

4. Proposer will submit an annual customer satisfaction survey provided by an external agency approved by MVEMSA.
5. Provide a description of your billing and collection system, including Spanish or other language preferences.
6. Provide copy of your financial hardship policy.
7. Provide a copy of a billing late notice.
8. Provide a description of how your organization evaluates and improves the billing and collection system.
9. Give at least one example of system improvement in the past year.

E. Annual Financial Audit

1. Contractor shall make available a Year-end Financial Report to MVEMSA Executive Director for review. This report shall include annual financial statements reviewed by an independent public accounting firm in accordance with generally accepted accounting procedures. Statements shall be available to MVEMSA Executive Director on an annual basis within one hundred twenty (120) calendar days of the close of Contractor's fiscal year. If Proposer's financial statements are prepared on a consolidated basis, then separate balance sheets and income statements for the Calaveras County operation shall be required and shall be subject to the independent auditor's review. Contractor shall make all financial records for Calaveras County contract services available to MVEMSA to audits requested.
2. Provide a statement agreeing to provide the MVEMSA an annual audited financial statement according to Generally Accepted Accounting Principles (GAAP).

6.14 FUTURE OPTIONAL SYSTEM ENHANCEMENTS

- A. MVEMSA is interested in exploring during the terms of a contract resulting from this RFP the efficacy and financial viability of a tiered response system. An ALS and BLS 911 emergency ambulance transport response pilot program will be based on priority dispatch through EMD protocols approved by MVEMSA's Medical Director and will need a strong evaluation process to assess patient outcomes to ensure patient safety.
- B. Community Paramedic Community Care Programs: As approved by state statute and regulations, the County and MVEMSA may work together to provide additional creative solutions to support the health and welfare of community members through utilization of fire and ambulance personnel to conduct programs such as, reduction of repeat hospital visits with patient home follow-up, transportation to sobering center and mental health facilities.