

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
September 25, 2025**

A meeting of the KCEAA Board of Directors took place at 12:00p.m. on Thursday, September 25, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, West Virginia.

Board Members Present:

Mr. Harry Miller	Mr. Glenn Summers	Mr. Rory Isaac
Mr. Tim Morris	Ms. Lillian Morris(phone)	Mr. Justin Teel
Mr. Scott Elliott	Ms. Heidi Edwards	Dr. Scott Taylor(zoom)

Board Members Absent:

Mr. Chuck Blair	Mr. Dave Fletcher	Mr. Scott James
Mr. Virgil White	Commissioner Lance Wheeler	Mr. Justin Triplett

Staff/Other Present:

Ms. Monica Mason	Ms. Jordan VanMeter	Mr. Jason Wilson
Mr. John Shaheen	Ms. Carrie Dysart	Mr. Tom Susman
Mr. Brock Malcolm(phone)	Tim's iPhone(zoom)	Mr. Ethan Walker

Call to Order:

President Harry Miller called the meeting to order, which began with the Pledge of Allegiance, followed by roll call.

Approval of Minutes:

Motion made by Mr. Rory Isaac, second by Mr. Tim Morris, to approve the meeting minutes from September 2, 2025. The motion passed.

Report of Committees:

Executive Committee Report- Harry Miller:

- Harry Miller reported that the Executive Committee met earlier today and reviewed the following topics: financing of new ambulances, remounts and equipment, the Highmark Blue Cross Blue Shield WV contract, and the merchant credit card agreement.

Financing of New Ambulances, Remounts and Equipment- Monica Mason & John Shaheen:

- Harry Miller reported that the Executive Committee had an in-depth discussion regarding the financing of the new ambulances, remounts, and equipment, and made a motion to recommend that the full board approve allowing administration to move forward with a tax-exempt bond if available, as it would offer a lower interest rate, or with the City National Bank loan if a tax-exempt option is not available. He then opened the floor for questions, of which there were none.

Motion made by Mr. Glenn Summers, second by Mr. Justin Teel, to authorize administration to proceed with the financing of the new ambulances, remounts, and equipment. The motion passed.

Merchant Credit Card Agreement- John Shaheen & Monica Mason:

- Harry Miller reported that the Executive Committee reviewed the Merchant Credit Card Agreement and noted a problem with the version provided by QMC, which requires whoever signs on behalf of the agency to be personally liable. The Executive Committee made it clear that no one from the agency will sign the agreement with that stipulation. It was also noted that no board action was required.

Highmark Blue Cross Blue Shield WV Contract- Monica Mason:

- Harry Miller reported that the Executive Committee recommends that the full Board authorize administration to place Blue Cross Blue Shield on notice that if we are unable to renegotiate an acceptable reimbursement rate, we will proceed with canceling our agreement with them.
- Tom Susman stated that the current contract, which dates back to 2001, has included no increases, and we are being reimbursed by a private insurer at a rate lower than public payors, which he noted is unacceptable. He explained that Blue Cross Blue Shield's current process is that if a provider does not have a contract, they will not pay the agency directly but instead pay the member. He also noted that we are being reimbursed only a fraction of what we bill.
- Tom Susman further explained that Blue Cross Blue Shield is about to begin its Medicare open enrollment period. If cancellation becomes necessary, it is important to act now so that members considering plan options and employers shopping for coverage can be notified. He stated that the recommendation that was made to the Executive Committee is to allow administration to send notice, and if a new agreement cannot be reached by October 15, 2025, we will cancel the current agreement effective December 31, 2025, to ensure proper notice is given.
- It was also noted that other EMS agencies may follow suit. Blue Cross Blue Shield is our largest private insurer and is contributing to our financial challenges due to the low reimbursement rate. Tom Susman added that in the new agreement (if possible), we would request automatic rate increases. Monica Mason noted that we are billing Blue Cross Blue Shield at our updated rates, but the reimbursement amounts remain the issue.

Motion made by Mr. Tim Morris, second by Mr. Rory Isaac, to authorize administration to send notice to Highmark Blue Cross Blue Shield that if a satisfactory contractual agreement cannot be reached, we will cancel the current contract for services rendered after December 31, 2025. The motion passed.

Personnel Committee Report- Harry Miller:

- No report.

Budget & Finance Committee Report- Glenn Summers:

- Glenn Summers distributed the check register for August 2025 and the statement of account for the WV Money Market Pool.
- Glenn Summers reported that the balance in the WV Money Market Pool is \$4,018,017.53. Rory Isaac stated that there is approximately \$4,100,000 remaining in the reserve and emphasized the importance of noting that, so far this year, \$2.1 million has been withdrawn to cover operating expense shortfalls, and that amount does not include the fall.

- John Shaheen added that, for comparison, last July and August \$1.4 million was withdrawn, and no additional withdrawals were made until January. Rory Isaac asked if that represents a typical year, and Monica Mason responded that so far, it does. Rory further noted that this year's withdrawals have exceeded the prior years by the tune of \$300,000, which means that what we've been saying, that we're getting to the end of our reserve, is the real deal.

Approval of Write-Offs- Glenn Summers:

- May 2025- \$1,620.58
- June 2025- \$5057.59

Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac, to approve the Automatic Write-Off's for May & June 2025. The motion passed.

Financial Report- John Shaheen:

- Payroll for June 2025 was under budget by \$108,000, bringing the total for the year to \$1.2 million under budget.
- Collections for June 2025 were under budget by \$70,000, finishing the year \$117,000 under budget. John Shaheen noted that we collected \$295,000 more than the prior year, and considering how far behind we are in billing, that may not be terrible.
- Levy collections for June 2025 totaled \$50,000, which is \$12,000 less than the same month a year ago, and we finished the year \$114,000 below the previous year's levy collections, noting that this year's numbers are being compared to the year of overpayments that were owed to the city.

Motion made by Mr. Scott Elliott, second by Mr. Glenn Summers, to approve the financial report as presented. The motion passed.

Station Committee Report- Tim Morris:

- Monica Mason reviewed the progress being made on the station projects. Monica noted that she is hopeful the funds for the Marmet station will be released soon.
- Rory Isaac asked if any additional information had been received regarding the Dunbar station. Monica Mason stated that we have signed the Terradon agreement for the additional studies required. She also stated that she and Ms. Dysart are working on sending a letter to Swope to address the fact that they did not inform us the project was being developed in a floodplain, an oversight that is now causing additional work and expense.

Implementation Committee Report- Harry Miller:

Update on Priority Dispatch/ Tiered Response- Monica Mason:

- Monica Mason gave an update on the Tiered Response/Priority Dispatch initiative. She reported that the selection process for the Fly Car program begins today. A meeting with Metro is scheduled for next week to receive an update on the progress being made. She noted that Metro has completed a final review of the cards, which are now ready to be sent to APCO, and that Metro is also scheduling a separate meeting with APCO next week.
- Monica stated that KCEAA is continuing to meet internally to prepare for the tentative go-live date of December 1, 2025, and she will follow up with Metro during their meeting to ensure they are still on track to meet that deadline. She further reviewed that once the Fly Car

process is complete, the next steps will be to place Captains and FTOs, followed by the mass bid process, which is expected to be completed by the end of October to provide proper notice to employees.

Executive Director Report- Monica Mason:

Cost Saving Measures- Monica Mason:

- Monica Mason reviewed that we continue to evaluate all processes to ensure cost savings. She stated that we are exploring a vendor that presented at the Coalition meeting, called Savvik, noting that it operates like a GPO but without a membership requirement, and that we will determine if supplies can be obtained at a lower cost.

Billing Services & Revenue Cycle Management Vendor Update- Monica Mason:

- Monica Mason stated that things are going as expected with QMC, noting that we are continuing to work with them on best practices. She reported that we have received our first deposit and noted that, so far, everything is going well.

Legislation Update- Monica Mason:

- Monica Mason reported that KCEAA plans to invite legislators and County Commissioners in November for a tour and presentation to highlight current operations, recent changes, and the importance of legislative action on the EMS crisis. She noted that all EMS agencies across the state are struggling and that increasing reimbursement rates and securing permanent state funding remain top priorities for the Coalition.
- Monica Mason also discussed the federal Rural Health Transformation funding, from which West Virginia is expected to receive \$500 million over five years, with the potential for additional merit-based funding. The Coalition is preparing a needs assessment to submit to the Governor, after which a letter of intent will be sent to Washington, D.C., to notify federal officials of the state's intent to pursue that additional funding.
- Additionally, Monica Mason stated that KCEAA is expected to receive approximately \$45,000 from a statewide EMS equipment fund, which will be used to purchase new load systems.

Trip to Mecklenburg- Monica Mason:

- Monica Mason reported that some members of KCEAA's administration and operations team will be traveling to Medic in Mecklenburg for a tour and to observe how their operation runs, noting that they have been using a tiered response system for two years. She stated that she will provide updates following the visit.

Ambulance Responses- Monica Mason:

- It was noted that August's response data was presented at the last meeting, and an update will be provided at the next meeting.

Staffing- Jordan VanMeter:

- Jordan VanMeter reported that for the month of August, KCEAA had 188 full-time employees. One EMT transitioned from part-time to full-time, one EVO resigned, one

maintenance employee resigned, one billing employee retired, and five billing employees were terminated (three full-time and two part-time).

Adjournment:

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

Respectfully submitted:

A handwritten signature in blue ink, appearing to read "Ethan Walker", with a stylized, cursive script.

Ethan Walker