



Eureka County EMS - RFP

Eureka County Board of Commissioners

*PO Box 540 / 10 South Main Street
Eureka, Nevada 89316*

Dear Eureka County Commissioners,

Thank you for the opportunity to present Intermountain Health Flight and Ambulance Services proposal for EMS services in Eureka County. We are committed to exceeding your expectations and continuing our strong partnership with the county.

Our organization stands out for our experienced crews, clinical expertise, and dedication to patient-centered care. Our mission to help people live their healthiest lives, anytime, anywhere aligns with Eureka County's commitment to providing high-quality care to every patient, every time.

We view our relationship as more than a vendor agreement; it is a true healthcare partnership. Our proposal offers a comprehensive EMS solution built on nonprofit values, local experience, and a shared commitment to health equity.

This includes:

Safety Plan

Safety is our highest priority. Our dedicated safety management team ensures that both clinical and maintenance operations meet rigorous standards. Our "Always Safe" initiative empowers caregivers to communicate openly, ask questions, and resolve concerns, fostering a culture of safety throughout our organization.

Our Team

We offer a high-quality, reliable EMS service supported by an expanded leadership team focused on operational efficiency. Our approach is clinically excellent, operationally seamless, and fundamentally equitable. We are confident our model will serve as a benchmark for integrated EMS in Nevada.

Expertise

Our flight and ambulance programs have long served rural communities across the West. Now unified

under Intermountain Health, we bring continuity in personnel and expertise, enhanced by additional resources.

Commitment

We are available 24/7, 365 days a year. Our model combines the resources, clinical innovation, and financial stability of Intermountain Health a nationally recognized, not-for-profit health system. We remain true to our core values, always putting patients first.

Values

Our values guide every aspect of our work, ensuring that we deliver compassionate, equitable, and high-quality care.



Partnership

We believe successful partnerships are built on trust, open communication, and shared goals. We listen to your objectives, address concerns promptly, and align our strengths to enhance patient care and program effectiveness.



We are excited to present this proposal and look forward to continuing our partnership with Eureka County. Together, we can deliver accountable, patient-centered EMS services that support public safety and the well-being of your community.

Thank you for your consideration.

Sincerely,

ADDITIONAL REMARKS SCHEDULE

PRODUCER Marsh Management Services Cayman, Ltd.		NAMED INSURED Intermountain Health Care, Inc. 36 S. State Street Salt Lake City, Utah 84111	
POLICY NUMBER 2025-001		EFFECTIVE DATE: 01/01/2025	
CARRIER Mountain West Health Captive	NAIC CODE		

ADDITIONAL REMARKS

· Named Insured

- Alta View Hospital, 9660 South 1300 East, Sandy, UT 84094
- American Fork Hospital, 170 North 1100 East, American Fork, UT 84003
- Bear River Valley Hospital 905 North 1000 West, Tremonton, UT 84337
- Cassia Regional Hospital 1501 Hiland Avenue, Burley, ID 83318
- Cedar City Hospital 1303 North Main Street, Cedar City, UT 84721
- Delta Community Hospital 126 White Sage Avenue, Delta, UT 84624
- Fillmore Community Hospital 674 South Highway 99, Fillmore, UT 84631
- Garfield Memorial Hospital 200 North 400 East, Panguitch, UT 84759
- Good Samaritan Hospital, 200 Exempla Circle, Lafayette, CO 80026
- Heber Valley Hospital 1485 South Highway 40, Heber City, UT 84032
- Holy Rosary Healthcare 2600 Wilson Street, Miles City, MT 59301
- Intermountain Medical Center 5121 South Cottonwood Street, Murray, UT 84107
- Layton Hospital 201 West Layton Parkway, Layton, UT 84041
- LDS Hospital, 8th Ave & 'C' St., Salt Lake City, UT 84143
- Logan Regional Hospital 1400 North 500 East, Logan, UT
- Lutheran Medical Center, 8300 West 38th Avenue, Wheat Ridge, CO 80033
- Orem Community Hospital 331 North 400 West, Orem, UT 84057
- McKay-Dee Hospital 4401 Harrison Boulevard, Ogden UT 84403
- Platte Valley Hospital 1600 Prairie enter Parkway, Brighton, CO 80601
- Park City Hospital 900 Round Valley Drive, Park City, UT 84060
- Primary Children's Hospital - Lehi Campus 2250 N Miller Campus Dr, Lehi, UT 84043
- Primary Children's Hospital 100 North Mario Capecchi Drive, Salt Lake City, UT 84113
- Riverton Hospital 3741 West 12600 South, Riverton, UT 84065
- Sanpete Valley Hospital 1100 South Medical Drive, Mount Pleasant, UT 84647
- Sevier Valley Hospital 1000 North Main Street, Richfield, UT 84701
- Spanish Fork Hospital 765 East Market Place Drive, Spanish Fork, UT 84660
- St. George Regional Hospital River Road 1380 East Medical Center Drive, St. George, UT 84790
- St. James Hospital 400 South Clark Street, Butte, MT 59701
- St. Joseph Hospital, 1375 East 19th Avenue, Denver, CO 80218
- St. Mary's Regional Hospital, 2635 N. 7th St., Grand Junction, CO 81501
- St. Vincent Healthcare 1233 North 30th Street, Billings, MT 59101
- Utah Valley Hospital 1034 North 500 West, Provo, UT 84604
- Intermountain Medical Holdings of Nevada, Inc.

Crescent Valley, NV Emergency Ambulance Services Provided by Intermountain Health Ambulance Services

Point of Contact

EMS Clinical Operations Manager – Nevada

Nancy Abrams

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Director Clinical EMS and Ground Operations

Kyle McLaughlin

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Company Overview and Relevant Experience





Company History

Intermountain Health’s Medical Transport services—rotor wing, fixed wing, and ground—are now unified as Intermountain Health Flight & Ambulance Services. This new name reflects our commitment to unity, honoring the legacy of MedX AirOne, Classic Air Medical, Intermountain Life Flight, Platte Valley Ambulance, Cassia Paramedics, and HELP Flight, while continuing our mission to help people live their healthiest lives—anytime, anywhere.

In Nevada, MedX EMS began in 2018 to support our flight teams. Over the years, we have expanded our services as community needs arose, and we were able to help meet them. MedX was purchased by Classic Air Medical in 2020.

Classic Air Medical, founded in 1988, began as a family-focused, high-standards company. With roots in scenic flight tours, Classic moved into medical transport when local EMS providers asked for help. Before being acquired by Intermountain Health in 2021, Classic had established nearly 20 bases in rural communities. This acquisition demonstrated Intermountain’s commitment to patients in rural communities by expanding our support of physicians, clinics, and hospitals across the region through additional coordination with telehealth and digital care.

Classic complemented Intermountain Life Flight, Intermountain Health’s established specialty program, which focused on patients in urban areas in Utah. Intermountain Life Flight began in 1978 as a department of Intermountain Healthcare. Striving for excellence in patient care, our specialty teams are recognized for their quality.

In 2025, a health system optimization initiative was launched organization wide. At present, Flight & Ambulance Services consists of Community Caregivers, focusing on rural communities, and Specialty teams, focusing on neonatal, pediatric, and adult specialty transport. Our robust ground ambulance service operates with dedication to excellence across four states, with a variety of services including 911 response, interfacility transport, and community paramedicine.

Operational Plan Options

Option A: Full-Time EMS Operation for Crescent Valley

Establish a full-time EMS operation dedicated to serving Crescent Valley community and surrounding coverage areas with a focus on timely emergency response, community safety, and quality emergency medical services.

Staffing:

- Two-person crew 24/7: 1 AEMT, 1 EMT
- Full-time dedicated staff supplemented by trained relief staff to ensure consistent coverage.

Equipment and Ambulances:

- One fully equipped ambulance stationed within Crescent Valley.
 - Flight and Ambulance Service being the Primary response ambulance.
 - Crescent Valley Volunteer Ambulance Service as a second out ambulance
- Access to backup units during high-demand or mass-casualty events.
- Equipment inspected regularly to ensure operational readiness.

Dispatch and Communications:

- Dispatch costs covered by Intermountain Health.
- NDOT radio fees covered by Intermountain Health.

Certifications and Compliance:

- All caregivers certified to Nevada state EMS requirements (Advanced EMT, EMT) and meets or exceeds National standards.
- Ongoing continuing education.
- Full compliance with local, state, and National licensing regulations.
- State permits are covered by Intermountain Health.

Response Times and Coverage:

- Target response time: under 8 minutes within Crescent Valley limits.
- Outlying areas: goal of under 15 minutes wherever possible.
- Monthly response data available to county leadership for review.

Community Involvement:

- Standby coverage at events (rodeo, parades, etc.).
- Education events and trainings provided for the community at large.



Quality Assurance and Reporting:

- Regular audits and patient care reviews.
- Open lines of communication with County leadership for feedback and improvements.

Billing:

- Managed directly by Intermountain Health's Revenue Cycle Team in coordination with insurance providers.

Housing:

- Provided by Eureka County

Option B: Full-Time Crescent Valley EMS + Relief Coverage for Eureka

Includes all components of Option A, plus:

Additional Coverage:

- 8 days per month of EMS relief coverage for the Town of Eureka

Option C: Relief Coverage Only

Coverage Scope:

- 8 days per month of EMS relief coverage for both the Town of Eureka and Crescent Valley
 - EMS Manager and EMS Director of Eureka County will create a schedule that meets the needs of the County.

Fleet and Equipment

Intermountain Health Flight and Ambulance Services operates a modern state of the art fleet of Osage Ambulances exclusively on Ford Chassis.

To meet the rigorous service area conditions, both the Ford Transit platform as well as the F Series 550 Diesel ambulances were custom designed and built for Intermountain.

Features include All Wheel Drive with extended fuel tanks on the Transits as well as Four Wheel Drive on the F Series to ensure the ability to respond and transport even in the most remote of areas and various weather conditions.

All ambulances are of a standard design and built to allow for commonality and familiarity for operators (EMTs and Advanced EMTs) as well as a consistent product delivered to the consumer.

Osage- widely known and accepted as the premier and premium manufacturer in the ambulance world- has considerably more aluminum structure compared with other brands and is backed up by a lifetime warranty on the integrity and strength of the patient module.

Custom designed for Intermountain; their fleet has several features that set them apart to include:

1. On board UV disinfection systems to ensure cleanliness for every response
2. Liquid Spring suspension to provide a smoother ride and comfort for the most acutely ill or injured patient.
3. Additional sound deadening and insulation which allows for greater control of module temperature as well as a quiet environment for auscultation of lung sounds and blood pressure measurements.
4. Power load cot retention system as well as power cot to provide safer patient security and comfort as well as mitigating technician safety and risk.
5. Modern six-point safety harnesses to secure the technician during transport but allow for patient care and movement without being unbuckled.
6. Child Safety seat for the safe transport of children in a secure fashion

The fleet is backed up by a robust warranty as well as the ability to “remount” and recondition a vehicle in the event of major accident or end of life of the chassis saving major expense and reducing production and out of service time.



Lastly the vehicle is supported by the Osage local dealer as well as the manufacturer with excellent support as well as mobile service should a failure occur. Any parts needed are readily available and can be shipped out same day for orders placed before 3pm.

Flight and Ambulance Services fleet offers a reliable, uniform, modern, and safety focused and equipped product ready to respond in the most challenging of response areas



Maintenance Plan and Schedule

Fleet Overview:

- Type 2 Transit Units: All vehicles are model year 2019 or newer, ensuring modern capabilities and reliability.
- Type 1 Units: All vehicles are model year 2022 or newer, equipped to meet Intermediate life support (ILS) standards.

Maintenance Plan and Schedule:

- Preventative Maintenance (PM):
Conducted every 5,000 miles or every 6 months, whichever comes first, to ensure optimal performance and safety.
- Customized PM Protocol:
Our maintenance schedule is custom-built based on Holman's recommendations. For example, tire rotations are performed every 5,000 miles, aligning with Holman's best practices.
- Vendor Coordination:
Vehicles are serviced by Holman-approved vendors.
 - Maintenance and repairs are authorized by Holman prior to any work being performed.
 - Holman directly pays the vendor upon completion of services, streamlining the process and ensuring accountability.

We are confident that our fleet and maintenance protocols meet the high standards expected by Eureka County and support our commitment to reliable EMS service delivery.

Equipment and Maintenance Schedule

The Clinical Engineering (CE) Department at Intermountain Health operates a comprehensive, enterprise-wide medical equipment management program. The department oversees acute care medical equipment, imaging services, field operations, cybersecurity, mobile and rental devices, and service contract management. Their mission is to "Help People Live the Healthiest Lives Possible" through continuous improvement and industry-leading practices.

Maintenance scheduling is governed by a structured framework that includes initial inspections for all equipment regardless of ownership prior to use. Strategies for ongoing maintenance are developed by the MEM Program Director and the Corporate Clinical Engineering PM Sub-Committee, based on manufacturer guidelines, accreditation standards, local experience, and regulatory codes. When



applicable, Alternative Equipment Maintenance (AEM) strategies are approved and implemented to ensure safety and reliability. All maintenance activities are tracked through a Computerized Maintenance Management System (CMMS), which ensures compliance and timely execution.

The CE department continuously evaluates service delivery using benchmarks, metrics, staffing models, and financial practices. These assessments lead to strategic initiatives that enhance service quality and operational efficiency. For example, recent preventative maintenance on Stryker equipment identified hydraulic oil leaks, prompting a proposed service agreement to streamline future repairs. Additionally, equipment verification efforts such as asset tracking for AEDs and vital signs monitors demonstrate proactive management and coordination across teams.

This structured and data-driven approach ensures that Intermountain Health maintains a high-performing, compliant, and cost-effective medical equipment program that supports clinical excellence and patient safety.

Response Time Performance

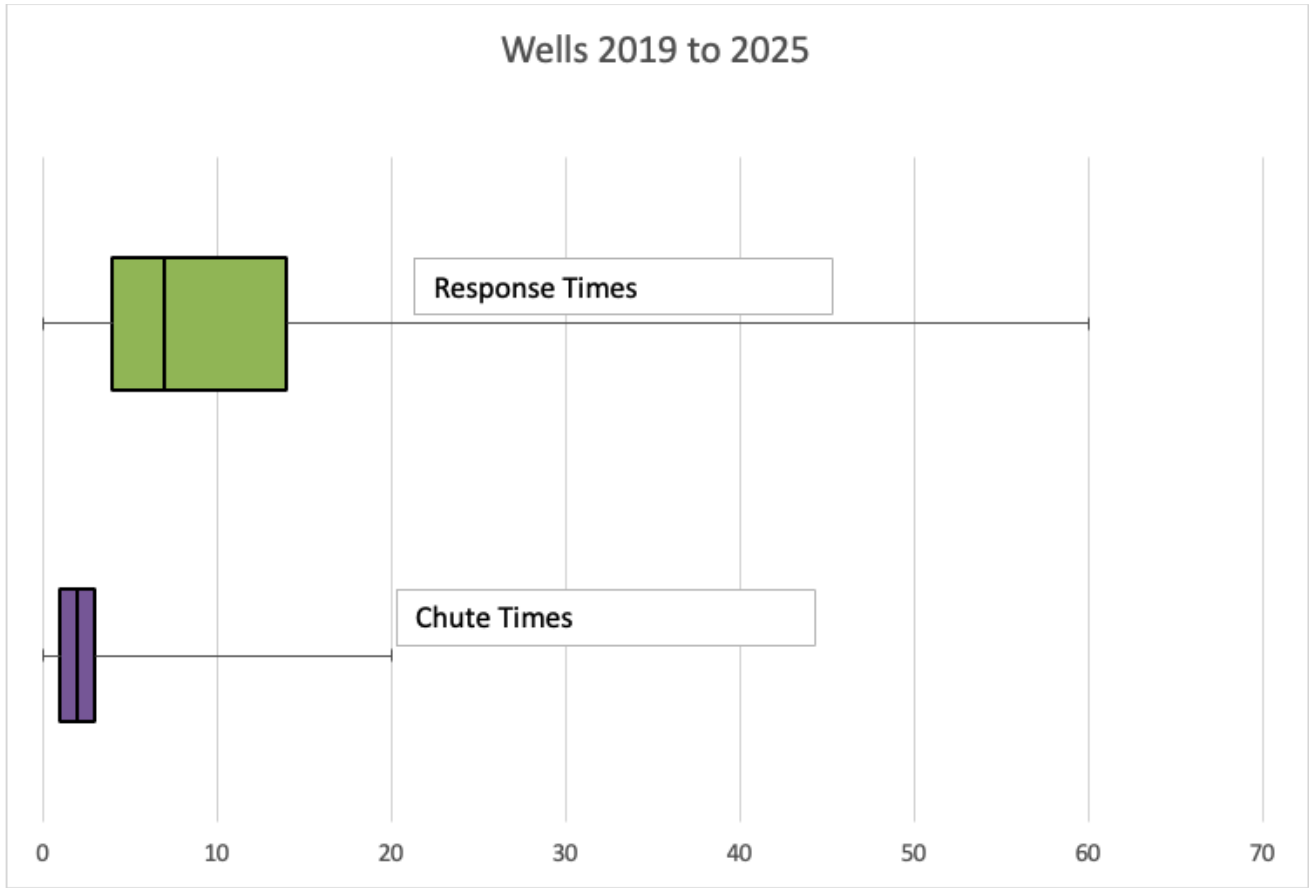
Response Times and Coverage Commitment:

Our goal is to maintain a response time of under 8 minutes for all calls originating within the Town of Crescent Valley boundaries.

- Outlying Areas:
 - We strive to achieve a response time of under 15 minutes in outlying regions whenever operationally feasible.
- Transparency and Accountability:
 - Monthly response time data will be made available to Eureka city leadership for review and performance monitoring.
- Response Targets (to be finalized further during formal contract discussion):
 - 50% of emergency calls receive ambulance en route within 2 minutes, with arrival on scene within 7 minutes.
 - 75% of emergency calls receive ambulance en route within 3 minutes, with arrival on scene within 14 minutes.
 - These targets match the service response we provide in Wells, NV and the surrounding area (see response time graph below).

5 Year Data – Call Volume with Response Times

Year	Call Volume
2019	253
2020	353
2021	507
2022	461
2023	447
2024	444





Patient-Centric Billing Policy and Procedures

At Intermountain Health, we are deeply committed to compassionate, patient-centered care that extends beyond the bedside and into our billing practices. We understand that medical transport, whether by air or ground, can be a stressful experience, and our goal is to ensure that patients and families feel supported, informed, and protected throughout the billing process. Our revenue cycle framework is designed to be fully compliant, transparent, and empathetic, covering every step from initial data capture and coding to adjudication, patient billing, and audits.

We proudly adhere to the No Surprises Act (NSA), ensuring that insured patients are never balance billed for air ambulance services. Our billing teams follow strict NSA protocols, including timely disclosures, notice and consent procedures, and out of network reimbursement monitoring. Patients are only responsible for their plan-allowed cost-share, and we actively monitor payor reimbursements to protect patients from unexpected financial burdens. In cases where reimbursement falls below acceptable thresholds, we initiate open negotiation and Independent Dispute Resolution (IDR) processes—always with the patient’s best interest in mind.

As part of Intermountain Health, all patients we care for have access to Intermountain’s robust Patient Financial Assistance Program, which works to ensure no patient is subject to overbearing financial burden due to a service provided by Intermountain Health.

Intermountain Health’s Flight & Ambulance Services program is in-network with Medicare, Medicaid, and various Commercial payers further enhancing affordability and access for our patients.

HCPC	Description	Rate
A0425	Ground Mileage	\$50.00
A0426	Base Rate - Ground ALS1 NE	\$2,000.00
A0427	Base Rate - Ground ALS1 Emergency	\$2,500.00
A0428	Base Rate - Ground BLS NE	\$1,300.00
A0429	Base Rate - Ground BLS Emergency	\$1,500.00
A0433	Base Rate - Ground ALS2	\$3,000.00
A0434	Base Rate - Ground SCT	\$4,000.00
A0888	Non-Covered Mileage - Ground	\$50.00

Training and Education

Flight and Ambulance Services is committed to ensuring that every provider is clinically excellent, operationally proficient, and culturally aligned. Our comprehensive, multi-phase onboarding and continuing education process, overseen by a Paramedic Training Educator, guarantees a high level of performance and integration. Our onboarding and training process are developed based on the recommendations of the National Emergency Medical Services Management Association's Field Training and Evaluation Program. It is split into three phases which include:

- A classroom-based orientation covering Intermountain policies, safety procedures, customer service standards, and a thorough review of the clinical protocols and procedures.
- Functioning as a third provider with supervision of a Team Lead where they will cover all operational specifics such as communications, geography and logistics, and integrated operations.
- Their final phase new employees function slightly independently as the second provider on the ambulance while still under the supervision of a Team Lead. It is in this phase that they confirm they have acquired and can recall all information necessary to function independently in the EMS system.

In addition to the robust training program we provide for our own staff, we will also provide access to our training and education programs to our partners within Crescent Valley Volunteer Ambulance Service, driving better clinical coordination between the two entities. The specifics of this partnership can be discussed during the formation of a formal contract.

License, Certifications, Compliance

Evidence of Good Standing and Current Status

Our organization maintains comprehensive oversight of all required licenses, certifications, and credentials through a structured credentialing system. Historically, we have utilized Ninth Brain to manage and verify credentials. This platform has supported our compliance efforts by enabling centralized tracking and reporting.

We are currently transitioning to the Protean platform, which offers enhanced capabilities for real-time monitoring, automated alerts, and streamlined updates. Protean will serve as our primary system for credential management moving forward.

To ensure accuracy and compliance, our Medical Transport Regulatory Support Team performs external verification of all credentials. This team conducts regular audits and cross-checks with issuing authorities to confirm good standing and current status. The combination of Protean's automation and our team's manual verification ensures that all required credentials are valid, up-to-date, and aligned with Nevada EMS standards.

Knowledge of and Compliance with Applicable Local, State, and Federal Laws and Regulations

Our organization is committed to full compliance with all applicable EMS regulations at the local, state, and federal levels. This includes compliance with both NRS 450B and NAC 450B. This commitment is upheld through a dual-layered compliance structure:

- Our Medical Transport Regulatory Support Team specializes in EMS-specific regulatory oversight, including Nevada Bureau of EMS requirements, and DEA audits.
- Our Enterprise-Level Compliance Team provides broader governance, ensuring alignment with federal mandates such as HIPAA, CMS, and OSHA, and supporting cross-functional regulatory initiatives.

Together, these teams actively monitor regulatory updates, conduct internal audits, and implement training programs to ensure our operations remain compliant. We also collaborate with legal and policy advisors to interpret and apply new regulations effectively.

This integrated compliance framework ensures that our services meet or exceed all applicable requirements, positioning us as a reliable and responsible partner for EMS operations in Nevada.

Waste Management Procedures

Our process ensures safe handling from the point of generation to final disposal:

- **Segregation & Packaging:** All regulated medical waste (e.g., items with blood, contaminated sharps) will be segregated at the point of use into clearly labeled, leak-proof, puncture-resistant containers (red bags and sharps containers) displaying the universal biohazard symbol.
- **Decontamination:** Ambulances and equipment will be thoroughly cleaned and disinfected after every patient transport using EPA-registered hospital-grade disinfectants, following manufacturer-specified contact times to ensure efficacy.
- **Storage & Disposal:** Waste will be stored in designated, secure areas. We will contract with a licensed, CDPHE-authorized medical waste disposal company to transport and treat all regulated waste via autoclaving or incineration. All disposal manifests will be maintained for a minimum of three years, as required.

Insurance

Coverage

See attached appendix

Data Reporting

Monthly Reporting will be provided to Eureka County in the month following the reporting month and it will include, at a minimum:

- Monthly volume in district, including trend data for the entire year.
- Response times
- Chute Times
- Run specific data (incident site, destination, and patient disposition)
- Average collected revenue per call OR total collected revenue (and AR) for given month.

On a yearly basis, Intermountain Health and Eureka County leadership will meet to discuss all volume data, including revenue data. This discussion can result in amendment to the current annual subsidy. Additional specific data to be included in monthly report can be discussed and finalized during contract negotiation. As Intermountain Health Flight and Ambulance Services matures, leadership from both parties can partner to design and provide a real time data reporting dashboard.



Cost Proposal

Intermountain Health proposes a transparent and sustainable fixed annual subsidy financial model that provides Eureka County with exceptional value and budget predictability. This approach aligns our financial interests with the County's, fostering a true partnership in managing the EMS system efficiently and effectively.

Financial Model: Fixed Annual Subsidy to offset a portion of net operating cost

Our proposed model is based on a simple and transparent formula:

(Total Annual Operating Costs - Total Projected Patient Revenue)*50% = Required Annual City Subsidy

This model provides the County with a predictable, fixed cost for the ambulance service each year of the contract, eliminating the risk of unforeseen cost overruns. We propose an annual collaborative review of costs and revenues to adjust the subsidy for subsequent years, with any rate increases tied to the Consumer Price Index (CPI) and subject to the approval of Eureka County and Intermountain Health leadership.



Comprehensive Cost and Rate Schedule

The following table provides a complete and itemized breakdown of all costs associated with this proposal. Fee schedule can be referenced in the “Billing” section of this response.

Table 1: Estimated Annual Operating Cost and Subsidy Calculation

This summary is based on staffing One (1) ILS ambulances 24/7. Personnel costs are fully loaded and compliant with the 2025 Nevada Wage of \$22.44/hour.

Cost Category	Annual Estimated Cost
Ambulance Operations	\$475,000
Capital Investment (Ambulance replacement)	\$100,000
Opportunity Cost	\$225,000
Total Estimated Annual Operating Costs	\$800,000
<i>Less: Projected Annual Patient/Insurance Revenue</i>	<i>(\$200,000)</i>
Net Operating Cost for Service	\$600,000
PROPOSED FIXED ANNUAL COUNTY SUBSIDY	\$300,000
Subsidy as a Percent of Net Operating Cost	50%

Note: The final subsidy amount will be finalized during contract negotiations based on the most current call volume and payer mix data provided by the County. Subsidy amount and operating costs will be reviewed by the county and Intermountain Health, jointly, on a yearly basis to determine any necessary amendments to the contracted subsidy amount. The maximum subsidy requested will not exceed \$500,000 in the first year of the contract.