

**MEMORANDUM OF UNDERSTANDING
NURSE NAVIGATION SERVICES**

Between:

American Medical Response Ambulance Service, Inc. ("AMR")

and

City of Billings, Montana ("Agency")

Effective Date: _____, 2026

RECITALS

WHEREAS, AMR and the City are parties to that certain Ambulance Response Service Agreement effective August 1, 2025 (the "911 Agreement"), pursuant to which AMR provides 911 emergency medical services within the City of Billings, Montana (the "Service Area");

WHEREAS, the Agency desires to enhance 911 emergency medical service delivery within its jurisdiction through implementation of an innovative nurse navigation program;

WHEREAS, AMR's 911 Nurse Navigation program is a service within the 911 system that utilizes licensed nurses operating under physician-approved protocols to screen low-acuity callers and direct them to the most appropriate level of care, including self-care, telehealth, community-based care, or ambulance dispatch where clinically indicated.

WHEREAS, AMR, through itself and/or its affiliates, has the capability to provide nurse navigation services to improve system efficiency and patient care outcomes;

WHEREAS, because AMR is a designated 911 service area for the Agency under the 911 Agreement, the parties agree that nurse navigation services shall be provided at no additional charge to the Agency.

AGREEMENT

1. **Purpose.** The purpose of this Memorandum of Understanding ("MOU") is to memorialize the availability of Nurse Navigation services in connection with the Agency's 911 emergency medical services system, provided at no additional cost to the Agency as part of AMR's comprehensive service delivery under the 911 Agreement.

2. **Nurse Navigation Services.** The parties shall provide the following nurse navigation services described in Exhibit A.

3. **Term and Termination.** This MOU shall be effective as of the Effective Date and shall remain in effect for a term of one (1) year, with automatic annual renewals unless otherwise terminated in accordance with this MOU. Either party may terminate this MOU without cause upon one hundred eighty (180) days' written notice to the other party. Either party may terminate for cause upon sixty

(60) days' written notice if the other party fails to cure a material breach within such notice period. This MOU shall automatically terminate upon termination or expiration of the 911 Agreement or if AMR no longer provides 911 services within the Service Area.

7. Entire Agreement and Amendment. This MOU, together with the 911 Agreement, constitutes the entire agreement between the parties with respect to Nurse Navigation services. This MOU may be amended only by written instrument executed by both parties. This MOU may be executed in counterparts, including by electronic means.

IN WITNESS WHEREOF, the parties hereto have caused this MOU to be executed by their authorized representatives on the day and year first above written.

**American Medical Response
Ambulance Service, Inc. d/b/a
AMERICAN MEDICAL RESPONSE**

City of Billings, Montana

By:

Name:

Title:

Date:

By:

Name:

Title:

Date:

EXHIBIT A

Nurse Navigation Services

1. Navigators utilize caller interrogation software to match callers with the appropriate time-based resources to care for the caller. The program provides systematic caller interrogation using the physician approved protocols provided by the Nurse Navigation system so that the appropriate time-based resource may be utilized to care for the caller.
2. Agency, by and through its medical director, will be responsible for identifying the types of 911 calls potentially appropriate for 911 Nurse Navigation. AMR will provide a list of commonly used dispatch determinants in place with other 911 Nurse Navigation sites for review. Ultimately, it will be the responsibility of the 911 dispatcher to offer the 911 Nurse Navigation service to 911 callers, and the dispatcher will not transfer calls to the 911 Nurse Navigation service without first obtaining the caller's consent. Agency will ensure its medical director for the EMS system, will be responsible for approving protocols to enable referrals of 911 patients directly to the 911 Nurse Navigation system based on the assessments of first responders and EMS personnel.
3. Eligible Calls: Calls must (i) originate via 911; (ii) be screened by the Public Safety Answering Point (PSAP) and determined to meet established local criteria that is approved by the local responsible agency for a non-EMS response; and (iii) meet all mutually agreed clinical criteria for referral to Nurse Navigation at the time of transfer.
4. AMR will provide:
 - a. Appropriately licensed nurses, located at AMR's call center(s)
 - b. Systematic caller interrogation using the physician approved protocols provided by the Nurse Navigation system so that the appropriate time-based resource may be utilized to care for the caller
5. Program Configuration. AMR and Agency, during the implementation period and from time-to-time thereafter, will mutually review and agree on program configuration details.