

## Rescue Transport Medical Billing & Collections Services Addendum #1

Project Name: Rescue Transport	Project No.: RFP# 22-23-31
Prepared By: Wanda House	Date: February 15, 2023

### **Questions submitted for discussion by email**

1. Question: Whether companies from outside USA can apply for this? (Like from India or Canada).

**Answer: Prefer the operations be based in the US.**

2. Question: Whether we need to come over there for meetings?

**Answer: We may ask for some on site assistance.**

3. Question: Can we perform the tasks (related to RFP) outside USA.

**Answer: See question #1.**

4. Question: Can we submit the proposals via email?

**Answer: Yes. However, the City of Greenville is unable to receive attachments in excess of ten (10) MB.**

5. Do you currently outsource EMS Billing? If so, can you provide the name of the vendor and the fee you are being charged?

**Answer: No, the city does not currently outsource billing for EMS.**

6. Question: Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.

**Answer: Fire/Rescue Department covers the ePCR software, however, they do not cover any portion associated with EMS billing, or if changes were needed from ImageTrend to work with the new vendor, they would need to cover that cost.**

7. Question: Can you please provide the net charges for your most recent complete fiscal year?

**Answer: \$6,888,189.90**

8. Question: Can you please provide the average revenue collected per transport for your most recent complete year?

**Answer: \$296**

9. Question: Can you please provide a breakdown of your most recent complete fiscal year transports by primary payor for the following categories?
- a. Medicare
  - b. Medicaid
  - c. Commercial Insurance
  - d. Patient Pay

**Answer:**

- a. Medicare – 3757**
- b. Medicaid – 1913**
- c. Commercial Insurance-8282 (combined with private pay)**
- d. Patient Pay – 8282 (combined with commercial insurance)**

10. Question: Can you please provide the number of transports for each call type for your most recent complete fiscal year?
- a. ALS Emergency
  - b. ALS Non-Emergency
  - c. BLS Emergency
  - d. BLS Non-Emergency
  - e. ALS 2
  - f. SCT

**Answer:**

- a. ALS Emergency – 3757**
- b. ALS Non-Emergency – 0**
- c. BLS Emergency – 8988**
- d. BLS Non-Emergency – 0**
- e. ALS 2 – 218**
- f. SCT - 0**

11. Question: Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

**Answer: A sign is posted in the EMS unit directing patients to the City website of Fire and Rescue headquarters for a copy of the NOPP. They are not mailed out to patients.**

12. Question: Do you currently use a lockbox for all payments and correspondence? If so, who will be responsible for the cost of the lockbox?

**Answer: No**

13. Question: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

**Answer: See page 3 - Section One: General Instructions**

14. Question: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

**Answer: Not applicable.**

15. Question: has the current contract gone full term?

**Answer: See question #5.**

16. Question: Have all options to extend the current contract been exercised?

**Answer: See question #5.**

17. Question: Who is the incumbent, and how long has the incumbent been providing the requested services?

**Answer: Since the City does not currently have a vendor for outsourcing EMS billing, we have always had in house staff, Collections Technician II – EMS to handle all of EMS billing and collections.**

18. Question: How are fees currently being billed by any incumbent(s), by category, and at what rates?

**Answer: Current EMS staff bill transports based on the pickup and drop off location for mileage as well as the services provided during their transport such as basic support, oxygen, IV access for medications and head immobilization.**

19. Question: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**Answer: N/A**

20. Question: What were your annual gross charges last year or for the last 12 months?

**Answer: \$3,997,787**

21. Question: What were your annual total adjustments for last year or for the last 12 months?

**Answer: \$478,427.42**

22. Question: What were your annual contractual allowance write offs for last year or for the last 12 months?

**Answer: \$1,385,280.03**

23. Question: What are your advance life support charges?

**Answer: \$475 plus mileage for transport.**

24. Question: What are your advanced life support emergency level 2 charges?

**Answer: \$600 plus mileage for transport.**

25. Question: What are your basic life support charges?

**Answer: \$375 plus mileage for transport.**

26. Question: What is your average per-trip charge?

**Answer: \$296**

27. Question: When was the last changes to your transport rates, and are you considering raising any of the rates currently charged?

**Question: N/A**

28. Question: What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

**Answer: The City does not charge differently for residents or non-residents as we are only transporting from within the City limits.**

29. Question: Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

**Answer: No**

30. Question: What were your transports per year for advanced life support for last year or for the last 12 months?

**Answer: Calendar year 2022 for all responses – 8630 (includes the ALS numbers below).**

31. Question: What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

**Answer: 8412**

32. Question: What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

**Answer: 218**

33. Question: What were your transports per year for basic life support for last year or for the last 12 months?

**Answer: 8988 (includes the 30 BLS emergency below).**

34. Question: What were your transports per year for basic life support emergency for the last year or for the last 12 months?

**Answer: 30**

35. Question: What were your transports per year for specialty care transport for last year or for the last 12 months?

**Answer: 0**

36. Question: What were your transports per year for treatment without transport for last year or for the last 12 months?

**Answer: 684 treatment/No transport.**

37. Question: What is your payer mix expressed as percentage of 100% billed?

**Answer: N/A**

38. Question: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

**Question: Proposal Due Date is Wednesday, February 22, 2023 at 4:00 pm.**

39. Question: What is your payer remit mix expressed as percentage of 100% of what you typically receive?

**Answer: N/A**

40. Question: How many total transport vehicles do you now operate?

**Answer: The City operate 9 daily.**

41. Question: What is your average loaded miles per trip?

**Answer: 3 miles**

42. Question: What is your average revenue per call?

**Answer: N/A**

43. Question: Do you have a lockbox provider and, if so, which provider?

**Answer: See question #12.**

44. Question: If you have a lockbox provider, will that provider remain in place as a result of this procurement?

**Answer: See question #12.**

45. Question: Do you have an EPCR provider and, if so, which provider?

**Answer: See question #12.**

46. Question: Do you have a collection agency provider and, if so, which provider?

**Answer: SCA Collections is the current collection agency for EMS.**

47. Question: Which local hospitals or care facilities typically receive most of your patients?

**Answer: The City only transports to ECU Health Medical Center.**

48. Question: Please provide additional details and explanation for the Proposal Response form and Breakdown of Proposal Costs and Estimated Hours per Task.

**Answer: See "Exhibit A" on page 14 of the RFP.**

49. Question: Does this contract require the City's established 4% Minority Business Enterprise (MBE) and 4% Women Business Enterprise (WBE) participation goals? If so, is both the MBE of 4% and the WBE of 4% for a total of 8% or for a total of 4% required?

**Answer: See page 3 Minority and Women Business (MWBE) Program. "The City has established a 4% Minority Business Enterprise (MBE) and 4% Women Business Enterprise (WBE) goal for the participation of MWBE firms in supplying goods and services for the completion of this project.**

50. Question: Is the 4% MBE and 4% WBE currently being met for this contract?

**Answer: See question #5.**

51. Question: We do not have a current EMS client, but have extensive experience in billing for and collecting on those claims. Can we submit non-EMS references?

**Question: No**

52. Question: By not having a current EMS client, will that immediately eliminate HRC?

**Answer: See RFP.**

53. Question: The RFP also states, "Local Preference", we are not in the local area of Greenville but we do have billing offices around the US and Offshore, will this immediately eliminate us?

**Answer: See page 4 - #8 LOCAL PREFERENCE. "For more information, please see the City of Greenville's webpage at [www.greenvillenc.gov/financial/purchasingdivision](http://www.greenvillenc.gov/financial/purchasingdivision).**

54. Question: Please confirm if the submission method is by delivery at the Purchasing Division office "or" electronic email submission but not required to do both.

**Answer: See page 2 of Solicitation. "Sealed proposals endorsed to provide the City of Greenville with Rescue Transport Billing and Collections Services to be furnished to the City of Greenville ("City") will be received by the Purchasing Division at the Municipal Building, 201 West Fifth Street, Greenville, NC until February 22, 2023 at 4:00 pm (EST) OR electronically as an attachment email to [whouse@greenvillenc.gov](mailto:whouse@greenvillenc.gov). The City of Greenville is unable to receive email attachments in excess of ten (10) MB.**

55. Question: Please provide last year's total charges.

**Answer: \$3,990,787**

56. Question: Please provide last year's total contractual adjustments.

**Answer: \$478,427.42**

57. Question: Please provide last year's total write-offs.

**Answer: \$1,385,280.03**

58. Question: Please provide last year's total payor mix (i.e. % of Medicare, Medicaid, Commercial Insurance, Self-pay, etc.)

**Answer:**

PAYORS	%
MEDICARE	19.52
MEDICAID	2.87
SELF PAY	24.66
COMMERCIAL	3.90

59. Question: What is your desired banking and remittance process?

- a. Will paper payments come into client for deposit or will vendor deposit payments on behalf of the client?
- b. Who will own the account payments are deposited into?
- c. Is a lockbox required?

**Answer: (a) Prefer vendor deposit.**

**(b) No**

**(c) No**

60. Question: Are credit card payments allowed? If yes, who will be responsible for the credit card transaction fees? (Typically whomever owns the account is responsible for the merchant account and credit card fees.)

**Answer: The City of Greenville is currently responsible.**

61. Question: Is the Breakdown of the Proposal Costs and Estimated Hours per Task necessary for this RFP Response? If so, could you please provide additional information as to what the City might be looking for in association with this Medical Billing Services type of RFP?

**Answer: See question #48.**



62. Question: Please provide details on the City's Subscription program.

**Answer: The City do not have a subscription program (assuming you mean a subscription the citizen pays for in advance of EMS need, that then provides a free or discounted EMS bill.**

63. Question: How is the subscription program being managed by the current vendor?

**Answer: See question #62.**

64. Question: What tasks associated with the City's subscription program is handled by the City?

**Answer: See question #62.**

65. Question: Please provide a break out of fees being charged to the City by the current vendor.

**Answer: See question #5.**

66. Question: Do you anticipate an extension to the current due date?

**Answer: No**

67. Question: What costs associated with this RFP will the vendor be responsible for?

**Answer: N/A**

68. Question: Does Greenville Fire & Rescue (GFR) outsource its billing services or are they handled in-house?

a. If GFR outsources billing services:

- i. Who is the current vendor?
- ii. Has the current contract term been completed, and all renewal options exercised?
- iii. What is the vendor fee(s) for those services?

**Answer: See question #5.**

69. Question: Does GFR currently utilize a bank lockbox for receipt and deposit of payments?

**Answer: No**

70. Question: Does GFR provide HIPPA Notice of Privacy Practices to patients, or will the billing vendor be required to mail these transported patients?

**Answer: The vendor will be responsible.**

71. Question: Does GFR allow patients to pay with credit cards?

**Answer: Yes**

- a. Does the City have a merchant account already established?
- b. Does the City charge a credit card convenience or processing fee to the patient?

**Answer: (a) Yes  
(b) No**

72. Question: Subscription Program:

- a. Does GFR handle the marketing /advertising of the program to citizens (mailing brochures, etc.)?
- b. How many members were in the subscription program in CY 2022?
- c. How much was collected from the subscription program in CY 2022?
- d. How much is the annual membership?
- e. How are membership renewals handled?
- f. Benefits of being a member?
- g. How are fees collected for this program? What is the GFR pay to address for membership payments, and will it be the same once the new vendor takes over billing services?
- h. What is the on-line PCI-compliant payment system being used currently by GFR?
- i. Will GFR be identifying subscription members in the patient care record? If so, how will this be done?
- j. What reports, if any are required by GFR for the subscription program specifically?

**Answer: See question #62.**

73. Question: On page 10, item#20, is GFR also open to conducting quarterly meetings in a virtual setting?

**Answer: See question #2.**

74. Please provide the number of transports broken down by service level for FY 2022:

- a. ALS1
- b. BLS
- c. ALS 2

- d. Treatment no Transport
- e. Oxygen
- f. Head Immob.

**Answer:**

Level of Service	Charge	Number of Billable Transports
ALS Emergency	\$475	8630
ALS 2	\$600	218
BLS Emergency	\$375	8988
Treatment No Transport	\$100	684
Mileage	\$9	Avg Loaded Miles 3

75. Question: Please provide GFR's payer mix, i.e. the total percentage of charges that were billed to the following four main payer groups in the two most recent fiscal or calendar years:

- a. Medicare
- b. Medicaid
- c. Commercial Insurance
- d. Self-pay

**Answer:**

Payor Category	Number of Billable Transports	Total Charges	Total Collections
Medicare	3757	N/A	N/A
Medicare HMO	3757	N/A	N/A
Medicaid	1913	N/A	N/A
Medicaid CMO	8282	N/A	N/A
Commercial	8282	N/A	N/A

Self-Pay	8282	N/A	N/A
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**\*Our Medicare(s) are billed together as well as the Medicaid CMO, commercial and self-pay patients which is why the numbers reflect the same.**

76. Question: Would you like us to include our standard sample contract with our submission to the RFP?

**Answer: See the RFP.**

77. We are seeking clarification on the MWBE Program requirement. Is the 4% MBE and 4% WBE goal for participation a requirement of the contract and minimum qualification of the proposal? We noticed the MWBE Program requirement participation is not included in the evaluation factors outlined in your RFP.

**Question: See question #49.**

78. How many accounts and how much revenue have you received from the NC debt setoff program in 2021 and 2022?

**Answer: N/A**

79. Will the City have the option to extend the initial two-year contract?

**Answer: RFP #22-23-31 is a (2) year period starting July 1, 2023.**

80. Will you current billing vendor continue to work open accounts at the time of go-live with your new billing partner, if applicable?

**Answer: See question #5.**

End of Addendum No. 1