



## MEMORANDUM

**To:** Mayor and City Council

**From:** Ryan Arthur, Fire Chief

**Date:** June 9, 2026

**Reference:** Consider approval of a contract with Emergicon, LLC, for Ambulance Debt Collections Services under an Interlocal Agreement with the City of Euless, as budgeted annually, and authorizing the City Manager to sign all necessary documents.

**2040: Sustainable Government**

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### **Introduction:**

The proposed contract is presented for Council consideration and approval to allow the City to continue services with Emergicon through an interlocal cooperative agreement with the City of Euless, which competitively procured these services. Emergicon has provided ambulance billing services to the City of Coppel for over fifteen (15) years with consistent performance and no identified service issues.

### **Background:**

The City of Coppel utilizes a third-party service provider for ambulance billing and collection services associated with transports provided by the Fire Department. The City averages approximately 2,400 EMS transports annually. Emergicon is the current provider, and the existing agreement is nearing the end of its final renewal term.

The proposed agreement continues this established relationship while incorporating updated contractual and compliance standards. The following services/benefits of continuing with Emergicon include:

- Long-standing relationship with proven performance and reliability
- Continued high level of customer service and operational familiarity
- Updated agreement structure utilizing an interlocal cooperative procurement process
- Inclusion of a Business Associate Agreement to ensure compliance with HIPAA and data privacy requirements
- Demonstrated experience with Medicare, Medicaid, and commercial insurance billing processes

The City of Euless conducted a competitive procurement process under Request for Proposals (RFP) 003-25 for emergency medical service billing and collections. Emergicon, LLC was selected through that process and awarded a contract for these services. The proposed agreement with Emergicon utilizes an interlocal purchasing method authorized under Texas Government Code Chapter 791, allowing the City of Coppel to leverage the Euless competitively procured contract while maintaining locally negotiated terms. This cooperative approach is commonly used by municipalities to efficiently secure specialized EMS billing services while maintaining compliance with procurement requirements.

**Benefit to the Community:**

Approval of this agreement provides several key benefits to the community:

- **Continuity of Service:** Maintains a proven, long-term partnership with a vendor familiar with Coppel’s operations, reducing transition risk and ensuring uninterrupted billing and revenue cycle services.
- **Cost Efficiency:** The negotiated rate of 7% of collections is more favorable than the rate obtained through the Euless competitive process, providing direct financial benefit to the City.
- **Proven Expertise:** Emergicon brings extensive experience in EMS billing, including Medicare, Medicaid, and commercial insurance requirements, helping maximize appropriate reimbursement.
- **Regulatory Compliance:** The agreement includes updated HIPAA provisions and privacy protections to safeguard patient information and support compliance with federal and state regulations.
- **Operational Efficiency:** Leveraging the Euless procurement process reduces administrative burden and accelerates contract execution while still securing competitive pricing and service levels.
- **Customer Service Quality:** Continued use of a Texas-based provider with a strong track record of responsiveness and support for both staff and patients.

**Legal Review:**

The agenda item was reviewed by the City Attorney.

**Fiscal Impact:**

Funds for the collection percentage fees have been budgeted in the Fire Department Collection Fees account (10104100-6476). The annualized five-year average of ambulance billing receipts is approximately \$933,434, with associated collection fees averaging \$82,859 (approximately 8.87%). The current fiscal year-to-date fee rate is approximately 8.04%. The proposed agreement establishes a collection fee of 7%, which is expected to maintain or reduce overall costs while continuing to support effective revenue collection services.

**Recommendation:**

The Fire Department recommends approval of this item.