



DEPARTMENT OF ADMINISTRATION & FINANCE
FINANCE DIVISION

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June 30, 2010

Mayor and Common Council
City of West Allis
7525 W. Greenfield Ave.
West Allis, WI 53214

Dear Council Members:

LifeQuest, our ambulance-billing firm, has offered the City some additional enhancements to their billing services.

The new services being offered and those we plan to authorize Lifequest to implement on our behalf are listed below:

1. Accept credit and debit cards for the payment of invoices. In order to cover the transaction fees associated with accepting credit card payments, a transaction/convenience fee of 3% or \$25.00, whichever is less, will be charged on each transaction.
2. Utilize LifeQuest to negotiate a settlement for any accounts that are delinquent in Phase III of the billing and collection process. The amount being authorized to be discounted will be up to a total of 25%. Any amount over 25% will continue to be done through the Attorney's office.

A final service being offered, but we are not recommending at this time, is the authorizing of Lifequest to charge interest of up to 1.5% per month on delinquent accounts that have not paid in full in Phase I of the billing process.

The following recommendations are being done in consultation with the Attorney's Office.

Sincerely,


Gary Schmid,
Comptroller/Manager of Finance/Deputy Treasurer



1-888-777-4911 • www.lifequest-services.com

Billing, Collection, & Data Management Services

Credit or Debit Cards

N2930 State Road 22, Wautoma, WI 54982-5267

The following is required to initiate the acceptance of credit/debit cards on your behalf.

Yes, our agency authorizes LifeQuest to move forward on our behalf in preparing an agreement that will allow LifeQuest to accept credit cards and debit cards for payment of ambulance claims.

No, we would not like to accept credit or debit cards at this time.

Signature

Service Name

Printed name and title

Date

Person authorized to sign credit/debit card agreement:

Name: _____

Title: _____

Yes, we would like to charge a transaction/convenience fee of 3% or \$25.00, whichever is less, for all transactions paid by credit cards. (Recommended)

No, we would not like to utilize the option of charging a 3% or \$25.00, whichever is less, convenience fee for the use of credit cards. We understand that this cost will be absorbed by our agency.

Signature

Service Name

Printed name and title

Date

Quality

Speed

Service



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Negotiated Settlements

Yes, our service authorizes LifeQuest to negotiate a settlement for any accounts that are delinquent in Phase III of the billing and collection process. We authorize a total discount of

- Up to 25% (recommended)
- Up to 20%
- Up to 15%
- Up to 5%

No, we would not like any negotiated discounts made on behalf of our service.

Signature

Date

Printed Name

Service Name

Quality

Speed

Service



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Interest on Delinquent Accounts

Yes, we would like to begin charging interest on delinquent accounts that have not been paid in full in Phase I of the billing process. We authorize LifeQuest to charge a fee not to exceed 1.5% per month until the account is paid in full or adjusted.

No, we would not like to begin charging interest on delinquent accounts.

Signature

Date

Printed Name

Service Name

Quality

Speed

Service