



### **Are There Services Not Covered by Client Connect?**

Yes. As you might expect, services such as litigation, government audits, investigations or appeals and matters along those lines require much more intensive services and are separately billed at hourly or agreed-upon flat-fee rates. Client Connect customers get a discount on these separate services if the need arises. More information on a list of included and excluded services is included in the Client Connect agreement.

### **What are the Benefits to Becoming a PWW Client?**

Becoming a PWW client benefits your organization by allowing us to give you confidential advice under the protections of the attorney-client privilege, which is not available with non-lawyer consulting firms. This allows those privileged and confidential communications to be exchanged freely, without fear of discovery of those communications in a lawsuit or investigation. It means you can speak freely and candidly with us as we work to provide you with the best advice and practical solutions possible to help your agency thrive and comply. Becoming a Client Connect member means that you have access to us anytime for your everyday questions – we’re always ready to go with an established attorney-client relationship when you need us. Read more about our benefits [here](#).

### **Why is the client Connect Flat Fee Approach Better than a Traditional Hourly Fee Arrangement, Especially if we Don't Call you That Often?**

We have found that some clients are hesitant to contact us – or let their staff members call when questions arise – when there is a bill associated with each and every call, or a client’s staff members do not think they have the authority to contact the lawyers and “start the clock.” With Client Connect, those barriers are removed, which affords us more regular and free-flowing communication with our clients, which in turn allows the client to access our expertise to help correct or address any issues before they become long-term problems. This saves our Client Connect customers time and money in the long run. Also, Client Connect is a two-way street, as clients receive communications, updates and special discounts available only to Client Connect customers.

### **Is Client Connect Only for Ambulance Services or can Third-Party Billing and Other Companies Sign up as Well?**

Client Connect is open to ambulance services, EMS billing companies, fire departments, mobile healthcare companies, EMS technology companies, and other EMS industry businesses. Billing

companies may be especially interested in giving their staff the opportunity to contact PWW attorneys with questions about coding or documentation through Client Connect. Billing companies may also wish to let their clients know that they are PWW Client Connect customers as an added benefit.

### **If I come to abc360 and get my Questions Answered there, Do I Still Need Client Connect?**

There is an important distinction between being a conference attendee and being a PWW client. Client Connect lets you ask questions of us anytime - at the conference or not - as issues arise throughout the other 51 weeks of the year. And under Client Connect, your organization is protected under the Attorney-Client privilege, which does not apply to conference attendees unless they are also clients.

### **How Does Payment Work?**

You can choose to pay annually (5% discount applies for payment in full), quarterly (4 equal installments spread throughout the year (once at initial sign up and then every three months after that), or monthly.

### **Can I Give you a Credit Card Number that you Keep on File and Charge Each Month (or Quarter)?**

Yes, absolutely. This automatic process helps eliminate sending monthly invoices and processing checks or credit card payments manually. It saves time for both you and us! In fact, having a credit card on file for automatic payments is preferred. We work through a vendor who maintains the security of the cards. We also refresh the card number each year for security purposes.

### **How is the Yearly/Monthly Rate Determined?**

We set a rate based on a number of factors, primarily the size of the organization. Pricing for most organizations is between \$500 - \$1000 month.

### **If my Billing Company is Already Signed Up for PWW Client Connect, Why Would I need to Sign up as Well?**

Sometimes, a billing company and an ambulance service have different (and competing) interests. The billing company needs legal representation to address its own interests. Just because your billing company might be a PWW Client Connect customer does not offer an attorney-client privilege relationship with the billing company's individual customers.