



CITY OF RIPON

100 Jackson Street Ripon, WI 54971-1396

CITY OF RIPON COMMON COUNCIL MEETING Council Chambers, City Hall Monday, October 25, 2021 7:00 p.m.

- I. Call to order/roll call
- II. Pledge of Allegiance/Invocation – Clay Salmela
- III. Approval of agenda
- IV. Public communications and comment
- V. Action Items
 1. Outdoor Open Container Entertainment Event Permit Application
(Staff note: Ripon Main Street, Inc. has applied for a permit for November 5 for the Downtown Ripon Holiday Winewalk.)
 2. EMS Billing and Collection Services
(Staff note: LifeQuest Services has submitted a proposal to provide EMS billing and Collection Services for the Ripon Guardian Ambulance. The current billing and collection practices are stressed due to increased call volume and limited staff resources. Financial and Medicare audits have called into question the billing and collection practices. Staff recommend approval of the proposal to ensure audit compliance and to implement better billing and collection practices.)
 3. Fleet Management Replacement Program with Enterprise Fleet Management
(Staff note: City staff has worked with Enterprise Fleet Management to propose the implementation of an overhaul of the city's vehicle fleet. The fleet management program includes the leasing of vehicles, reduction of the replacement schedule to under 5 years, and additional fleet tracking services. Staff recommend implementing the program as a cost-savings and updating of our aging fleet.)

4. Amendment to Face Covering Policy
(Staff note: After staff review, there is a recommendation to amend the Face Covering Policy that was approved on September 14. The amendment removes the face covering requirement for the public in city buildings and establishes a recommendation.)

5. Resolution Authorizing Participation in Workforce Relocation Incentive Program
(Staff note: Per the direction of the Common Council, staff have prepared a resolution to participate in the Envision Greater Fond du Lac Workforce Relocation Program. Participation will be limited to a maximum incentive of \$6,000 and city residency only.)

6. Ordinance to Create Title 14 Cemeteries of the Municipal Code
(Staff note: State Statute establishes parameters for the management of municipal cemeteries, including that the governing body of every municipality shall by ordinance determine the system of management and operation. Staff recommend approval of the cemetery management ordinance for all city cemeteries.)

VI. Discussion Item

1. 2022 Budget Update
(Staff note: The Public Hearing for the 2022 Budget has been set for November 9 at 6:30PM. Common Council will be provided budget updates by city staff.)

VII. Project updates & staff reports

VIII. Mayor's communications and appointments

IX. Agenda items for future Council meetings

X. Adjourn to closed session under Wisconsin Statutes 19.85(1)(c) "Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility"

RE: City Administrator Performance Evaluation

Council will also review the minutes from the closed session on July 26, 2021 for accuracy.

OUTDOOR OPEN CONTAINER ENTERTAINMENT EVENT PERMIT APPLICATION

Date of Event: beginning Nov. 5, 2021 and ending Nov. 5, 2021
(no more than 3 days)

Fee: \$25.00

Time of Event: beginning 5:00 pm and ending 9:00 pm
(Hours of operation shall not be permitted between 11:00 p.m. and 6:00 a.m.)

Name of Event: Downtown Ripon Holiday WineWalk

Name of Organization Sponsoring Event: Ripon Main Street, Inc.

Address of Organization Sponsoring Event: 114 Scott Street, P.O. Box 365, Ripon WI 54971

Name, address and phone number of person in charge of event: Craig Tebon - Executive Director (920-748-7466)

Location of Event (be specific/detailed, provide detailed map and indicate any street closure requests):

Wine tasting stations will be located in the 100, 200 and 300 blocks of Watson Street.

Public entertainment (provide a detailed description of all public entertainment associated with the event):

WineWalk participants will be sampling wine at participating tasting stations during the event.

Detailed security plan (all security personnel for an event shall be clearly identified by approved uniform):

Ripon Main Street has requested four off-duty officers from the Fond du Lac County Sheriff Dept to provide security for the evening.

Please respond to each of the following questions:

Are you aware Open Container must not exceed 16 fluid ounces in size? Yes X No

Will the Open Container be glass? Yes X No

Are you aware Open Container shall bear the "outdoor open container entertainment events" printed name and/or logo, or otherwise be identifiable as an open container if approved by Common Council? Yes X No

Please describe the Open Container planned to be used at the event: The container will be a tall wine glass, with the Ripon Good and American Family Insurance logos imprinted on each side. Each glass will also have a 1oz pour line.

Are you aware the applicant shall maintain the event area in a clean, sanitary, neat and orderly appearance at all times during the event? Yes X No

Are you aware the applicant shall ensure that any event refuse is removed from the event area no later than 24 hours after the conclusion of the event? Yes X No

Are you aware the applicant shall be responsible for providing an equal number of premises dispensing nonalcoholic beverages to premises dispensing fermented malt beverages and/or wine (1:1 ratio)? Yes X No

Please describe your plan for meeting the 1:1 ratio requirement: We have requested that tastings rooms have 2 cases of a non-alcoholic beverages for the designated drivers and others attending the event.

Are you aware that the sale or consumption of intoxicating liquors at an event licensed premises is prohibited? Yes X No

Are you aware the applicant shall purchase its alcohol from a source authorized under Wis. Stats., Chapter 125? Yes X No

Are you aware all individuals wishing to possess or consume a fermented malt beverage and/or wine within an outdoor open container event **must have a wristband** issued by an authorized event licensee which sold the fermented malt beverage and/or wine to the individual? Yes X No

Are you aware consumption of alcohol within an outdoor open container entertainment event from a can, bottle or a container which is not authorized pursuant to Section 6.37.070 of City of Ripon Ordinance 1502 is prohibited? Yes X No

Are you aware event licensees shall not permit patrons to enter event licensed premises with fermented malt beverages and/or wine acquired from outside the outdoor open container entertainment event boundaries or a non-event licensed premises? Yes X No

Are you aware any event licensee permitting patrons to remove a fermented malt beverage and/or wine from an event licensed premises for consumption during the outdoor open container entertainment event shall employ a person to monitor all exits of the licensed premises to ensure that all beverages are removed in accordance with Section 6.37.070 of the City of Ripon Ordinance 1502? Yes X No

Are you aware no person shall exit a designated outdoor open container entertainment event boundary with fermented malt beverages and/or wine purchased in an open container for consumption within the outdoor open container entertainment event boundary? Yes X No

Are you aware licensed operators (bartenders) must be on premise during the event? Yes X No

Are you aware operators (bartenders), including provisional or temporary operators, shall not imbibe alcoholic beverages while working or volunteering at an event licensed premises during the outdoor open container entertainment event? Yes X No

Please attach additional information, including maps, diagrams, and event details. Additional information may be requested by City Staff and Common Council if an application is incomplete or at the time of the consideration of the application. The Common Council may place additional restrictions on the permitted event based on the information provided by the applicant.

The applicant signing below confirms understanding of all requirements of Chapter 6.37 of the City of Ripon Code of Ordinances. The applicant also attests to filling out this application with accurate information to the best of your knowledge.

Craig Wilson
Signature of Applicant

OCT. 20, 2021
Current Date

Office Use Only:

Receipt Number: _____ Cash: _____ Check Number: _____ Credit Card: _____

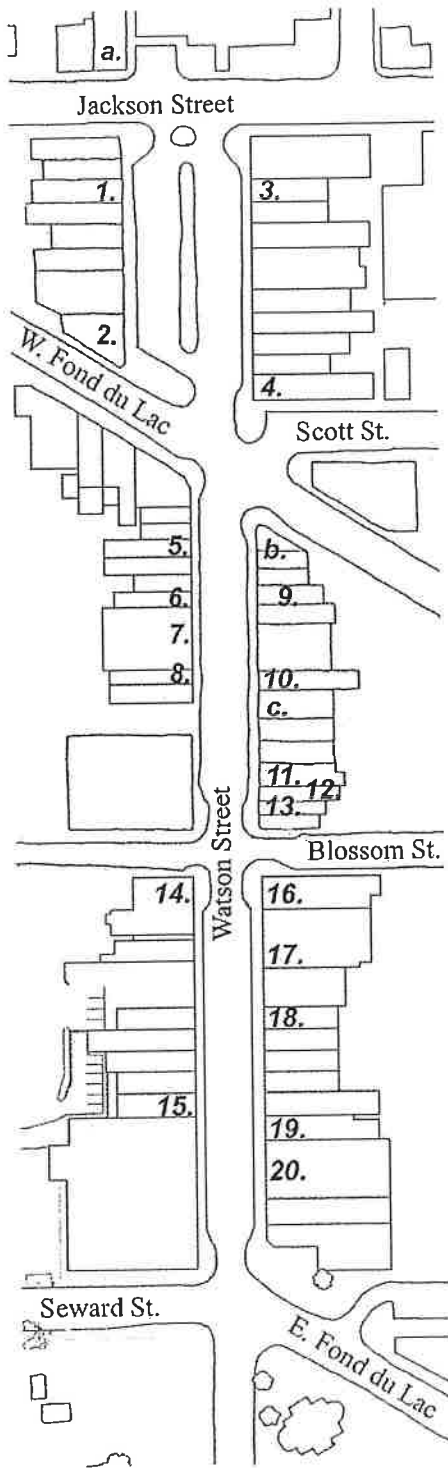
Copy of applicants Certificate of Insurance listing City of Ripon as additionally insured with the application in an amount of not less than \$1,000,000 on file? Yes No

Copy of Hold Harmless Agreement on file? Yes No

Date submitted to Council: _____

Approved by council: _____ Denied by Council: _____ Date granted or denied: _____

Date license issued, if approved: _____ License Number: _____



Wine Walk

Ripon, Wisconsin

Friday Nov. 5, 2021

5:30 to 8:30 pm

WineWalk Tasting Rooms:

1. Sensational Smiles, 106 Watson Street
2. American Family Ins., 120 Watson Street
3. Modernista, 105 Watson Street
4. Soul Patina, 123 Watson Street
5. Hart Mercantile, 206 Watson Street
6. Diedrich Jewelers, 212 Watson Street
7. Farrell's Fine Furnishings, 214 Watson Street
8. DiG Garden Store, 218 Watson Street
9. Imagineers, 213 Watson Street
10. Adeva Salon, 219 Watson Street
11. Sweet n Saulty, 227 Watson Street
12. Hair Today, 229 Watson Street
13. Chic Tique, 231 Watson Street
14. Mapes Hotel, 300 Watson St.
15. IslandTree Discount, 320B Watson Street
16. Keller+Kane (Ripon CBD), 301 Watson Street
17. American Alchemy, 305 Watson Street
18. Flddler Creek, 311 Watson Street
19. Blue Sparrow WI, 321 Watson Street
20. Deja vu Boutique, 323 Watson Street

Additional WineWalk Participants

- a. Traded Treasure Thrift, 102 W. Jackson Street
- b. Patina Vie, 205 Watson Street
- c. Knuth Brewing Company, 221 Watson Street

**AMERICAN FAMILY
INSURANCE
BRAD TAGLIAPIETRA**

HOLD HARMLESS
AND
INDEMNIFICATION AGREEMENT

Ripon Main Street, Inc. _____ agrees to indemnify and save harmless the City of Ripon against any and all actions, claims and damages whatsoever that may result from the **event** to be held on the 5th day of November, 2021, in the City of Ripon.

Ripon Main Street, Inc. _____ agrees to indemnify and hold harmless the City of Ripon from any and all claims and damages that have accrued, or that the City of Ripon may hereafter be obligated to pay, arising from any negligence related to the **event** to be held on the above stated date.

Ripon Main Street, Inc. _____ agrees to indemnify and save harmless the City of Ripon from and against all claims, suits, damages, costs, losses and expenses in any manner resulting from or arising out of the **event** to be held as stated above.

It is understood that this Indemnification Agreement shall bind the heirs, executors, administrators and assigns of all parties hereto.

Dated this _____ 20th day of October, 2021.



Authorized Person



Ripon
Wisconsin

Ripon Guardian Ambulance Service - City of Ripon, WI
EMS Billing and Collection Services



Tim Rosin, Vice President

Life Line Billing Systems, LLC d/b/a LifeQuest Services

(888) 777-4911

Your Recovery Specialists





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June 10, 2021

Re: LifeQuest Services Ambulance Billing and Collections

Dear Mr. Matuszesk and the City of Ripon Team Members,

LifeQuest Services is a national billing, collections and data management services company. We have been processing healthcare reimbursement requests for municipal ambulance fees for over 25 years specializing in EMS and Fire accounts. We service more than 230 EMS, Fire and Hazmat clients across 22 states.

We provide full account processing – from initial incident billing to collections. This eliminates the need for a handoff or transfer of an account and also allows customers outside of 90 days to provide insurance or supplemental insurance information to be billed. Our expertise in billing, EOBs, insurance payments and seamless collection processes/late and delinquent account servicing increases overall revenue while minimizing customer/transition issues with collection companies.

Many members of our team are EMS, Fire trained and field-experienced professionals. This experience enables our team to understand the challenges you face and the ability to provide suggestions for process improvement along with quality and timely service. Our approach is to build a strong business partnership by paying attention to details, tailoring services to make you successful and delivering results. No one provides the full account billing and collection services or value that LifeQuest delivers. LifeQuest delivers with results, technology, customer service and partnership. We believe we will be the best revenue recovery partner you will ever have.

Key partnership benefits provided include:

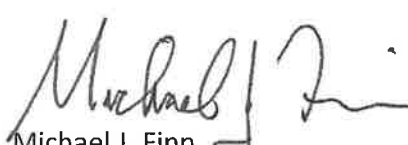
- Full and complete suite of services – EMS, Fire and Hazmat Billing and Collection
- While most billers are good at Medicare and Medicaid – LifeQuest unique skills and collection capabilities equip us to be better for commercial insurance, late accounts and self-pay
- Unmatched live phone hours – 120+ hours with LifeQuest staff in LifeQuest offices (not outsourced!)
- Extensive knowledge and expertise in the State of Wisconsin (TRIP) program
- Monthly standard and custom reports that cover operational and financial metrics and key success criteria
- Data interface with NEMESIS Gold web-based ImageTrend ePCR
- Exemplary Industry Compliance – CMS, SSAE No. 16 (SAS Type II), HIPAA, FDCPA, GAAP, PPMS, Red Flag and ACA International
- Skilled team resources with the expertise, capacity and training to deliver a fast, high quality transition

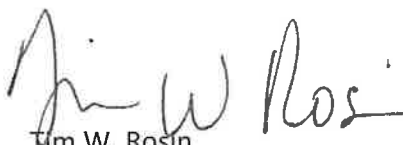


We have acquired and successful serve Client Partners in the state of Wisconsin like the City of Oshkosh; City of Eau Claire; Village of North Fond du Lac and the Green Bay Metro Fire Department.

We would be fantastic partners in delivering great revenue recovery for the City of Ripon.

Sincerely,


Michael J. Finn
Chief Executive Officer


Tim W. Rosin
Vice President

LIFEQUEST OVERVIEW

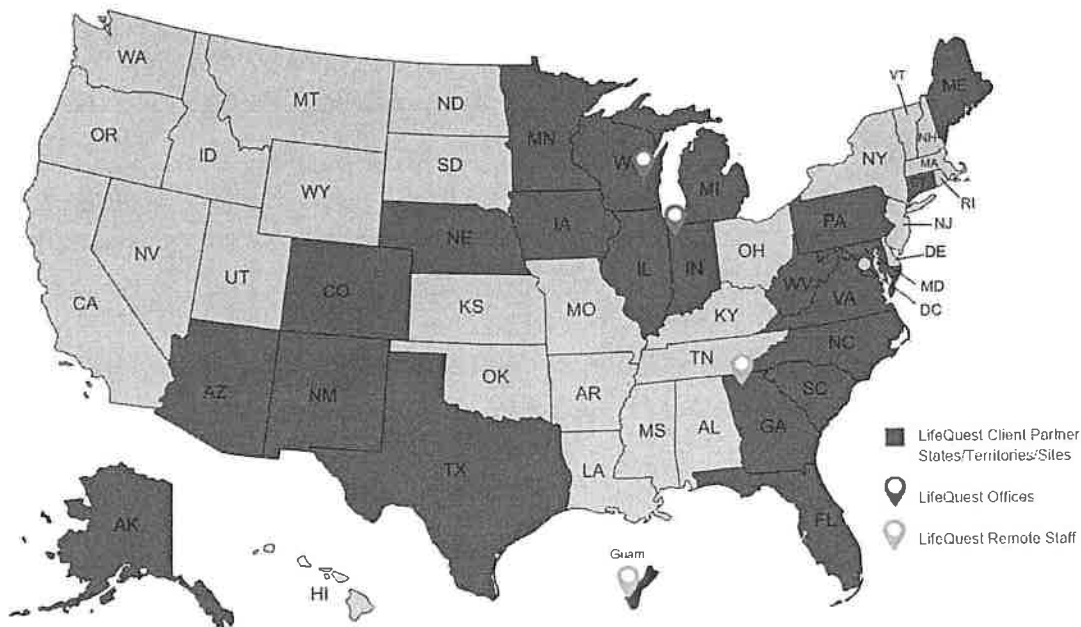
LifeQuest Services is a unique and focused Fire/EMS Billing, Collections and Technology/Data Management firm for municipalities. Currently we service over 250 Client Partners across 22 states. We are owner operators focused on your success.

LifeQuest History

Life Line Billing Systems, LLC d/b/a LifeQuest Services provides EMS billing, Fire billing and delinquent account collection services for clients with 500-25,000+ claims per year. We tailor our full suite of services to suit our Client Partner's needs.

LifeQuest Services was founded in 1992 as Life Line Systems, Inc. d/b/a LifeQuest Services. In 2012, our current CEO, Michael Finn, led a team of owner/investors to purchase LifeQuest Services from the original founder. Our recent history has seen many positive changes including improved operations, increased growth, new office locations, expanded collection business and new services for each Client Partner.

The graph below shows each state where LifeQuest has Client Partners, our office locations and where remote LifeQuest staff is located.



LifeQuest Services Solution

Operating as both a billing company and a licensed collection agency, our proprietary processes ensure a smooth transition through the claim lifecycle from the beginning to end. Our focus centers around offering a full suite of services to help our Client Partners substantially increase their revenue.

Our results-driven processes deliver outstanding returns regardless of the Client Partner size or location. We base our success on the quality of services we provide for each Client Partner.

Experienced Professionals

EMS and Fire field experienced professionals enables our team to understand everyday challenges faced by our Client Partners, translating into successful business applications and superior results. By using over 25 years of industry experience to our advantage, our team is always there to provide expert advice and strategies to our clients, regardless of the situation.

Customer Support

120+ hours of weekly live phone service are provided, allowing patients to call our toll-free number at their convenience.

Translation services are offered through Telelanguage, covering over 200 languages. Client Partners and patients always speak with a live customer care specialist, not an automated system. After-hours access to company management is always available.

Total Revenue Recovery Results



A full suite of services is provided by our expert team, a significant value offered exclusively to our Client Partners.

Timely reporting is guaranteed through our web-based data systems.

Patients are always treated with the utmost dignity and respect, as evidenced by our A+ rating from the Better Business Bureau.

Office Locations

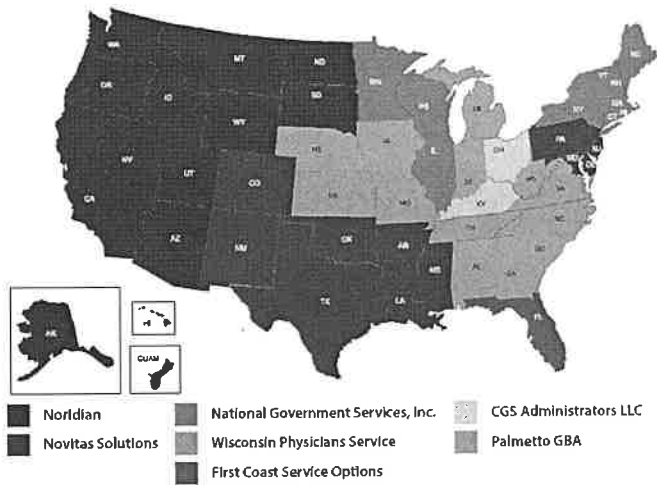
LifeQuest is headquartered in Wautoma, WI and has a branch office in Munster, IN.

LQ Headquarters
N2930 State Road 22
Wautoma, WI 54982

LQ Branch
9200 Calumet Ave. Ste 401
Munster, IN 56321

CMS Expertise

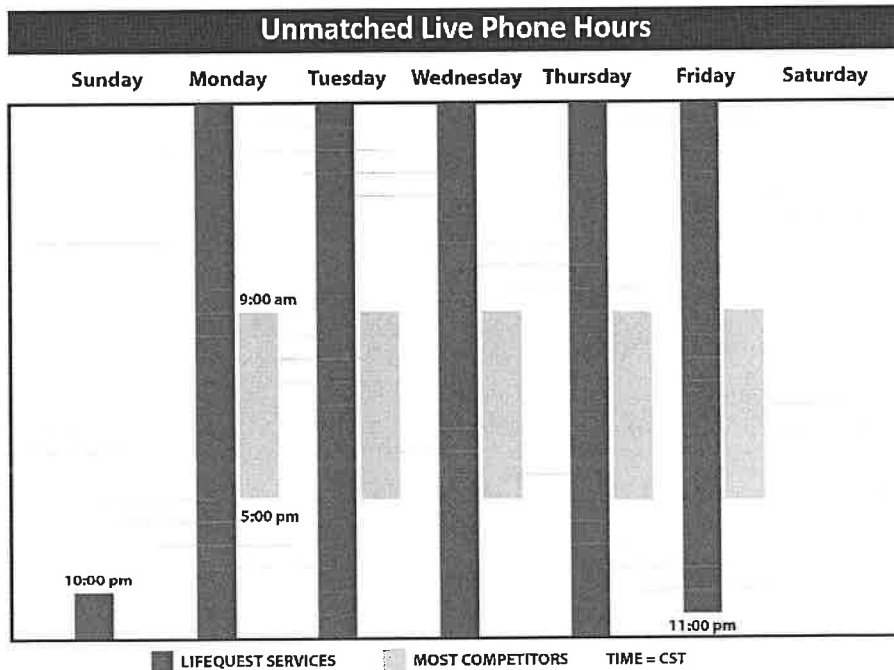
LifeQuest Services staff includes numerous personnel with expertise in Medicare, Medicaid and the Centers for Medicare and Medicaid Services (CMS). The staff has extensive and ongoing training with MACs and state Medicaid providers. This up-to-date expertise provides the best techniques for coding, compliance and appeals. Additionally, as part of our standard service to our Client Partners, we provide timely Medicare and Medicaid revalidation.



Superb Customer Service

Patient Support

LifeQuest Services communicates with patients over the phone, on www.myambulancebill.com, through mail and/or email. We provide more than 120 hours of live patient support (from 10:00 p.m. CT Sunday to 11:00 p.m. CT Friday). We are here when it is convenient for patients, not just the standard 9 to 5 hours most billers provide.





LifeQuest Services always treats each patient with dignity and respect. Our staff members conduct themselves as ambassadors representing our Client Partner. We understand that working respectfully with patients to understand their situation ultimately leads to greater revenue recovery. Regular training and evaluation to support this practice is a priority.

Additional highlights of our telephone system include:

- State of the art call center hardware and software
- Greeted by live, trained professional billing specialists
- Partner with translation company *Telelanguage*, offering translation in over 250 languages
- No automated attendants
- Call centers located in Wautoma, WI and Munster, IN – not outsourced

Client Partner Support

LifeQuest Services' Client Relations Project Managers serve as the designated point of contact for the Client Partner. Our Client Partner support includes:

- Transition/startup project management
- Tier 1 ImageTrend support
- Medicare/Medicaid revalidation
- Payor documentation/agreements maintenance
- Monthly/daily/weekly and/or custom reporting
- Revenue performance monitoring
- Problem resolution
- Answer patient-specific inquiries
- Rate survey preparation
- All Client Partners have access to our on-call manager 24/7/365

LifeQuest Services provides a toll-free telephone number for all Client Partners and Patients.

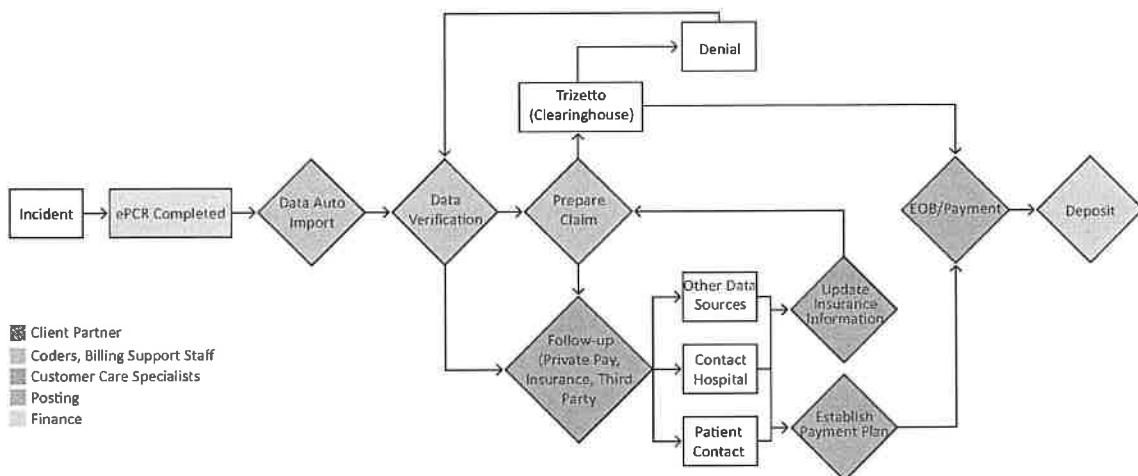
	Patient Line	Client Partner Line
Billing Department	(800) 786-4911	(888) 777-4911
Collections Department	(877) 663-3729	(888) 777-4911

REVENUE RECOVERY PROCESS AND PERSPECTIVE

Whatever needs to be done - from the successful implementation of software and hardware to onsite training staff (onsite!), to implementation of credit cards to broaden the payment channels for your constituents, to detailed interactions with the hospitals and payors handling patients and claims. We work diligently to ensure high quality transactions, strong communication and unmatched responsiveness makes the billing/revenue recovery portion of EMS/Ambulance service deliver results to be proud of.

Billing Process

LifeQuest Services provides personnel, materials, services, expertise and training necessary for revenue maximization. Our breadth of services includes billing, collection, data management, consulting and compliance expertise – anything the Client Partner needs to maximize revenue recovery.



Data Collection

Required information for a complete and accurate claim includes:

Valid patient signature (billing authorization, HIPAA acknowledgement, release of information authorization, acknowledgement of financial responsibility)

- Medicare required forms as needed (PCS, ABN)
- Complete patient demographics
- Detailed narratives (supporting medical necessity if it exists)
- Operations information (times, pickup and destination locations, mileage, unit, crew)

- Nature of call and dispatch information
- Patient history, complaints, assessment and treatment
- Payor information including responsible party and copies of insurance card(s)
- Information from hospital (face/fin sheet)

ePCR Transfer

LifeQuest Services can interface with any ePCR software that can produce a NEMESIS-compliant file. We have existing interfaces for ImageTrend, ESO, Zoll and many other ePCR solutions. The file is uploaded to our secure FTP site for input to our billing software. Our secure FTP site also accepts digital images of additional run documentation (i.e. PCSs, ABNs, insurance information, hospital fin/face sheets). The use of industry standard, secure encryption techniques ensures data transfers remain confidential.

Hospital Database Accessibility

LifeQuest Services obtains patient demographics and insurance information by collaborating directly with receiving hospitals. Typically, information is received automatically and electronically, daily via secure data files. Other forms of transmission include email, fax and mail. We collaborate with hospitals/health systems to convert to an automated process whenever possible. We also receive data through Health Data Exchange (HDE) systems.

LifeQuest Services collaborates with a large health system to integrate directly with their hospital-wide electronic health record system (EPIC). We are working to include all receiving hospitals used by our Client Partners. This enables run data to be cross-referenced with hospital records to ensure coding accuracy and verify insurance information.

Pre-Claim Process

A disciplined pre-submission claim research program is vital to ambulance billing. All procedures and protocols are customized to suit the needs of each Client Partner. In order to achieve optimum revenue recovery, LifeQuest Services utilizes the following techniques and databases:

- *Data scrubbing:* Pre-Invoice Verification (PIV) ensures the input of quality data to the billing system.
- *Signatures:* Claims will not be submitted until a valid signature (in compliance with Medicare guidelines) is obtained.
- *Hospital database accessibility:* LifeQuest Services works directly with hospitals to obtain proper patient data, including insurance coverage.
- *Insurance scrubbing:* A search is performed to obtain patient insurance coverage when this information is not included with the PCR. LifeQuest Services staff searches national

carriers and carriers that are commonly used in the area of the Client Partner. Attempts to contact the patient are made when no insurance information is found.

- *Public and local records:* State specific court access websites, Vinelink, the Department of Corrections, the Veterans Administration, Medicaid portals, C-Snap and local hospitals are used to obtain key information.
- *Third-party database sources:* Verify available insurance information, determine eligibility, research contact information and reduce denials

Billing Cycle

Claims are coded by LifeQuest Services' Certified Ambulance Coders (CACs). Our certified coders are trained and certified by the National Academy of Ambulance Compliance (NAAC)



ensuring accurate, timely and compliant billing. LifeQuest Services certified coders determine condition code (ICD-10), medical necessity and level of service for each transport. Claims are compliantly coded following all applicable federal, state and CMS rules and regulations.

LifeQuest Services submits claims securely and electronically to Medicare, Medicaid and commercial insurance payors within 72 hours of receipt of complete information. We use Trizetto as a clearinghouse for claims processing. We meet all ANSI 5010 electronic specifications and HIPAA transaction standards. We can create and submit paper claims in the event a paper claim is required by the payor.

LifeQuest Services also prepares and submits claims to third-party payors including auto insurance, Worker's Compensation, contract payors and paramedic intercepts.

Occasionally, further information will be required after run data has been received and our pre-billing process is complete. In these circumstances the patient will be sent an information request statement and/or be contacted by phone.

Correspondence

Informational statements and invoices are sent to the patient throughout the life of the account while an unpaid balance exists. The correspondence mailing schedule is customizable and ultimately defined by the Client Partner. LifeQuest Services has vast experience and expertise in setting correspondence/invoice schedules and can make recommendations.

All correspondence is approved by the Client Partner and includes the Client Partner name as service provider and payee. Mailings include complete instructions, insurance information form, signature form (if applicable), payment coupon and return envelope. Correspondence

complies with all rules and regulations according to CMS, SSAE No. 16 (SAS 70 Type II), HIPAA, FDCPA, and GLBA.

LifeQuest Services uses a mailing service that verifies all addresses before mailing. This provides an efficient means for updating customer demographics and avoiding returned mail.

Telephone

When necessary, Patient Care Specialists attempt to contact patients by phone to obtain/verify insurance information, establish payment plans and encourage payment. A proprietary, compliant dialer developed by LifeQuest Services is used for predictive calling and to regulate call frequency.

Co-insurance / Supplemental Insurance Processing

LifeQuest Services processes secondary insurance after the primary insurance payment has been received and posted to the patient's account. A copy of the EOB and the CMS1500 (claim form) is transmitted electronically to the secondary insurance. Paper copies of EOBs and claim forms will be mailed if required by the payor. This process is continued until all available insurance payors have been exhausted.

Self-Pay

LifeQuest Services submits claims to Medicare, Medicaid, primary, secondary and tertiary insurance companies. A patient is considered a self-pay account only after all other potential payment sources are exhausted. The initial self-pay bill is then sent to the patient. This ensures the patient is not paying bills out-of-pocket unnecessarily. If the patient is unable to satisfy the debt in a single payment, we will work with them to set up an equitable payment plan.

Recovery Score Modeling

Recovery Score Modeling helps streamline our efforts and resources toward customers with the greatest propensity to pay, maximizing revenue recovery for our Client Partner. LifeQuest Services utilizes a scoring model based on eighty-four (84) indicators that include such factors such as time spent at a job, years at current address and recent credit inquiries, among others. Additionally, all lines of credit available to the customer are reviewed to help us determine whether the customer has the means to provide immediate bill resolution.

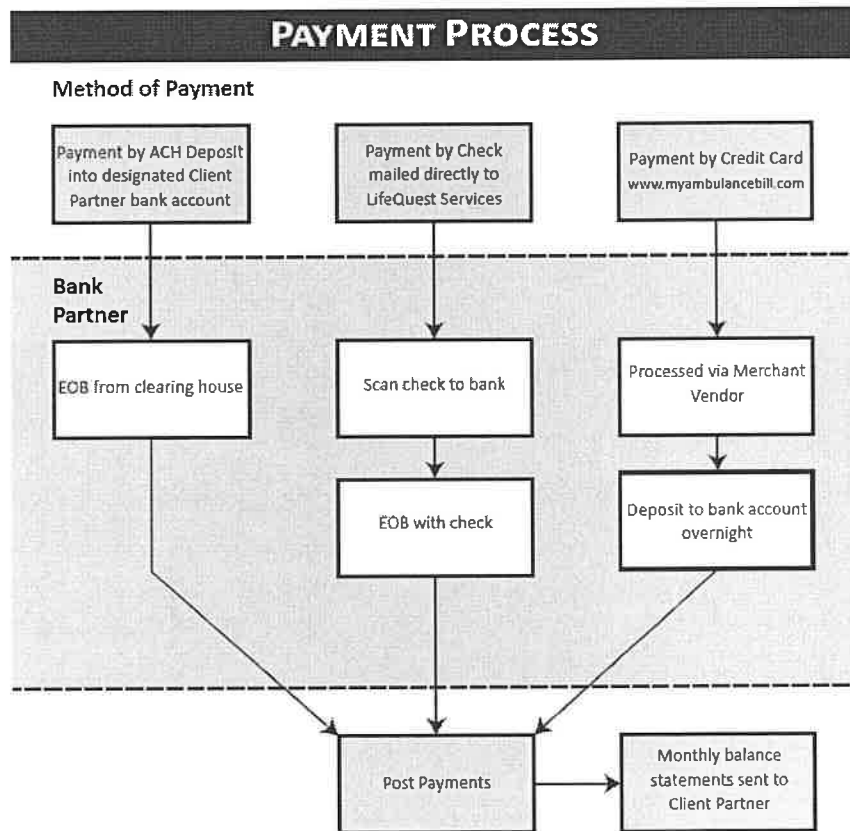
Skiptracing

Accounts missing contact and/or demographic information are processed by skiptracing specialists. Skiptracing is performed throughout the life of the account until customer contact is established. Customers with returned mail, incorrect phone numbers and those considered difficult to contact are processed again by skiptracing specialists to check for more current customer information, if available.

Our first level of contact search begins with various sites such as state court access websites, Vinelink, Department of Corrections, Veteran’s Administration, Forward Health, C-Snap and local hospitals, among others. When necessary, various third-party services are utilized to perform a deeper probe to search for necessary information.

Payment Process

LifeQuest Services has the capability to accept and process the following forms of payment: ACH/EFT, domestic wire transfer, money order, check, debit card and credit card. Our Customer Care Specialists can accept payments via phone.



Credit Card Processing and Fees

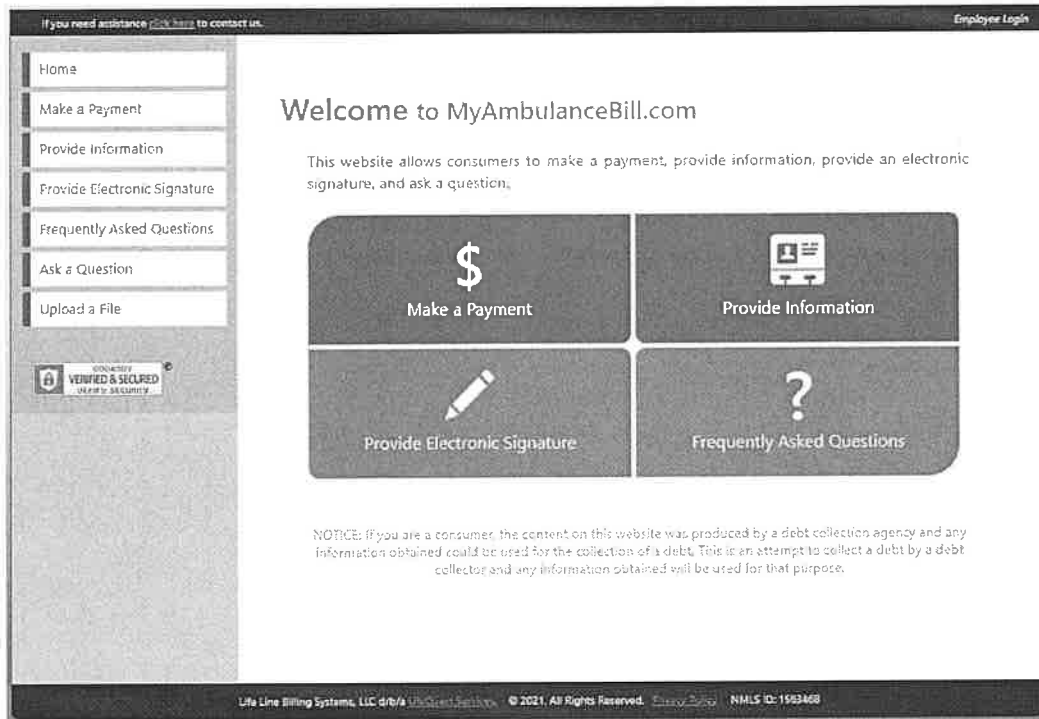
LifeQuest Services processes credit/debit card payments through a merchant processor. Our IT systems and processing procedures are certified and compliant with the Payment Card Industry Data Security Standard (PCI DSS).

There are processing fees from the third-party merchant processor associated with accepting credit card payments. LifeQuest Services does not charge a fee for accepting credit card payments or inflate the merchant processor fees. We collaborate with each Client Partner to

address responsibility of costs associated with transaction and surcharge fees. We manage multiple pricing models that segment who will be responsible for various credit card fees.

Patient Portal

LifeQuest Services provides patients access to our secure web portal, www.myambulancebill.com. Here, patients can log in to pay, provide insurance information, ask questions, provide electronic signatures, complete surveys and view invoices.



Payment Posting

- LifeQuest Services receives an Electronic Remittance Advice (ERA) and Electronic Fund Transfers (EFT) from most payors for efficient posting.
- Payments by check are made payable to the Client Partner.
- Physical checks received are deposited and posted to the patient’s account the same day via electronic upload to the corresponding bank account.
- Explanation of Benefits (EOBs) are received and payments posted to the appropriate patient account in a secure area with limited access and camera surveillance.

Many of our Client Partners establish a new bank account specifically for receiving payments. LifeQuest Services in-house payment posting offers the following advantages:

- Client Partner controls the account, LifeQuest Services helps manage the account and reconciles monthly activity and balances

- LifeQuest Services manages optional overpayment/refund process at no cost to the Client Partner
- Payments are electronically scanned to account daily
- Pre-established free daily EFTs
- Client Partner determines EFT schedule
- LifeQuest Services' contingency fee can be withheld during reconciliation to simplify invoicing process
- Account is "no fee" and FDIC insured up to \$250,000

Based on the preferences of the individual Client Partner, we will gladly work directly with your current bank or lockbox should the need arise. We are also open to accommodating other payment and deposit methods upon request.

Refunds/Overpayments/Credit Balances

LifeQuest Services provides all the necessary records and communication required for efficient and accurate refund processing. We manage the entire refund process through check processing and reconciliation. Client Partners also have the option to manage some or all of the refund process if they so choose. A report detailing overpayments and refund payables is included in the monthly report package sent to the Client Partner.

LifeQuest Services ensures that our Client Partner meets the CMS requirement stating that all refunds are to be completed within 60 days of knowledge of a refund being due. Our Finance Department reconciles all refunds, overpayments and credit balances during the review process at the end of each month.

Denial Resolution

The number of denials has increased due to slow paying insurers, increased compliance requirements and complex healthcare billing processes. LifeQuest Services has a team of Denial Specialists that employ specific techniques to address many of the common reasons for denials.

In the event the claim was denied in error, LifeQuest Services will appeal the claim (with Medicare, Medicaid and/or commercial payors as necessary until a positive outcome is achieved.

LifeQuest Services' Denial Specialists manage claims that are either denied or not processed by Medicare, Medicaid or insurance companies. Our process ensures that claims not paid within a specific time period are researched, corrected if necessary and refiled. Claims denied because they are not covered are billed to the patient. Denials are reviewed within five business days of the denial notification.

Write-offs/Account Closure

LifeQuest Services adheres to write-off/account closure protocols as defined by the Client Partner. We collaborate with our Client Partners to make sure all available options for reimbursement are discussed and understood. Possible scenarios resulting in write-off/account closure:

- Patient is deceased with no surviving spouse or estate
- Patient bankruptcy is discharged with no chance of recovery
- Settlement agreement between Client Partner, LifeQuest Services and patient
- Required adjustment for contracts
- Patient hardship options available dependent upon Client Partner policy
- Request is made by Client Partner to close account

Delinquent Account Collections

Accounts reaching 120 days without activity or an active payment plan in place are considered delinquent. These accounts are transferred to collections. Client Partners have three choices for transferring delinquent accounts:

1. The Client Partner takes advantage of LifeQuest Services' delinquent account collection services
2. Accounts are returned to the Client Partner
3. Accounts are transferred to an outside collection agency chosen by the Client Partner

LifeQuest Services does not subcontract delinquent account collection. Providing collection in-house delivers more efficient service and increases total collectible revenue. Patients experience seamless handling of accounts and knowledgeable, compassionate collectors.

Examples of various methods used to increase revenue include:

- Utilization of skiptrace vendors to locate hard-to-find patients
- Concentration of efforts toward those most likely to pay using recovery score modeling
- Bad debt is reported to Consumer Reporting Agencies
- Triggers are placed with the Consumer Reporting Bureau
- Automated dialing campaigns are utilized
- Maintaining membership with the Association of Credit and Collection Professionals allowing for continued training on state and federal rules and regulations
- Professional Collection Specialists versed in the nuances of EMS/Fire billing collection

Telephone Campaigns

One of the most effective methods used for collecting debt is calling the customer directly via telephone. At the beginning of each call, LifeQuest Services' tenured collectors identify themselves as debt collectors and inform the customer that the call is being recorded. Our

collectors are trained to listen and respond to each situation appropriately while treating the customer with dignity and respect.

Our telephone campaigns are conducted using LifeQuest Services' proprietary, on premise dialer. Our dialer runs via Session Initiation Protocol (SIP), expanding our capabilities and allowing for the use of local caller ID packages to increase contact ratios. 100% TCPA compliant, the dialer verifies numbers to ensure cell phones are not being called improperly. The technology currently in place can run message campaigns, IVRs, predictive and preview models and is fully adaptable to fit the needs of the business.

Customers are placed in dialer schedule based on their recovery score in addition to various other factors. Dialer schedules regulate call frequency (no more than once per day) to make sure customers do not feel harassed. All customer contact is reported in Latitude (our collections software) and all calls are recorded, except those containing payment information. Customers are removed from the dialer once the account is paid in full or an equitable payment arrangement is established.

Letter Campaigns

LifeQuest Services has a series of FDCPA compliant letters used to encourage payment and keep the customer informed about the status of their account. Letters are sent based on Client Partner preferences, the recovery score of the individual customer and our best practices.

Fully customizable, approved by the Client Partner's team to ensure the language and message aligns with the Client Partner's mission and vision, these letters contain customer account balance, required disclosures, payment guidelines, website access instructions and LifeQuest Services contact information.

LifeQuest Services uses a mailing service that verifies all addresses before mailing. This provides an efficient means for updating customer demographics and avoiding returned mail.

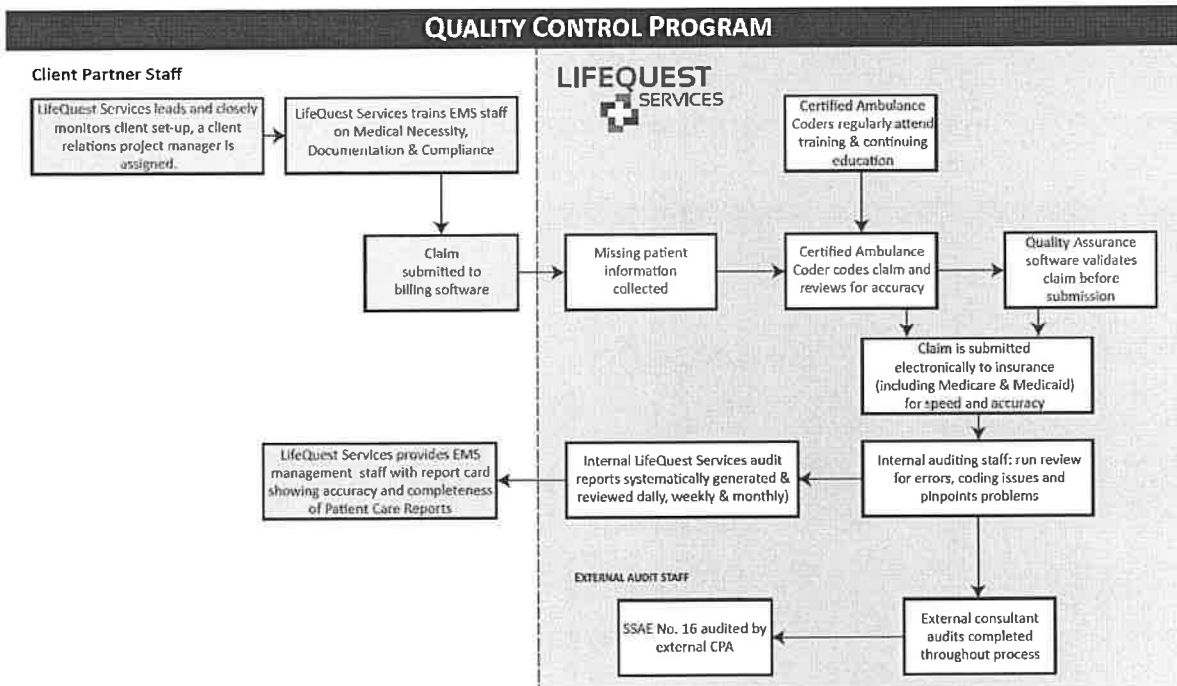
Quality Assurance

The results-oriented processes created and implemented by LifeQuest Services are driven by QA with a focus on internal controls. A system of checks and balances (manual and automated) ensure all claims are submitted and processed correctly, the first time.

LifeQuest Services utilizes the following policies and procedures to ensure compliant, error-free claim submission:

- *Certified Ambulance Coding:* Our billing staff includes Certified Ambulance Coders (CACs) who prepare claims using submitted run data. Additionally, external, independent auditors review claims to ensure integrity

- *Claim Auditing:* LifeQuest Services' internal auditors review a sample of all coders work on a weekly basis to ensure quality and compliance
- *Claim Review:* Claims with more complex compliance requirements (i.e. lack of medical necessity, specialty care transport) are reviewed by three separate specialists to ensure compliant coding
- *Separation of Duties:* Employees perform a singular role throughout the claim management process to ensure system checks and balances



Auditable Systems in Place

LifeQuest Services has fully auditable systems in place. We use Generally Accepted Accounting Principles (GAAP).

The company is reviewed by an independent CPA firm that reviews and tests the quality and standards in line with SOC 2 Type 1. In addition, quarterly security audits are conducted for Payment Card Industry Data Security Standard (PCI/DSS) compliance. Continuous monitoring audits are also conducted by the State of Wisconsin Department of Financial Institutions (DFI).

100% Compliance

LifeQuest Services' compliance record is spotless. We have never been suspected of or investigated for fraudulent practices. In order to maintain this distinction, internal and external audits are conducted regularly, Medicare patient signature solutions are utilized and we ensure separation of duties between our billing and payment procedures. The following represents some of the accreditations, laws, governing bodies, and associations we follow.

- Association of Credit and Collections Professionals (ACA International)
- Centers for Medicare and Medicaid Services (CMS)
- Consumer Finance Protection Bureau (CFPB)
- E-Verify
- Fair Debt Collections Practices Act (FDCPA)
- Fair and Accurate Credit Transactions Act (FACTA)
- Fair Credit Reporting Act (FCRA)
- Federal Trade Commission (FTC)
- Generally Accepted Accounting Principles (GAAP)
- Gramm-Leach-Bliley Act (GLBA)
- Great Lakes Credit and Collection Association (GLCCA)
- Healthcare Insurance Portability and Accountability Act (HIPAA)
- Office of Inspector General (OIG)
- Payment Card Industry/Data Security Standard (PCI/DSS)
- SOC for Service Organizations (SOC II Type I)
- Telephone Consumer Protection Act (TCPA)

LifeQuest Services' employees receive HIPAA, FDCPA, ACA International Code of Ethics and Compliance Code of Conduct training with annual refreshers. Our trained professionals ensure that all HIPAA regulations are followed and patient privacy is protected. Access, disclosure and use of Protected Healthcare Information (PHI) and electronic Protected Healthcare Information (ePHI) are strictly limited to authorized personnel. Employee access is granted only to data necessary to complete job responsibilities.

LifeQuest Services takes the following measures to ensure 100% compliance:

- *HIPAA Compliance:* We are a covered entity under HIPAA regulations, and we take the security of PHI very seriously – we use top-tier firewall appliances and the latest technology to safeguard our clients' data
- *Red Flags Rule and Identity Theft:* LifeQuest Services uses a program created by Federal Trade Commission and the National Credit Union Administration to detect any "red flags" or any suspicious identity-theft activity in our day-to-day operations
- *OIG Compliance:* LifeQuest Services adheres to the (OIG) guidelines for third-party medical billing companies – our compliance program includes written policies and

procedures regarding billing and confidentiality, standards for ethical and legal conduct, and education of our staff on new laws, regulations, and billing procedures

- *Local, State and Federal Laws and Regulations:* LifeQuest Services partners with Page, Wolfberg & Wirth LLC (PWW), the leading national EMS industry law firm, to help ensure that our management team remains up-to-date in CMS federal and state compliance guidelines, HIPAA, Red Flag Rules, Office of Inspector General (OIG) opinions and other legal/regulatory items.

LifeQuest University

LifeQuest Services believes that training our Client Partners is the cornerstone of maximizing revenue recovery. Complete, thorough and detailed documentation and forms provide clean claims for rapid reimbursement. We provide our Client Partners with a suite of learning opportunities through LifeQuest University, all included at no additional cost.

We offer training online through our Learning Management System (LMS) – compatible with phone, tablet, laptop and desktop systems. This system allows personnel to train anywhere and anytime – whatever is convenient for them.

Our EMS and Fire field-experienced professional trainers provide documentation training at Client Partner’s site, on their schedule.

Reporting

LifeQuest Services produces monthly client reports and annual summaries. Reports are uploaded to our Client Services website within five days of the month’s end. These reports can be downloaded, printed, viewed and stored from our secure client portal (available formats are Microsoft Excel and/or PDF document). Customizable reports are developed for Client Partners as needed/requested. Meetings with each Client Partner are arranged regularly to review progress, revenue recovery results and future projections. Additionally, our team provides user training for the reporting software as needed. There is no additional cost associated with the user training and/or any customized reporting requested by the Client Partner.

Below, the lists share a sample/subset of both monthly and annual client reports.

Monthly Reports:

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Income and Expenditures ▪ Gross Revenue ▪ Charge Detail Report and Summary ▪ Call Aging Detail Report and Summary | <ul style="list-style-type: none"> ▪ Total Runs Entered ▪ Reconciliation Summary ▪ Credit Detail Report and Summary ▪ Overpayment Refunds/Service Payables Report |
|--|---|

Annual Reports:

- Annual Executive Summary
- Response Report
- Response Chart
- Call Detail Report
- Call Detail Chart

Client Services Website

The Client Services website <http://clients.lifequest-services.com/> is available to Client Partners seven days a week, 24 hours a day. Access can be established for authorized users and access levels controlled by the Client Partner. Monthly reports, start-up data and other various resources are stored and available to Client Partners on this secure portal.

Service: CITY OF MADISON FIRE DEPARTMENT Change Password Update Profile Logout

Menu

- Main
- Reports
- Resources
- User Management
- Data Accumulator
- Administrative Change

Reports

Report Search

Category:

Start Month / Year:

End Month / Year:

Search Results

Download ZIP File of Checked Reports Check / Uncheck All Reports for ZIP Download

	ZIP	Report Name	File Type	Start Date	End Date	Last Updated
View / Download	<input checked="" type="checkbox"/>	All Phases Income And Expenditures	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	BILLING Phase 1 Call Report	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	BILLING Phase 1 Charge Report	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	BILLING Phase 1 Credit Report	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	BILLING Phase 1 Reconciliation Summary	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	Gross Revenue All Phases	.pdf	4/1/2017	4/30/2017	6/28/2017
View / Download	<input checked="" type="checkbox"/>	Number of Runs Received	.pdf	4/1/2017	4/30/2017	6/28/2017

Life Line Billing Systems, LLC d/b/a LifeQuest Services © 2017. All Rights Reserved.

Technology Overview

Billing Software

LifeQuest Services' third-party billing software platforms include TriTech Respond Billing software and Zoll RescueNet Billing. LifeQuest Services offers a billing software solution that best fits the ePCR interface/integration needs of our Client Partners. Updates and standard maintenance are scheduled by the LifeQuest Services IT Department to mitigate impact/downtime to our Billing Department and system performance.

Data in our billing software is segregated, each Client Partner having their own directory. Data does not bridge between directories, is the property of the Client Partner and is available on demand throughout the life of the contract.

Dialer Technology

LifeQuest Services utilizes a proprietary, on premise dialer that runs via SIP, expanding our capabilities and allowing for the use of local caller ID packages to increase contact ratios. 100% TCPA compliant, the dialer verifies numbers to ensure cell phones are not being called improperly. The technology currently in place can be modified and adapted to our business needs. It can run message campaigns, IVRs, predictive and preview modes.

Digital Records Management

To electronically store all records received on behalf of our Client Partners, LifeQuest Services utilizes a document imaging system by Kofax and the Open Text records management system. Both systems work in tandem to image and store all EMS documents including documentation for Medicare, Medicaid and all other payors for easy and immediate retrieval.

LifeQuest Services ensures all documents and records remain secure, easily accessible and available to the Client Partner for a minimum of seven years. Digital images that have been processed on behalf of our Client Partner are also available upon request.

Backup/Disaster Recovery

LifeQuest Services Disaster Recovery Plan (DRP) documents the appropriate resources and procedures to be utilized in the event of a disaster at the Information Technology Services Data Center (ITSDC) located within our corporate office in Wautoma, Wisconsin. LifeQuest Services has a second facility in the region providing additional disaster and backup relief, should the need arise. Collectively, these facilities ensure complete backup services, allowing for 100% operational uptime.

The table below lists each type of disaster recovery data protection and their estimated Recovery Points.

Data Protection Type	Recovery Point (Age of Data)
Replication	
Services	100% uptime of service level due to fully replicated environment
Virtual Machines	Less than 1 hour for full VM level recovery
Physical machine inside datacenter	Less than 4 hours after physical failure of hardware
Physical machine outside of datacenter	24 hour recovery
Backup	
Virtual Machine	Less than 1 hour after disaster
Physical machine inside datacenter	2 to 6 hours depending on severity of data impairment

Performance Benchmarks

The EMS billing and collection techniques utilized by LifeQuest Services produce excellent results for the Client Partner by driving revenue recovery and decreasing aged receivables. Working in tandem with our Client Partner allows for continuous analysis and evaluation of all processes. As partners, we work to prioritize and deliver improvements for recovery success to the best of our ability. Our best-practices include reviewing aged categories in accounts receivable and timely processing of denials, ultimately driving successful revenue recovery. If collections fall below the required performance benchmarks, our tenured finance team will address the issue by investigating the following:

- Claim pre-submission process
- Denial review
- Medical Necessity Documentation

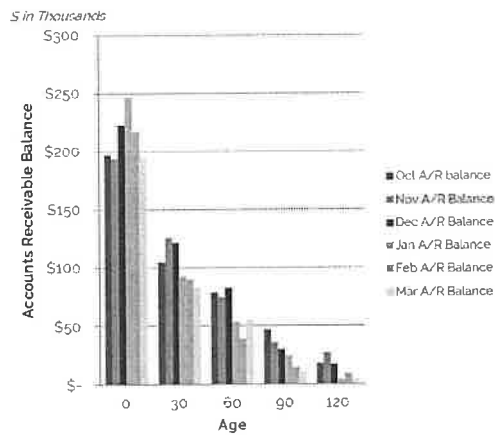
Aged Receivables

A comparison of aged receivables over time demonstrates LifeQuest Services effectiveness at collection/revenue recovery.

Billing and collecting from insurance companies is “easy money”. After that, many competitors’ receivables barely change, as shown in the chart below, right.

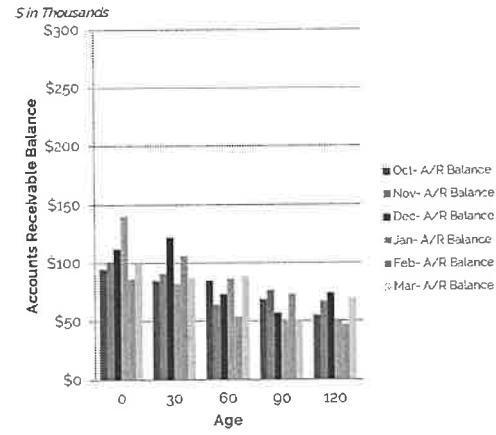
LifeQuest Services has broad and deep collection skills and processes with excellent private/self-pay results. The chart below, left illustrates LifeQuest Services ability to drive down receivables. A comparison of the two charts is impressive as LifeQuest Services client is more than twice as big as the competitor’s client, yet receivables are significantly less after 120 days.

LifeQuest Aged Receivables



Source: LifeQuest Services Billing Dept.

Competitors Aged Receivables



Source: FOIA: RFP2013-18 Addendum 2 Exhibit 2

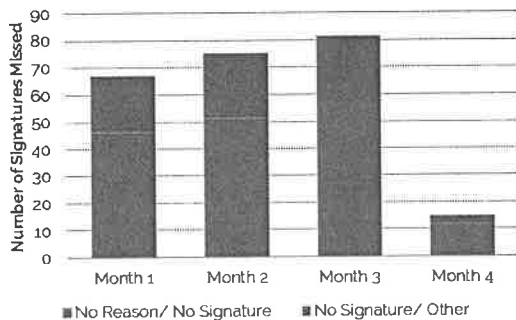
Case Study: Sample Partner Best Practices

A great illustration of LifeQuest Services delivering results is a recent case study with a 10,000+ annual run Client Partner in Georgia. We noticed they were missing 50-80 signatures every month - "normal" for them.

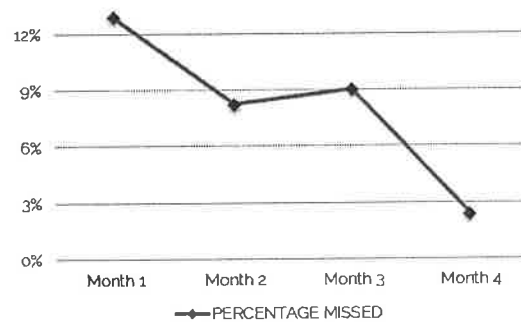
LifeQuest Services realizes that identifying opportunities and correcting any problems can result in additional revenue - every dollar counts. This Client Partner is now billing up to an additional \$800,000 (80 runs at \$1,000 per run) monthly.

Below is a simple summary of our tracking and post-training results.

Reason for Missed Signatures



Percentage of Signatures Missed



LifeQuest Services goes beyond sending invoices and making calls. We work with you to ensure best practices and great results. Once again, another difference between a low cost 4% biller and a valued billing partner.

STAFF

Account Liaison

Cerry Schrader will be your primary point of contact for any and all questions and tasks.

Cerry is a licensed first responder with over 18 years of customer service experience. As a Client Relations Project Manager (CRPM) at LifeQuest Services, Cerry plays an instrumental role in driving the Client Partner setup process and defining procedures.

Management

LifeQuest Services senior management and project team have significant business acumen and industry experience to drive revenue recovery:

Michael J. Finn, Chief Executive Officer - 30+ years of experience as a business leader and owner/operator with a background in operations, consulting and financial services.

Kevin Beck, Chief Financial Officer - Financial experience including public accounting, Senior Internal Auditor, Director of Finance and CFO/Controller for over 35 years.

Michael Bafia, Vice President - Over 12 years of experience in the financial and delinquent account collection industry.

Tim Rosin, Vice President - EMS/Fire industry experience working with municipalities on oversight, budget and compliance for over 25 years.

Chip Kramer, Business Development Manager - Over 35 years of EMS industry experience and is a retired EMT-Paramedic and Firefighter.

Paul Ayotte, Customer Relations Manager - A seasoned professional with over 19 years of providing upper echelon performance with a strong business acumen in the billing and collection industry.

Peder Culver, Director of Operations - Over 20 years of financial experience, including Branch Manager, Mutual Fund Custody Representative, etc.

Becky Grimm, Compliance Officer - Over 20 years of extensive billing and compliance knowledge; 21 years within the EMS industry.

Shawna Hughes, Billing Manager - 21+ years of experience in the EMS industry.

Jim Mulvey, Information Technology Manager - 15 years of experience in the IT field, including over 10 years in the EMS industry.

Kathy Malone, Human Resources Director – Responsible for managing LifeQuest's HR Department with over 10 years of experience in the EMS industry.

IMPLEMENTATION PLAN

The focus of the implementation plan utilized by LifeQuest Services centers around providing a seamless transition with no interruption to Client Partner cash flow. The typical timeframe for a successful transition is approximately 30 days. We create a customized setup plan and begin synchronizing all systems and processes upon contract award. Considerable preparation work is completed prior to the cutoff date so there is no gap in billing. On the cutoff date, the previous biller stops billing and LifeQuest Services immediately commences. The entire process is managed by our team through thorough communication and completion of each milestone in a timely manner. The chart below shows an overview of this process.

MILESTONES		WEEK 1					WEEK 2					WEEK 3					WEEK 4					WEEK 5		
		1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31
Contract/Initial Setup	Contract Negotiation and Execution	█																						
	Establish Target Billing Date					█																		
	Schedule Training																							
	Complete Critical Data Profile	█					█																	
	Complete Data Accumulator						█					█												
Pre-Billing Setup	Banking/Credit Card Setup						█					█												
	Medicare/Medicaid/Insurance Setup						█					█												
	ePCR Data Transfer Setup and Test						█					█												
Technology Setup	Billing Software Setup											█					█							
	Collections Software Setup											█					█							
	Finance/IT Setup											█					█							
Go Live	Enter Runs for Billing (Continual)																█							
	Collect Revenue																█							
	Week 1 Review																█							
	Month End or Requested Report Review																█							

In order to facilitate an efficient startup, LifeQuest Services’ Client Relations Project Managers (CRPM) assist in gathering initial data.

- Our team establishes necessary insurance portals including Medicare and Medicaid
- Information is sent to insurance payors to make certain that checks and EOBs are delivered to the correct address for processing
- A connection is made with the receiving hospitals to obtain demographic and insurance information
- The team collaborates with the Client Partner to obtain a standard file of historical data, if we are assuming back log or previously billed accounts
- Run data from the Client Partner is reviewed by the CRPM and our team gives confirmation that all billing and collections processes are running smoothly
- The finance team at LifeQuest Services reviews all month end reports and finalizes any additional reporting requirements

REFERENCES

LifeQuest Services provides collection services to Client Partners across the country. We are well positioned to perform the services outlined in this proposal. Our results-driven processes deliver outstanding returns regardless of Client Partner size or location. We base our success on the quality of services we provide for each Client Partner. The following references will verify and can speak to our results, quality and partnership.



City of Eau Claire Fire and Rescue Department

Contract: 2003 – Present

Reference Name, Title: Jon Schultz, EMS Chief

Email Address: jon.schultz@eauclairewi.gov

Phone Number: (715) 839-5024



Green Bay Metro Fire Department

Contract: 2017 – Present

Reference Name, Title: Ryan Gibbons, Assistant EMS Chief

Email Address: ryangi@greenbaywi.gov

Phone Number: (920) 609-2622



North Fond Du Lac Fire & EMS

Contract: 2003 – Present

Reference Name, Title: Adam Moriarty, EMS Director/Assistant Fire Chief

Email Address: amoriarty@nfdl.org

Phone Number: (920) 322-6139



City of Oshkosh Fire Department

Contract: 2011 – Present

Reference Name, Title: Chuck Hable, Battalion Chief

Email Address: chable@ci.oshkosh.wi.us

Phone Number: (920) 236-5247



Proposal Information
Prepared for
City of Ripon Guardian Ambulance

Billing/Collections Percentages

Billing	6.50%
Delinquent Accounts	22.0%

PLEASE NOTE: This quotation is made with the understanding that the ambulance service provider will participate to the best of its' ability in obtaining all necessary criteria: billing information, hospital demographic financial sheets, and signatures for the purposes of providing billing and collection services for the ambulance service provider.

COVID-19 FACE COVERINGS POLICY
City of Ripon
Approved 9/14/2021
Amended 10/25/2021

1. Effective Thursday, September 16, 2021 at 7:30 am, all City employees, including full-time, seasonal, temporary and paid-on-call employees (collectively "employees"), volunteers, elected and appointed officials, and members of any City committee are required to properly wear face coverings while in City owned buildings, facilities and vehicles. This includes shop areas, offices, conference rooms, elevators, stairwells, kitchenettes, bathrooms, hallways, and corridors and City owned vehicles of any kind. It does not cover rooms occupied by one person with the door closed or vehicles occupied by one person. It does not cover park facilities and outdoor shelters. The following individuals are exempt from the face covering requirement:
 - a. Children under the age of two (2);
 - b. Individuals who are unconscious, incapacitated or otherwise unable to remove the face covering without assistance; and
 - c. Individuals with medical conditions, intellectual or developmental disabilities, mental health conditions, or other sensory sensitivities that prevent the individual from wearing a face covering.
2. This requirement applies regardless of whether a person has received one or more COVID-19 vaccinations.
3. For purposes of this Policy, the term "face mask" is defined as follows: A piece of cloth or other material that is worn to cover the nose and mouth completely. A face covering must be secured to the head with tie, ear loops, or elastic bands that go behind the head and must fit snugly but comfortably against the side of the face. Cloth face coverings must be made with two or more layers of breathable fabric that is tightly woven (fabrics that do not let light pass through when held up to a light source). A face covering does not include bandanas, single-layer neck gators, face shields, goggles, scarves, ski masks, shirt or sweater collars pulled up over the mouth and nose, or masks with slits, exhalation valves or punctures.
4. Employees who are unable to wear face coverings due to physical or mental health conditions or disability or because of a sincerely held religious belief should notify their Department Head.
5. The City will have a supply of appropriate face coverings available for employees. Employees may wear their own clean, work-appropriate face coverings which meet the above requirements.
6. Face coverings may be removed when:

- a. Eating or drinking.
 - b. Communicating with someone who is deaf or hard of hearing.
 - c. When communication cannot be achieved through other means.
 - d. To confirm identity, if requested.
 - e. If in an enclosed space where no other person is present.
 - f. When the job function or task requires the face covering be removed for safety purposes.
 - g. When working with others that are fully vaccinated and social distancing can be maintained.
7. Employees who refuse to comply with this directive may be subject to discipline up to and including termination.
 8. An elected or appointed official and any member of a City committee who does not comply with this directive will be required to attend any properly noticed meeting of a City body or committee remotely. The City will facilitate such remote attendance.
 9. Members of the public are strongly encouraged to wear face coverings while in City owned buildings and facilities, and when interacting with city staff.

RESOLUTION NO. 2021 – _____

Authorizing Participation in Workforce Relocation Incentive Program

WHEREAS, the City of Ripon recognizes the extreme workforce shortage facing our community that has been exacerbated by COVID-19, and

WHEREAS, in 10 years, 25% of Fond du Lac County's population will be over the age of 65 and 34,000+ individuals will transition into retirement, and

WHEREAS, the City of Ripon will need to recruit and retain numerous positions within the organization over the next five (5) years due to retirements and employee turnover, and

WHEREAS, in a collaborative effort to address imminent workforce shortages, Envision Greater Fond du Lac, Fond du Lac County, and Fond du Lac County Capital Resources have come together to develop a county-wide workforce attraction and retention tool for employers to utilize across Fond du Lac County, known as the Worker Relocation Incentive Program, and

WHEREAS, the City of Ripon desires to utilize this Worker Relocation Incentive Program within our organization to attract talent to work for the city and be eligible for the 50% employer reimbursement from Envision Greater Fond du Lac.

NOW, THEREFORE, BE IT RESOLVED, that the Common Council of the City of Ripon authorizes the City Administrator to participate in and establish guidelines for the Worker Relocation Incentive Program through Fond du Lac County with the following parameters:

- 1) Employees receiving the benefits from participation in this program must adhere to all guidelines and requirements established by Envision Greater Fond du Lac and Fond du Lac County.
- 2) Eligibility for the Worker Relocation Incentive Program shall be restricted to employees that relocate into the city limits of the City of Ripon only.
- 3) The maximum incentive offered under this program shall be \$6,000 per eligible employee.
- 4) The city shall offer this Worker Relocation Incentive Program if the program and employer reimbursement are offered by Envision Greater Fond du Lac, unless otherwise authorized by the Common Council.

Theodore Grant, Mayor

ATTEST:

Adam Sonntag, City Administrator

AYES: _____ NAYS: _____
Passed this _____ day of October, 2021

Approved as to form:

Ludwig L. Wurtz, City Attorney

ORDINANCE NUMBER _____

**ORDINANCE TO CREATE TITLE 14
OF THE MUNICIPAL CODE**

WHEREAS, the Common Council for the City of Ripon is desirous to create Title 14 Cemeteries, of the Municipal Code;

NOW, THEREFORE BE IT ORDAINED BY THE COUNCIL OF THE CITY OF RIPON, WISCONSIN THAT TITLE 14 CEMETERIES BE CREATED TO READ AS FOLLOWS:

- 14.01.010 CEMETERY MANAGEMENT
- 14.01.020 IN GENERAL
- 14.01.030 RESPONSIBILITY FOR CEMETERY ADMINISTRATION AND MAINTENANCE
- 14.01.040 ASSISTANCE TO THE PUBLIC
- 14.01.050 SUPERVISION OF CEMETERY MAINTENANCE
- 14.01.060 LOCATION OF BURIAL SPACE
- 14.01.070 RECORD OF BURIALS AND INURNMENTS

Title 14 - CEMETERIES

Chapter 14.01.010 – Cemetery Management.

The City of Ripon, pursuant to Wisconsin State Statute 157.50 Municipal Cemetery, establishes a system of management and operation for all of the City's Cemeteries.

14.01.020 – In general.

- A. The city shall endeavor at all times to provide general maintenance and care to the cemetery.
- B. The city shall take all reasonable precautions to protect cemetery space owners and the property rights of cemetery space owners from loss or damage, but the city shall not be liable, and disclaims all responsibility, for loss or damage to property or rights of space owners arising from causes beyond its reasonable control including, but not limited to, damage caused by the elements, an act of God, thieves, vandals, malicious mischief-

makers, or unavoidable accidents, whether the damage be direct or collateral.

- C. The perpetual care of the cemetery is assumed by the taxpayers of the city and includes the cutting of the grass at reasonable intervals, the raking and cleaning of the grounds, the pruning of shrubs and trees, and the maintenance of pathways and roadways. Perpetual care by the city shall in no case mean the maintenance, repair or replacement of any memorial, placed or erected upon spaces by persons, firms or corporations; nor the doing of any special or unusual work in the cemeteries, including work caused by impoverishment of the soil; nor does it mean the reconstruction of any marble or granite work in any section or portion of a cemetery damaged by the elements, an act of God, thieves, vandals, malicious mischief-makers, or unavoidable accidents, whether the damage be direct or collateral.
- D. Those members of the public honoring their loved ones must realize that anything that prohibits the city from fulfilling its commitment to care for the cemetery or adds undue cost for the taxpayers shall not be allowed. It shall be the responsibility of those honoring their loved ones to observe the cemetery rules and regulations, to place items permitted well within the spaces allowed, and to remove perishable items when they are no longer performing their role in beautifying the grave site; i.e., dead flowers, faded and weathered artifacts, fences and similar items.

14.01.030 – Responsibility for cemetery administration and maintenance.

- A. The general administration and maintenance of the cemetery shall be the responsibility of the Director of Public Works, or his or her designee, who shall be an employee of the city and subject to all rules, policies and procedures governing all employees of the city.
- B. The Director of Public Works is hereby empowered and required to enforce all rules and regulations provided by this subchapter and to exclude from the cemetery any person violating the same.

14.01.040 – Assistance to the public.

The Director of Public Works, or his or her designee, shall aid and assist the public in the locating of burial spaces and inurnment niches or in interpreting the meaning of this subchapter.

14.01.050 – Supervision of cemetery maintenance.

The Director of Public Works, or his or her designee, shall supervise employees in the general care and maintenance of the cemetery.

14.01.060 – Location of burial space.

The Director of Public Works, or his or her designee, shall locate the burial space and authorize the opening of the grave or niche before work by any party shall commence.

14.01.070 – Record of burials and inurnments.

The Director of Public Works, or his or her designee, shall keep complete and accurate records of the names of the deceased, the block, lot and space in which the burial is made, or columbarium wall, row and niche in which an inurnment is made, the date of burial, or inurnment.

Theodore Grant, Mayor

ATTEST:

Adam Sonntag, City Administrator

AYES _____ NAYES _____
PASSED THIS _____ DAY OF _____, 2021.
PUBLISHED THIS _____ DAY OF _____, 2021.

Approved as to form:

Ludwig L. Wurtz, City Attorney



CITY OF RIPON

100 Jackson Street * Ripon, WI 54971-1396

DATE: October 21, 2021

TO: All City Staff

FROM: Adam Sonntag, City Administrator

RE: 2022 Health Insurance Renewal

As the 2022 Budget has progressed there have been ongoing discussions regarding employee wages and benefits. At the October 6th Budget Workshop, I presented information specific to planned wage increases, insurance plan increases, and increased employee contributions to health insurance. Through the budgeting process, I expressed my concerns regarding the long-term sustainability and affordability of the city's health insurance program. As more information has been received, I feel it is important to share the following information and answer specific questions with employees first.

What is the renewal increase from Anthem for our current health insurance plan for 2022?

The city budget included a 10% increase in health insurance premiums. This number was based off a range of 10-12% provided by our insurance agent. On October 20th, the city received our plan renewal from Anthem. Anthem proposed a 49.90% increase for the city to keep our current health plan. The projected increase to the city for 2022 with the proposed increase under current participation levels would be \$596,000.

Why did the city receive such a high increase?

The main reason the city received this increase is plan utilization and high-cost claims. Over the renewal period, the plan had six high-cost claims totaling \$1.092 million. There are an additional 5 claims currently that are projected to exceed \$50,000 in total claims. During the renewal, the city (as a large employer over 50 employees) received a rate based on our employee pool and claims data. The proposal from Anthem is accounting for these past and future claims to increase the city's rate. There are additional reasons for the increase, such as health care cost increases and corporate greed. However, in city's specific case, the large increase can be directly linked to claims data and employee utilization.

Will the health insurance program change for 2022?

Yes. The current health insurance plan with Anthem will not be renewed at this time due to the cost increase. The city is currently working with multiple insurance agencies and providers to find coverage for 2022. It is too early to provide specifics, but please be prepared for network changes, increased deductibles, and other plan design changes.

How will this affect the 2022 budget?

The city will proceed with the planned increases in wages in benefits in the 2022 budget. There is a 3% increase for union employees per the collective bargaining agreement. Non-union staff have a planned 2% increase. Health insurance costs will remain at the proposed 10% increase in the budget. The city will work to offer a health insurance plan within a range of the budgeted amount.

What about employee contributions to health insurance?

The union contract that was approved by the Common Council on October 12th included an increase in contributions for represented employees. There is a tiered contribution of \$100 single / \$150 Employee + Spouse / \$150 Employee + Child / \$200 for Family for represented employees for 2022. The council has yet to make a change to the contribution level for non-represented employees. However, there is a strong indication that a similar tiered system will be implemented impacting all employees who elect city health benefits for 2022.

How will the plan be decided for 2022?

The city plans on forming an Employee Review Board (ERB) with an employee representative from each department. The purpose of the ERB is to give the employees a direct voice in plan design and health insurance decisions. Representatives will not be department heads. I ask that each department (Police, Public Works, Police Administration, Library, Water/Wastewater, and Administration) identify the staff member to serve as the representative and liaison for their department. Please identify your representative by October 27th. Staff will then work toward making a recommendation to the Common Council in the coming months.

I understand this is a difficult situation that has a lot of history. I know this an emotional, often deeply personal topic that has impacts on employees and their families. All I ask for is some time to come to the best solution. I am here to meet with any staff members and answer additional questions in the meantime. I can be reached at (920)748-4914.

A handwritten signature in black ink, appearing to be "Adam Smith", is located at the bottom left of the page.