



Recommendation for Action

File #: 23-3307, Agenda Item #: 44.

11/30/2023

Posting Language

Authorize negotiation and execution of a contract for a revenue cycle management solution with Waystar, Inc., for a term of five years in an amount not to exceed \$1,520,000.

[Note: Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Emergency Medical Services.

Fiscal Note

Funding in the amount of \$305,000 is available in the Fiscal Year 2023-2024 Operating Budget of Emergency Medical Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Sole Source.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This contract will provide Austin Travis County Emergency Medical Services (ATCEMS) with a web-based software program, ZirMed Software which is designed to assist with billing processes and insurance claims. This software, which is compatible with a large variety of insurers, will support ATCEMS with claims management, insurance eligibility, electronic explanation of benefits, submissions of electronic insurance claims, and receipt of electronic remittance advice documents. The contractor will also provide privacy policy and accompanying insurance documents in multiple languages to ensure that the diverse populations served by ATCEMS understand their rights, eligibility, and associated obligations.

Waystar, Inc. is the sole producer of ZirMed Software and the only firm currently providing patient statement files in multiple languages.