KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
IMPLEMENTATION COMMITTEE MEETING MINUTES
August 21, 2025

A meeting of the KCEAA Implementation Committee took place at 1:00p.m on Thursday, August 21, 2025, at KCEAA Central Office located at 601 Brooks Street Charleston, West Virginia.

Committee Members:

Mr. Harry Miller
Mr. Glenn Summers
Mr. Rory Isaac
Ms. Lillian Morris
Mr. Tim Morris(phone)

Staff/ Other:

Ms. Monica Mason
Ms. Jordan VanMeter
Mr. Jason Wilson
Dr. Dave Seidler
Mr. John Shaheen
Ms. Carrie Dysart
Mr. Tom Susman
Mr. Ethan Walker

Call to Order:

Mr. Harry Miller called the meeting to order.

Approval of Minutes:

Motion made by Ms. Lillian Morris, second by Mr. Rory Isaac to approve the Implementation Committee meeting minutes from June 16, 2025. The motion passed.

New Business:

KCEAA/City of Charleston Levy Sharing Agreement- Billing Addendum: Monica Mason & John Shaheen:

- The committee reviewed the Ambulance Services & Levy Revenue Sharing Agreement-Billing Addendum, as well as the city's resolution to end billing services with KCEAA and transition to QMC.
- Monica reported that the City selected QMC for billing services, and KCEAA will discontinue City billing effective May 16–17 for dates of service. John added that KCEAA will receive 5% of collections from June onward on items billed by KCEAA. The agreement is pending approval by both the City, which was on the City Council agenda and for which Monica has not heard of any objections, and our board.

A motion was made by Mr. Rory Isaac, second by Mr. Glenn Summers, to recommend to the Executive Committee, which will then recommend to the full Board, the approval of the Ambulance Services & Levy Revenue Sharing Agreement-Billing Addendum. The motion passed.

Old Business:

Revenue Cycle Management Update- Monica Mason & John Shaheen:

- Monica Mason stated that KCEAA has signed the agreement with QMC and is moving full steam ahead with the onboarding process. All requested information has been submitted, and the go-live date remains on track for 09/01/2025. August 31, 2025, will be the last day KCEAA bills anything related to its services.

- Monica reviewed billing staffing, noting that four full-time employees and two part-time employees will separate from KCEAA on 08/31/2025, while two full-time billing employees and one receptionist will be retained. She explained that two billing employees will be kept to ensure continuity and effectively manage billing responsibilities, noting that QMC had recommended retaining one to two billing employees. She added that one other billing employee will be transitioning into another role at KCEAA outside of billing.
- Monica reported that Jackson has requested their billing agreement from KCEAA and is working on finding a new billing vendor. KCEAA will continue billing for Jackson until they secure a new vendor or until 12/31/2025, whichever comes first.

Tiered Response & Priority Dispatch Update- Monica Mason & Dave Seidler:

- Monica and Dave provided an update on the tiered response and priority dispatch implementation, explaining how the model will operate, including ALS priority, BLS priority, and BLS standard, and reviewed a hot/cold response model. Monica also discussed the potential addition of a community response/supply vehicle, noting it would be considered if the supporting data indicates a need.
- Monica noted that employee townhall-style meetings are taking place this week. She reported that the cards for the new model are nearly complete and that KCEAA is working internally on implementation details.
- There was discussion about obtaining a timeline from Metro for when the CAD system will be updated, with the hope of having an answer prior to the board meeting. KCEAA's goal for implementation is December 1, 2025.
- It was decided that a letter be sent on the Board's behalf to Metro to thank them for their support and collaboration on this initiative.
- Jordan VanMeter reviewed the new staffing model with the committee.
- The committee discussed cost savings from implementing this initiative, noting an expected $500,000 savings in payroll and the benefit of returning unit hours to the system.
- It was noted that a $45,000 grant from WVOEMS is available to be used for equipment.
- There was discussion regarding station projects.
- There was also a discussion about hospital triage times, with a goal of a 30-minute offload. The offload policy was reviewed, and it was recommended that a letter be sent from the KCEAA Board of Directors to hospitals requesting compliance with the 30-minute offload target.

Adjournment:

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

Respectfully submitted:

Ethan Walker