



## Legislation Details (With Text)

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<b>On agenda:</b>	4/11/2018	<b>Final action:</b>	4/11/2018
<b>Title:</b>	Report regarding a resolution authorizing the write-off of \$145,747 in uncollectable ambulance billing accounts receivable. (Richard Walls, Emergency Medical Services Chief)		
<b>Sponsors:</b>			
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<b>Attachments:</b>	1. Attachment A Write Off Summary		

Date	Ver.	Action By	Action	Result
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Report regarding a resolution authorizing the write-off of \$145,747 in uncollectable ambulance billing accounts receivable. (*Richard Walls, Emergency Medical Services Chief*)

### **RECOMMENDATION**

**It is recommended that the City Council adopt a resolution authorizing the write-off of \$145,747 in uncollectable ambulance billing accounts receivable.**

### **BACKGROUND/DISCUSSION**

The purpose of this staff report is to recommend that City Council write off the balances of 209 uncollectable ambulance accounts, totaling \$145,747. Since December 2015, the South San Francisco Fire Department (SSFFD) and Finance Department have implemented accounting practices that allow for periodic financial reviews and write offs by Council. Once all accounts have been processed by our primary and secondary billing contractors, those with outstanding balances are then forwarded to SSFFD for write off consideration.

It is the goal of the SSFFD to regularly report the status of these accounts. Accounts that have been vetted and no longer have recoverable revenue will be recommended for write off. With this regular reporting, we anticipate a more consistent number of accounts that will be submitted to the Council in the future for consideration to be written off.

In an effort to maximize our revenue recovery, SSFFD transitioned all remaining accounts from our prior billing contractor, Novato Fire Protection District (Novato), to our primary billing contractor, Wittman Enterprises, LLC (Wittman). This has yielded \$195,517 in revenue prior to sending the accounts through our secondary billing process. As Novato's remaining accounts transition through Wittman, we expect variations in the requested amounts, as these accounts are processed, reviewed, and forwarded to our secondary billing contractor. Once all unpaid accounts are referred back to SSFFD, we will recommend that City Council write

off any remaining balance.

Attachment A, Recommended Write Off Summary, summarizes the accounts by year. Using procedures put in place, and with the authority and direction from City Council, staff has worked to greatly reduce the number of uncollectable accounts, and reduce the aged accounts balance for accounts that had accumulated over many years. For instance, this write off request contains 209 accounts, while the previous request contained 822.

Fire staff recognizes that this recommendation is lower than the October 2017 request. This is attributed to our effort to maximize revenue recovery and more efficient billing practices. Therefore, staff expects an increase in our next write off recommendation, followed by a decrease in the long term.

### CONCLUSION

It is recommended that City Council adopt a resolution to write-off \$145,747 in uncollectable ambulance billing accounts receivable.

Attachment A: Recommended Write Off Summary