

**Alamance County Emergency Medical Services
Provider Application
For Inclusion Into
The EMS System Plan**



The Alamance County Code of Ordinances regulates the operation of emergency and non-emergency ambulance services within the jurisdiction of Alamance County.

Potential franchisees are required by ordinance to submit an application for initial and renewal ambulance service franchises.

Agency/Applicant Information:

Legal Name of Agency: LifeStar Emergency Services, LLC

Trade or Other Name(s): _____

Mailing Address: 3475 Myer Lee Drive

City: Winston-Salem State: NC Zip Code: 27101

Physical Address: 3475 Myer Lee Drive

City: Winston-Salem State: NC Zip Code: 27101

Is the provider licensed in North Carolina: Y Provider Number: 0341525

Provider Administrative Contact: Michael Hoots

Phone Number: 336-416-9445 Fax Number: 336-722-0685

Email Address: MHoots@LifeStar911.com

1. What is the level of service that the applicant intends to operate in Alamance County?

EMT

Advanced EMT

Paramedic

2. Provide a full description of your plan of operations within Alamance County. Include your planned hours of operations (You may attach to this application if necessary)

LifeStar is seeking permission to do point-to-point, non-emergency transports within Alamance County. LifeStar is a 24 hour a day, 7 day/week ambulance service based on the eastern side of Forsyth County. Our goal is to take care of all of Alamance County's Basic Life Support transports. The estimated 300 transports per month would require us to secure a location close to Cone Health Alamance Regional hospital and dedicate three ambulances to the area. If multiple agencies are awarded franchises, we would start slow and monitor our market share to determine the number of ambulances we can allocate and make sure a local base would be warranted.

3. List all current base locations that your provider currently has. Do you intend to open a base of operations within the borders of Alamance County? Please attach an 8.5 X 11 map of your current coverage areas.

Our primary base is in Forsyth County between Winston-Salem and Kernersville. The address is 3475 Myer Lee Drive. We have one substation base in Stokes County at 106 East King Street in King, NC.

If we are the only private ambulance service awarded a franchise in Alamance County, we will initially seek to lease a property with full intentions to purchase a property within the county. Our ultimate goal would be to build a base close to the hospital.

If multiple agencies are awarded a franchise, we will initially handle transport from our Winston-Salem location until enough market share is gained to commit to a property lease.

4. How will the public contact your agency to request non-emergency ambulance transportation services?

We have an internal communications center that is manned 24 hours a day/ 7 days a week. We receive requests by phone to the main phone number, 336-722-5433.

5. Provide a description of your agency's capability to provide coverage for the area covered by the franchise application, and an accurate estimate of the minimum and maximum time for a response to calls within such district.

We will dedicate certain resources to Alamance County and customers will call our communications number to schedule discharges and appointments. We currently operate on a reservation type system where we commit to a certain time for pickup. Dispatchers will negotiate with the customer to determine a suitable time for our arrival. If the customers prefer to be on a next available waiting list, we can accommodate that as well.

6. Describe how the agency will assure that adequate North Carolina credentialed personnel will be available to respond to calls as required by G.S. 131E-158.

Each ambulance for LifeStar will have at a minimum, two North Carolina certified Emergency Medical Technicians. We do not operate our ambulances with an EMR or a non-credentialed driver. At time of hire, we verify an EMT's certification through NC OEMS Continuum. As part of our compliance program, we confirm that our EMTs are not on the OIG Exclusion list at time of hire as well as quarterly during their tenure at LifeStar.

7. Describe your continuing education plan and how you ensure that credentialed employees maintain credentials that are in good standing with state and local requirements. Attach a current roster of credentialed staff to this application

We offer multiple sessions of EMT Con Ed each month at our Forsyth County base. EMTs are required to attend each month. These classes follow the Forsyth Technical Community College schedule and are taught by FTCC instructors. LifeStar is also a Basic Education Institution certified by North Carolina Office of Emergency Medical Services. With this, we are able to offer our own Con Ed as well as initial EMT courses. We also offer additional Con Ed virtually to our EMTs.

8. Indicate how the agency's ambulances will communicate with their dispatch center as well as the Alamance County Communication Center. Provide copies of current FCC licenses as an attachment:

LifeStar uses push-to-talk technology through Verizon on group channels for communicating vehicle to vehicle or vehicle to base. We also have 800 Mhz radios that can be programmed to communicate with Alamance County. These radios are Viper compatible.

9. Describe the agency's procedure for daily unit stock, vehicle problem reporting and adherence to the EMS system minimal ambulance stock requirements. Please attached a list of current in-service ambulances to this application:

Daily truck checks are administered via iOps 360. Within that software, there are reporting capabilities that our Logistics team monitors and responds to. Our ambulances are stocked at a minimum to the OEMS requirements as well as any specific requirements from local Medical Directors.

10. Describe the agency's current charting process to ensure that data is promptly transmitted to OEMS. Please include the current ePCR software that the agency utilizes. How does the agency plan to ensure that the Alamance County EMS Director and Medical Director has access to review records for quality assurance purposes?

LifeStar uses emsCharts for patient care reporting. This software integrates and feeds data to NC OEMS with no additional effort by the user. Alamance County and the Medical Director are welcome to have login capabilities and full access to PCRs for patients specific to Alamance County.

11. How does the agency plan to provide quarterly reports summarizing its operations to the Alamance County Manager, EMS Director and Peer Review Committee?

LifeStar currently provides monthly reports in all counties that we serve. This data is retrieved from emsCharts and compiled within Microsoft Excel for reporting purposes. These reports are emailed to the specified recipients.

12. In what other counties is the agency currently operating, or operated in the last five (5) years? Please provide a list of these counties and a reference for each.

Forsyth County from 2009 to present - 911 and convalescent - Andrew Davis (336) 407-2073
 Stokes County from 2015 to present - 911 and convalescent - Brandon Gentry (336) 593-5409
 Orange County from 2017 to present - convalescent - Kim Woodward (919)-245-6133
 Durham County from 2017 to 2023 - convalescent - Mark Lockhart (919) 560-8233
 Surry County from 2020 to present - convalescent only - Eric Southern (336) 783-9011
 Davidson County from 2019 to present - convalescent only - Alton Hanes (336) 242-2280
 Guilford County from 2022 to present (temp agreement) - convalescent only- Kyle Paschall (336) 641-8015

13. Is there any other information that the agency would like to provide to assist with a fair determination of the capability of the applicant to provide ambulance services in Alamance County in accordance with the requirements of state laws and the provisions of the franchise ordinance?

LifeStar takes pride in building partnerships with municipal EMS agencies. We seek opportunities to be key players in systems that need to have their scheduled transports handled so they can focus on the higher acuity calls. We feel confident that if given the opportunity to be the sole private ambulance service in Alamance, the County will realize significant improvement in unit utilization which will make strides in employee satisfaction.

Indicate the agency's proposed fee schedule for services in Alamance County:

Basic Life Support Emergency Transport:	_____
Basic Life Support Non-Emergency Transport:	<u>\$526.98</u>
ALS Non-Emergency	_____
ALS Emergency	_____
Specialty Care Transport	_____
Loaded Mileage:	<u>\$17.78/mile</u>

I attest that all of the above listed and attached information is true and accurate to the best of my knowledge and belief.

Chief Administrator Name/Title: Michael Lee Hoots/Director

Chief Administrator Signature: 

Attachment Checklist:

- Attachment I: Provide an organizational chart of the provider showing at a minimum:
- Chief Executive Officer
 - Chief Financial Officer
 - Chief EMS Officer
 - Line Supervision
 - EMS Providers
- Attachment II: Provide a copy of the current provider's roster showing at a minimum:
- Full Name
 - NCOEMS P Number
 - Certification Level
 - Certification expiration date
- Attachment III: Provide a copy of the current plan for quality improvement including how the provider will track and report progress, as well as trigger points for remedial training
- Attachment IV: Provide a copy of the providers proof of vehicle and liability insurance
- Attachment V: Provide a map that includes current coverage areas and base locations
- Attachment VI: Attach a list of all ambulances to include: year, model, and mileage.


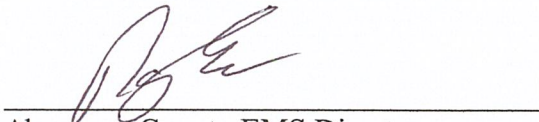
Return Completed application package with all supporting documentation to:

Ray Vipperman, EMS Director
Alamance County Emergency Services
PO Box 27
Graham NC, 27253

Ray.Vipperman@alamancecountync.gov

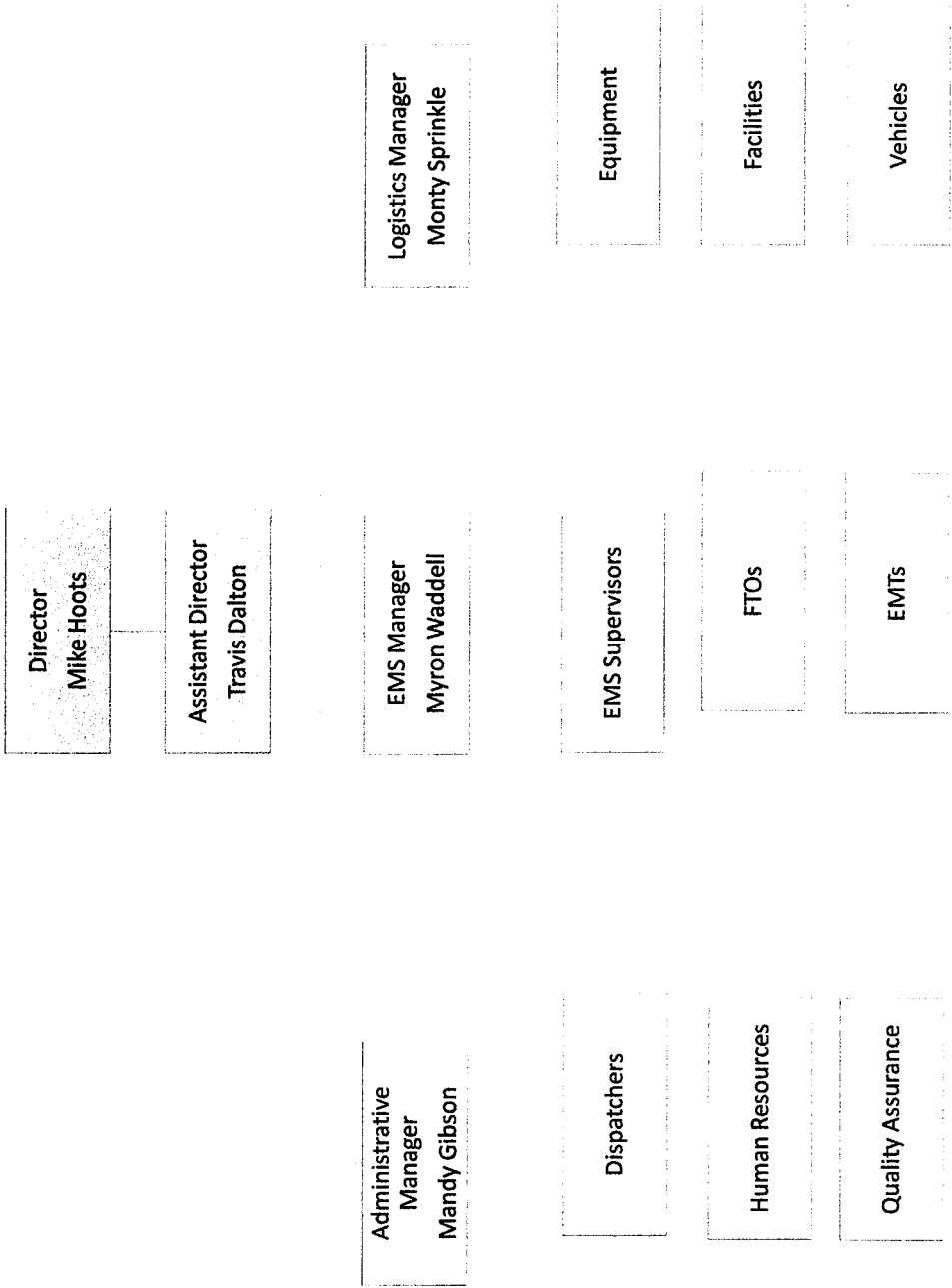
Official Use OnlyDate Received by the Alamance County EMS Director: 9/19/24Date Reviewed by the Alamance County Peer Review: 10/22/24**RECOMMENDATION**

This application has been reviewed by the Alamance County Peer Review. Based on the review approval/denial of a franchise agreement is recommended as indicated below:

Recommendation
Alamance County EMS Medical Director☒ Approve ☐ Deny
Alamance County EMS Director☒ Approve ☐ Deny

Alamance County Manager☐ Approve ☐ Deny

Attachment I



Attachment II

First Name	Middle Name	Last Name	Suffix	NC OEMS P		Exp Date
				Number	Certification	
Catherine		Amico		P553201	Emergency Medical Technician	5/31/2027
Jaida	Carmella	Asim		P562417	Emergency Medical Technician	7/31/2028
Asal		Avazpour		P554636	Emergency Medical Technician	7/31/2027
Nicholas	Lee	Bias		P092221	Emergency Medical Technician	3/31/2025
Brandon	Wilee	Blackwell		P114727	Emergency Medical Technician	2/28/2027
Alesha	Victoria	Borders		P556704	Emergency Medical Technician	12/31/2027
Daelan	Cortez	Bouldin		P547718	Emergency Medical Technician	7/31/2027
Caroline	Marie	Brickner		P562944	Emergency Medical Technician	3/31/2025
Caleb	Addison	Brown		P541152	Emergency Medical Technician	1/31/2026
Amaliya	Shango	Brown Doyoyo		P560029	Emergency Medical Technician	4/30/2028
Paul	M	Byars		P001346	Emergency Medical Technician	7/31/2025
Trey	Cameron	Canovai		P561969	Emergency Medical Technician	7/31/2028
Olivia	Nicole	Crouch		P558658	Emergency Medical Technician	3/31/2028
Marisa	Ann	Cusack		P549674	Emergency Medical Technician	12/31/2026
Raymond	T	Dalton		P007383	Emergency Medical Technician	3/31/2028
Rodney	Deshaun	Davis		P548528	Emergency Medical Technician	9/30/2026
Joshua	Antonio	DeBona		P526559	Paramedic	5/31/2028
Devon	Gloria	Dodd		P556923	Emergency Medical Technician	12/31/2027
Ahmed	Khalil	Eldeeb		P544803	Emergency Medical Technician	3/31/2025
Mayar	Mohammed	Eldeeb		P544764	Emergency Medical Technician	7/31/2026
Daquan	Courtney Tyra	Eldridge		P547121	Emergency Medical Technician	1/31/2027
Tiffany	Shawanda`	Ellis-Canady		P521802	Emergency Medical Technician	12/31/2027
Christian		Espinoza-				
Jessica	Marie	Barrios		P540529	Emergency Medical Technician	8/31/2025
Amanda	Rae	Ford		P556646	Emergency Medical Technician	12/31/2027
Kayla	P	Gibson		P069495	Emergency Medical Technician	3/31/2026
Ann Carter	Morgan	Haney		P110145	Emergency Medical Technician	1/31/2028
Caleb	Rafael Gerrit	Harris		P544288	Paramedic	4/30/2028
Ashleigh	T	Hernandez		P559339	Emergency Medical Technician	6/30/2028
Michael	L	Hoots		P122366		
Safa	Farooq	Hoots		P031533	Emergency Medical Technician	2/28/2026
Adil		Jan		P552745	Emergency Medical Technician	8/31/2027
Raegan	Michelle	Khan		P556643	Emergency Medical Technician	12/31/2027
Neesha	Reddy	Koon		P552747	Emergency Medical Technician	5/31/2027
Brandon		Kuntamukkala		P547582	Emergency Medical Technician	3/31/2028
		Lessard		P550165	Emergency Medical Technician	3/31/2027
James	Glenn				Advanced Emergency Medical Technician	
Jamia	Morshea	Lilly		P121861	Technician	8/31/2026
Clarke	Jameson-Boaz	Lovelace		P545721	Emergency Medical Technician	9/30/2026
Douglas	A	Lowman		P541076	Emergency Medical Technician	5/31/2026
Bailey	Rose	Mac Lean		P039311	Emergency Medical Technician	3/31/2025
Logan	Pierce	McCormick		P555375	Emergency Medical Technician	10/31/2027
Samuel	A	McDaniel		P558103	Emergency Medical Technician	12/31/2027
Abigail	Lauren	Mcduffee		P016485	Emergency Medical Technician	8/31/2026
Austin	Hunter	Mcpherson		P502330	Emergency Medical Technician	7/31/2026
Lane	Elizabeth	Mikolaitis		P546705	Emergency Medical Technician	5/31/2026
Louis	S	Miller		P541397	Emergency Medical Technician	9/30/2025
Kirsten	Marie	Mills		P051056	Emergency Medical Technician	7/31/2027
		Mitchell		P546694	Emergency Medical Technician	5/31/2026

John	Carlo	Morales	P558263	Emergency Medical Technician	3/31/2025
Finley	James Clarence	Myers	P561500	Emergency Medical Technician	7/31/2028
Jason	Junior	Norris	P097110	Emergency Medical Technician	8/31/2028
Olufolake	Queeneth	Oke	P552466	Emergency Medical Technician	7/31/2027
Carol		Ore	P119290	Emergency Medical Technician	12/31/2025
William	McDaniel	Owens	P089388	Emergency Medical Technician	7/1/2025
Ethan	Thomas	Peterson	P561837	Emergency Medical Technician	7/31/2028
Scott	Winfield	Peterson	P561957	Emergency Medical Technician	8/31/2028
Madison	Rae	Pezik	P545875	Emergency Medical Technician	5/31/2026
Molly	Claire	Pharr	P121745	Emergency Medical Technician	9/30/2025
Abigail	Martinez	Ramirez	P535764	Emergency Medical Technician	5/31/2025
Tyler	Jackson	Reedy	P553006	Emergency Medical Technician	5/31/2027
Matthew	J	Reker	P117377	Emergency Medical Technician	6/30/2025
Christina	M	Reynolds	P076715	Emergency Medical Technician	8/31/2025
Ethan	Silas	Robinson	P556748	Emergency Medical Technician	12/31/2027
Michael	Joseph	Robless	P556645	Emergency Medical Technician	12/31/2027
Michelle	Elizabeth	Shore	P561633	Emergency Medical Technician	7/31/2028
Steven		Simpson	P552061	Emergency Medical Technician	11/30/2026
Matthew	Dale	Sisk	P520787	Emergency Medical Technician	12/31/2027
Aidan	Alexander	Spottswood	P531031	Emergency Medical Technician	9/30/2028
Morgen	Doucette	Story	P547750	Emergency Medical Technician	9/30/2026
Christopher	Andrew	Stream	P559389	Emergency Medical Technician	4/30/2028
DeAuszlo	JuDon	Swift	P547785	Emergency Medical Technician	3/31/2025
Scott	K	Taylor	P022594	Emergency Medical Technician	5/30/2025
Kalan	Demara	Terry	P559020	Emergency Medical Technician	2/29/2028
Jeanette	Leigh	Thomason	P556924	Emergency Medical Technician	12/31/2027
Alston	Mathu	Thompson	P534047	Emergency Medical Technician	4/30/2025
Lauren	Grace	Tiddy	P548767	Emergency Medical Technician	10/31/2027
Myron	S	Waddell	P015044	Paramedic	3/31/2026
Cara	Leah	Wanner	P547245	Emergency Medical Technician	3/31/2025
Sydney		Wargo	P559384	Emergency Medical Technician	4/30/2028
Thomas	Lee	Warren	P556287	Emergency Medical Technician	9/30/2027
Martin	N	Williams	P095522	Emergency Medical Technician	7/31/2025
Joshua	Thomas	Wilson	P554076	Emergency Medical Technician	4/30/2028
Kaelan	Peter	Young	P561231	Emergency Medical Technician	5/31/2028
Benjamin	L	Younts	P119291	Emergency Medical Technician	6/30/2025

Attachment III

LifeStar has a Quality Assurance team in place that reviews every call and chart. Deficiencies are noted, tracked and corrected one call at a time. Individual providers' progress is monitored in iOps, a software package to track our employees. If a provider performs outside of protocol, the issue is brought to the local Medical Director's attention and appropriate action is taken.

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/19/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGriff Insurance Services LLC 550 S Caldwell St. Suite 1500 Charlotte, NC 28202 704 954-3000		CONTACT NAME: NC Certificate Team PHONE (A/C, No, Ext): FAX (A/C, No): 888-751-3197 E-MAIL ADDRESS: NCCertificateTeam@mcgriff.com	
INSURED LifeStar Emergency Services, LLC 3475 Myer Lee Drive Winston-Salem, NC 27101		INSURER(S) AFFORDING COVERAGE INSURER A: Markel Insurance Company NAIC # 38970 INSURER B: Berkley Casualty Company 15911 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	MTK7000263411	07/13/2024	07/13/2025	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X	X	MTA7000263411	07/13/2024	07/13/2025	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10000			MTU7000263411	07/13/2024	07/13/2025	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	KRM425609055	09/09/2024	09/09/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Professional Liab			MTK7000263411	07/13/2024	07/13/2025	\$1,000,000/\$3,000,000
A	Abuse/Molestation			MTK7000263411	07/13/2024	07/13/2025	\$1,000,000/\$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

** Workers Comp Information **

Other States Coverage

Proprietors/Partners/Executive Officers/Members Excluded:

Michael Hoots, member

Jeanette Hoots, member

CERTIFICATE HOLDER

CANCELLATION

Alamance County

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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Attachment V



Attachment VI

Unit	Make	Model	Mileage
LS1	2022 FORD E350	HORTON	110778
LS3	2022 FORD E350	AEV	107762
LS4	2004 GMC 3500	HORTON	386987
LS5	2003 FORD E350	AEV	392785
LS6	2003 FORD E350	AEV	374098
LS7	2001 FORD E350	HORTON	463001
LS8	2000 FORD E350	HORTON	463456
LS9	2000 FORD F350	HORTON	303732
LS11	2003 FORD E450	PL CUSTOM	367897
LS12	2006 FORD E450	AEV	343029
LS13	2010 MERCEDES SPRINTER	AEV	391056
LS14	2002 FORD E450	HORTON	226398
LS15	2012 MERCEDES SPRINTER	AEV	430030
LS16	2009 CHEVY E3500	MEDTEC	300587
LS17	2009 CHEVY E3500	MEDTEC	281024
LS18	2013 MERCEDES SPRINTER	AEV	287510
LS20	2002 FORD E450	BRAUN	171137
LS21	2008 CHEVY E3500	PL CUSTOM	282081
LS22	2016 MERCEDES SPRINTER	AEV	273162
LS23	2016 MERCEDES SPRINTER	AEV	286029
LS24	2016 FORD TRANSIT	AEV	151524
LS125	2016 FORD TRANSIT	AEV	210019
LS27	1997 FORD E350	AEV	167805
LS28	2018 FORD TRANSIT	AEV	119528
LS29	2018 FORD TRANSIT	AEV	128769
LS31	2018 FORD TRANSIT	AEV	112052
LS32	2019 FORD TRANSIT	AEV	104679
LS33	2019 FORD TRANSIT	AEV	94236
LS34	2019 FORD TRANSIT	AEV	95051
LS35	2020 FORD TRANSIT	AEV	34000
LS36	2020 FORD TRANSIT	AEV	23840