

OFFICE OF THE SULLIVAN COUNTY PURCHASING AGENT

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ADDENDUM NO. 3

Date Issued: May 10, 2021

Bid Title: EMS Ambulance Billing Services

Re: Request for Proposal

This addendum is issued to answer questions as of 5/10/21 for this service and shall be considered as part of the contract subject to all the general conditions thereof, the same as if attached to and included in the original specifications. All items included in the addendum shall be covered in the Bid as submitted by the Contractor.

1. **Question** – Can you please confirm the fee that you are currently being charged by your vendor?

Answer: 4.6% of Net Collections.

2. **Question** – Can the County please confirm that they are requiring 25 Panasonic Toughbook's and not 20?

Answer: Refer to Appendix A, page 16, Financial Proposal Form, Alternate 2.

3. **Question** – Please provide the net charges for fiscal 2020?

Answer: \$9,024,014.51

4. **Question** – Please provide the total collections for 2020?

Answer: \$6,375,243.04

5. **Question** – Please provide the average revenue collected per transport for fiscal year 2020?

Answer: \$330.91

6. **Question** – Please provide a breakdown of FY 2020 transports by primary payor for the following categories?

Answer:

a. Medicare	65%
b. Medicaid	14%
c. Commercial Insurance	8%
d. Patient Pay	10%
e. Facility/other	3%

7. **Question** – Please provide the average loaded mileage per transport?

Answer: 8.9

8. **Question** – Can you please confirm how many invoices do you require and at what interval?

Answer: Patient invoices: Every 30 days for three consecutive months then sent to collections if no other information can be obtained. Service Invoices: Monthly

9. **Question** – Please provide the number of transports for each call type for fiscal year 2020?

Answer:

a. ALS Emergency	6696
b. ALS Non-Emergency	520
c. BLS Emergency	6195
d. BLS Non-Emergency	5120
e. ALS 2	330
f. SCT	63

10. **Question** – Please provide the current charges for each level of service?

Answer:

a. ALS Emergency (A0427)	\$990
b. ALS Non-Emergency (A0426)	\$690
c. BLS Emergency (A0429)	\$843.45

d. BLS Non-Emergency (A0428)	\$590
e. ALS 2 (A0433)	\$1449.70
f. SCT (A0434)	\$2373.00
g. Mileage (A0425)	\$18.23
h. Treatment no Transport (A0998)	No Charge

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: If unable to give at time of service, the vendor will be responsible for mailing

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: A lockbox is used, and the vendor will be responsible for all costs.

13. **Question** – How satisfied are you with your current EMS billing vendor? What is the reason for the RFP?

Answer: Satisfied. End of contract period.

14. **Question** – Is the County performing non-emergency transports? If yes, how many annually?

Answer: Yes, 5682 annually.

15. **Question** – What is the total gross billing for year ending 12/31/2020?

Answer: \$18,959,414.43

16. **Question** – Who is the County's current billing company?

Answer: Digitech Computer

17. **Question** – Would the County accept proposals from out-of-state billing companies?

Answer: Anyone may bid, refer to RFP Section VIII, 4.m and 4.u regarding in state information.

18. **Question** – In regard to page 11, #13, can you provide historically which method has been selected? “EMS shall notify the Contractor in writing of method selected to complete the audit.”

Answer: Both methods have been used as well as self-initiated vendor audit.

19. **Question** – In regard to page 13 bullet point j. – “Contractor shall agree to pay all credit card fees and related cost.” Is it acceptable for the vendor to pass the fees to the customer paying with a credit card?

Answer: Only EMS Transport services shall be billed to the customer.

20. **Question** – Please confirm the most recent annual Total Call Volume?

Answer: 25,442

21. **Question** – From the total what is the most recent annual Total Billable Call Volume?

Answer: 19, 266, Total Adjustments: \$9,936,167.05

22. **Question** – Charity Write Offs allowed? If yes, what is total charity write offs?

Answer: All write-offs must be approved by the County, but there is a financial aid policy for those who qualify.

23. **Question** – Are there any facility contracts?

Answer: Yes

24. **Question** – Will the new vendor take over the old accounts from the previous billing vendor? If yes, what is the status of the accounts and the total amount?

Answer: The current vendor will retain the accounts until exhausted and sent to collections.

End of Addendum No. 3