The first file from Medic to the OTC is scheduled for October 4.



Collection Process

- Medic claims become delinquent 120 days following service.
- Four notices are sent prior to delinquency.
- Once delinquent, Medic will submit files to the OTC that excludes patients who receive Medicaid, worker's compensation, Hospice, have charitable designation, or receive VA benefits.
- Delinquent claims are submitted to the Debt Setoff Program and the OTC simultaneously.
- If the OTC is unable to collect, the claim is submitted to a credit agency to pursue collections which includes credit reporting.
- Patients with delinquent bills are encouraged to contact Medic to discuss options including payment plans.



Customer Service

- Questions regarding charges and relief options are handled by Medic.

Medic: 704-943-6400 or PFS@Medic911.com

- Questions regarding collection action are handled by the OTC.

OTC: 980-314-4450 or TaxMedic@MeckNC.gov

- The Medic and OTC web pages include a Frequently Asked Questions and Answers document that provides detailed information to the public.

