

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY  
IMPLEMENTATION COMMITTEE MEETING MINUTES  
March 24, 2025**

A meeting of the KCEAA Implementation Committee took place at 11:30a.m on Monday, March 24, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, West Virginia.

**Committee Members:**

Mr. Harry Miller  
Mr. Glenn Summers

Mr. Tim Morris

Mr. Rory Isaac

**Staff/Other:**

Ms. Monica Mason  
Dr. Dave Seidler  
Ms. Carrie Dysart  
Mr. Ethan Walker

Ms. Jordan VanMeter  
Mr. John Shaheen  
Mr. Tom Susman

Mr. Jason Wilson  
Ms. Lillian Morris  
Mr. Brock Malcolm

**Call to Order:**

Mr. Harry Miller called the meeting to order.

**Approval of Minutes:**

**Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac to approve the Implementation Committee meeting minutes from March 10, 2025. The motion passed.**

**New Business:**

**Review RFP for Billing Services/ Revenue Cycle Management- Monica Mason & John Shaheen:**

- Monica Mason began the conversation by stating that the RFP provided to all members before the meeting had been reviewed by Brock Malcolm, our healthcare attorney, and that any questions or concerns raised at the last meeting were addressed in the draft RFP.
- The Committee reviewed the RFP and addressed additional questions and concerns:
  - Exhibit C, references rules and regulations in the “State of Texas.”
  - KCEAA reserves the right to request a best and final offer from one or more bidders after reviewing the initial bids.
  - The winning bidder's award is contingent on the successful negotiation of a final contract. If an acceptable contract cannot be negotiated, KCEAA may attempt to negotiate a contract with the second bidder.
  - Submitters must provide an appeal bond equal to the bidder’s annual submitted one-year price in the bid. Alternatively, in lieu of the bid bond, the bidder may submit a waiver of the right to appeal the final award.
  - Regarding the list of barred submitters, TSG Consulting, along with PWW, has consulted on the RFP issuance. As such, TSG should also be listed as a barred submitter.
  - Exhibit C, number 2: It was suggested to replace arbitration with mandatory mediation verbiage.
  - Exhibit D, page 36: suggested to change from \$1 million per occurrence and \$3 million in the annual aggregate to \$2million per occurrence and \$5 million in the annual aggregate.

- Additionally, the Committee reviewed the implementation timeline, and Brock Malcolm reviewed and explained Exhibit D and cybersecurity concerns.

**Motion made by Mr. Rory Isaac, second by Mr. Glenn Summers, to approve the RFP as amended today, with the provision that Monica Mason, John Shaheen, and our attorneys may make minor modifications that do not alter the intent. The motion passed.**

- Monica Mason noted that the edited version of the RFP will be reviewed at the Executive and Board meetings on Thursday, March 27, 2025.

**Update Regarding the Tiered Response and Priority Dispatch Recommendation- Dave Seidler & Monica Mason:**

- Monica Mason began the conversation by stating that discussions with Metro about priority dispatch and tiered response are ongoing.
- Dave Seidler mentioned that Metro's current software does not support priority dispatch, and the necessary APCO software, including training, is estimated to cost in the hundreds of thousand dollars range.
- Dave Seidler noted that Metro is willing to implement changes but faces challenges with competing priorities and they feel they shouldn't bear the cost.
- Dave Seidler emphasized that every Metro employee would require training, leading to additional costs, time, and overtime considerations.
- Rory Isaac suggested that KCEAA might need to contribute funding and indicated that some initial costs could be covered by KCEAA's reserves.
- Tom Susman recommended drafting a white paper outlining the costs and implementation for priority dispatch and tiered response to present to the commission.
- Rory Isaac raised concerns about the urgency of the situation, warning that Kanawha County may face serious consequences if the changes aren't implemented soon.
- Rory Isaac emphasized that the commission must be directly involved, suggesting that KCEAA meet with all the commissioners to ensure the urgency and importance of this issue is communicated effectively.
- The Committee agreed to reconvene in two weeks after receiving the necessary data from Metro to move forward with discussions and planning.

**Adjournment:**

**There being no further business, a motion was made by Mr. Rory Isaac, second by Mr. Glenn Summers to adjourn the meeting. The motion passed.**

Respectfully submitted:



Ethan Walker