



**City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS**

**1000 Rochester Hills Dr.
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Legislative File No: 2026-0001

TO: Mayor and City Council Members

FROM: Todd Gary, Chief, Fire and Emergency Services
Tim Matz, Captain, EMS Coordinator

DATE: January 12, 2026

SUBJECT: Emergency Medical and Fire Cost Recovery Billing and Collection Services

REQUEST:

City Council is requested to authorize the approval of a four (4) year contract/blanket purchase order for emergency medical and fire cost recovery billing services to EMS Management and Consultants (EMS|MC) Inc., Winston-Salem, North Carolina, in the amount not-to-exceed \$994,190.00 through December 9, 2029 and further authorizes the Procurement Manager to execute an agreement on behalf of the City.

City Council is requested to waive Section 2-273(b), the 3-year requirement for long term contracts, under Section 2-281, which allows City Council the authority to waive any regulation or procedure pertaining to purchasing, deeming it to be in the best interest of the City to allow a 4-year contract.

REASON FOR PURCHASE:

The City of Rochester Hills Fire Department responded to approximately 7,510 medical incidents in 2025. The City utilizes a billing agency to process the claims information collected for these transports through an electronic patient care reporting software. Once a transport is complete, data is electronically transferred to the billing agency and they generate the billings and manage each claim through to final payment. While the Fire Department's primary focus is providing quality patient care, it is imperative to partner with an expert firm that employs best practices for data collection, data protection, customer service, cash handling, compliance, and training to meet the strict standards set by the Health Insurance Portability and Accountability Act (HIPAA).

To secure best value for these services, the City of Rochester Hills participated in a cooperative Request for Proposals with the City of Warren, acting as the lead agency. By aggregating the transport volumes of multiple agencies, the City leveraged a greater scale of business to attract more competitive offers than a single agency could achieve alone. Five (5) proposal responses were received and evaluated by a committee which recommended award to EMS Management & Consultants, Inc. (EMS MC). EMS MC stood out as the superior choice. EMS|MC offered the most competitive collection fee, as well as they have extensive experience, a local office in Riverview, Michigan, a dedicated customer service representative, and are SOC1 and SOC2 Type 2 certified, providing high-level assurance of their internal controls and data security. The City of Warren's City Council authorized award of this agreement at their November 18, 2025 meeting, allowing it to then become an extendable agreement for other communities to present for award recommendation to their respective governing bodies.

AccuMed, the company the City has been utilizing for its billing services for the past ten (10+) years, recently merged with EMS|MC, and the City in this time has not seen any issues in service. Continuing with EMS|MC allows Rochester Hills to maintain its established workflows and familiar administrative contacts. Furthermore, EMS|MC maintains a strong local presence with representatives and offices located within Michigan to handle customer service needs directly. Most importantly, this new agreement lowers the city

collection fee from the current 5.2% to 3.95% of net collections. This reduction represents the most competitive pricing received during the RFP process and ensures that the city maximizes its revenue reimbursement while providing specialized resources for data entry and collection.

PROCESS:

Vendor Name and Address:

EMS Management and Consultants, Inc.
2540 Empire Drive, Suite 100
Winston-Salem, NC 27103

Reason for Selection:

Cooperative Agreement; Best Value

Method of Purchase:

Contract/Blanket Purchase Order

BUDGET:

Funding is included in the FY 2026 Adopted Budget and the FY 2027-2029 Projected Budgets

Fund Name	Department Account No	Account No. Description	4-Year Budget Amount	4-Year Cost	Remaining Budget
Fire Operating	339.801000	Professional Services	\$994,190	\$994,190	\$0

RECOMMENDATION:

It is recommended that City Council authorize the approval of a four (4) year contract/blanket purchase order for emergency medical and fire cost recovery billing services to EMS Management and Consultants (EMS|MC) Inc., Winston-Salem, North Carolina, in the amount not-to-exceed \$994,190.00 through December 9, 2029 and further authorizes the Procurement Manager to execute an agreement on behalf of the City.

It is further recommended that City Council waive Section 2-273(b), the 3-year requirement for long term contracts, under Section 2-281, which allows City Council the authority to waive any regulation or procedure pertaining to purchasing, deeming it to be in the best interest of the City to allow a 4-year contract.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Chief Financial Officer		
Purchasing Process: Procurement Manager		
Mayor		
City Clerk		

Contract Reviewed by City Attorney Yes N/A