

**SUPPLEMENTAL INFORMATION
ADDENDUM NO. 2**

PROJECT: RFP No. 19-19-001
Ambulance Billing Services

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DATE ISSUED: March 6, 2019

RFP No. 19-19-001 dated February, 2019 is hereby amended as noted herein : BIDDER TO ACKNOWLEDGE RECEIPT OF ADDENDUM BY SIGNING ON THE SIGNATURE LINE BELOW AND INCLUDING A COPY WITH SUBMITTED BID. FAILURE TO DO SO MAY, AT THE OWNER'S DISCRETION, SUBJECT THE BIDDER TO DISQUALIFICATION

- 1) QUESTION: Can companies from Outside USA can apply for this? (like,from India or Canada)
ANSWER: No.
- 2) QUESTION: Do we need to come over there for meetings?
ANSWER: Yes.
- 3) QUESTION: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
ANSWER: No.
- 4) QUESTION: Can we submit the proposals via email?
ANSWER: No.
- 5) QUESTION: Please reconfirm the due date for this procurement by providing it in response to answers to questions.
ANSWER: March 14, 2019.
- 6) QUESTION: Why has this bid been released at this time?
ANSWER: The reason for the RFP is the County's request as the current vendor has been performing the services for 10+ years.
- 7) QUESTION: When is the anticipated award date?
ANSWER: April 16, 2019.
- 8) QUESTION: Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?
ANSWER: The proposals will be evaluated on many things, including, but not limited to, experience, capability, expertise, references and fee.
- 9) 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 page 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: No.

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

ANSWER: Satisfactory.

11) QUESTION: If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

ANSWER: Per 5.1 of the RFP – “The initial term of this agreement will be three years. Upon completion of the initial contract term and mutual written agreement of both parties, the contract may be renewed for two additional one-year terms, for a total of five years”

12) QUESTION: Has the current contract gone full term?

ANSWER: The current contract has an auto-renewal clause which can renew indefinitely.

13) QUESTION: Have all options to extend the current contract been exercised?

ANSWER: See question 12.

14) QUESTION: Who is the incumbent, and how long has the incumbent been providing the requested services?

ANSWER: EMS Consultants – for 10+ years.

15) QUESTION: To what extent will the location of the bidder’s proposed location or headquarters have a bearing on any award?

ANSWER: Prefer to be in Georgia, but not a requirement.

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

ANSWER: See question 58.

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

ANSWER:

Last year: \$89,491.98 (CY 2018)

Last month: \$9712.84 (Feb 2019)

Last quarter: \$20,047.51 (4 Qtr. 2018)

18) QUESTION: What are your treatment without transport charges?

ANSWER: \$75 / \$150.

19) QUESTION: What is your average per-trip charge?

ANSWER: \$722.69.

20) QUESTION: When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

ANSWER: 2015. Not at the current time.

- 21) QUESTION: Are there any other charges you assess not otherwise covered by our questions?
ANSWER: No.
- 22) QUESTION: What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?
ANSWER: All charged the same.
- 23) 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.
- 24) QUESTION: What were your transports per year for life support for last year or for the last 12 months?
ANSWER: 45.
- 25) QUESTION: What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?
ANSWER: 2416.
- 26) QUESTION: What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?
ANSWER: 26.
- 27) QUESTION: What were your transports per year for basic life support for last year or for the last 12 months?
ANSWER: See question 24.
- 28) QUESTION: What were your transports per year for basic life support emergency for last year or for the last 12 months?
ANSWER: 1600.
- 29) QUESTION: What were your transports per year for specialty care transport for last year or for the last 12 months?
ANSWER: 0.
- 30) QUESTION: What were your transports per year for treatment without transport for last year or for the last 12 months?
ANSWER: 52.
- 31) QUESTION: What is your payer mix expressed as percentages of 100% billed?
ANSWER: See question 75.
- 32) QUESTION: What is your payer remit mix expressed as percentages of 100% of what you typically receive?
ANSWER: see question 106.
- 33) QUESTION: How many total transport vehicles do you now operate?
ANSWER: 5.

- 34) QUESTION: What is your average loaded miles per trip?
ANSWER: 18.
- 35) QUESTION: What is your average revenue per call?
ANSWER: \$315.39.
- 36) QUESTION: Do you have a lockbox provider and, if so, which provider?
ANSWER: No.
- 37) QUESTION: If you have a lockbox provider, will that provider remain in place as a result of this procurement?
ANSWER: See question 36.
- 38) QUESTION: Do you have a collection agency provider and, if so, which provider?
ANSWER: Penn Credit.
- 39) QUESTION: Which local hospitals or care facilities typically receive most of your patients?
ANSWER: Memorial Hospital, Savannah, GA.
- 40) QUESTION: What were your annual gross charges last year or for the last 12 months?
ANSWER: \$2,980,435.00.
- 41) QUESTION: What were your annual total adjustments for last year or for the last 12 months?
ANSWER: \$545,520.63.
- 42) QUESTION: What were your annual contractual allowance write offs for last year or for the last 12 months?
ANSWER: Effingham County does not offer cash discounts or accept insurance discounts. The only write-offs/ discounts are what is required by Medicare/Medicaid, etc.
- 43) QUESTION: What were your annual gross collections last year or for the last 12 months?
ANSWER: \$1,554,491.38.
- 44) QUESTION: What were your annual billable transports last year or for the last 12 months?
ANSWER: 4135.
- 45) QUESTION: What are your per-mile ground transport charges?
ANSWER: \$12.00.
- 46) QUESTION: What are your advanced life support charges?
ANSWER: See question 61.
- 47) QUESTION: What are your advanced life support emergency level 1 charges?
ANSWER: See question 61.

- 48) **QUESTION:** What are your advanced life support emergency level 2 charges?
ANSWER: See question 61.
- 49) **QUESTION:** What are your basic life support charges?
ANSWER: See question 61.
- 50) **QUESTION:** What are your basic life support emergency charges?
ANSWER: See question 61.
- 51) **QUESTION:** What are your specialty care transport charges?
ANSWER: See question 61.
- 52) **QUESTION:** Do you currently outsource EMS Billing? If so, can you provide the name of the vendor and the fee you are being charged?
ANSWER: Yes. EMS Consultants. 6%.
- 53) **QUESTION:** Are you currently using an electronic patient care (ePCR) reporting system? If so, which system are you currently using? Are you interested in different ePCR options?
ANSWER: Yes. EMS Consultants Prestige ePCR and yes we will consider changing.
- 54) **QUESTION:** Will the vendor be financially responsible for the cost of your ePCR software and hardware?
ANSWER: Yes, if we chose to use the Vendors ePCR program.
- 55) **QUESTION:** Please provide the net charges for fiscal 2018?
ANSWER: See question 43.
- 56) **QUESTION:** Please provide the total collections for 2018?
ANSWER: See question 43.
- 57) **QUESTION:** Please provide the average revenue collected per transport for fiscal year 2018?
ANSWER: See question 35.
- 58) **QUESTION:** Please provide a breakdown of FY 2018 transports by primary payor for the following categories?
- a. Medicare
 - b. Medicaid
 - c. Commercial Insurance
 - d. Patient Pay
- | ANSWER: | <u>Transports by Primary Payor</u> |
|-------------------------|---|
| a. Medicare | 47% |
| b. Medicaid | 10% |
| c. Commercial Insurance | 29% |
| d. Patient Pay | 13% |
- 59) **QUESTION:** Please provide the average loaded mileage per transport?
ANSWER: 18.

60) **QUESTION:** Please provide the number of transports for each call type for fiscal year 2018?

- a. ALS Emergency
- b. ALS Non-Emergency
- c. BLS Emergency
- d. BLS Non-Emergency
- e. ALS 2
- f. SCT
- g.

<u>ANSWER:</u>	<u>Number of Transports</u>
a. ALS Emergency	2416
b. ALS Non-Emergency	21
c. BLS Emergency	1600
d. BLS Non-Emergency	45
e. ALS 2	26
f. SCT	0

61) **QUESTION:** Please provide the current charges for each level of service?

- a. ALS Emergency (A0427)
- b. ALS Non-Emergency (A0426)
- c. BLS Emergency (A0429)
- d. BLS Non-Emergency (A0428)
- e. ALS 2 (A0433)
- f. SCT (A0434)
- g. Mileage (A0425)
- h. Treatment No Transport (A0998)

<u>ANSWER:</u>	<u>Current Charges</u>
a. ALS Emergency (A0427)	\$425
b. ALS Non-Emergency (A0426)	\$525
c. BLS Emergency (A0429)	\$425
d. BLS Non-Emergency (A0428)	\$425
e. ALS 2 (A0433)	\$675
f. SCT (A0434)	\$850
g. Mileage (A0425)	\$12
h. Treatment No Transport (A0998)	\$75 / \$150

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

ANSWER: It is posted on the county's website as well as in the patient compartment of the ambulance. We are in favor of the vendor mailing them as part of the service provided by the Vendor.

63) **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: See question 36.

64) **QUESTION:** How satisfied are you with your current EMS billing vendor? What is the reason for your RFP?

ANSWER: Satisfied. See question 6.

65) **QUESTION:** Was the reference page left blank intentionally? Or is there supposed to be a template to follow?

ANSWER: The page is left blank so the vendor can list the entities – name, address, contact person and contact phone number - who can confirm the experience and capabilities of the vendor.

66) **QUESTION:** What is the County's current ambulance fee schedule for: A0426 - ALS Non Emergent; A0427 - ALS Emergent; A0428 - BLS Non Emergent; A0429 - BLS Emergent; A0433 - ALS Level 2; A0434 - Specialty Care Transport; A0425 - Ambulance ground mileage

ANSWER: See question 61.

67) **QUESTION:** Approximately how many ALS and BLS transports were conducted last fiscal year? If possible please break down response into ALS transports and BLS transports.

ANSWER: ALS 2463 / BLS 1645.

68) **QUESTION:** What is the average miles per transport?

ANSWER: See question 59.

69) **QUESTION:** What were the total charges billed during last fiscal year for ambulance transport?

ANSWER: \$2,980,435.00.

70) **QUESTION:** What was the total dollars collected during last fiscal year for ambulance transport?

ANSWER: \$1,473,099.56.

71) **QUESTION:** What was the total dollar amount of contractual write offs during last fiscal year?

ANSWER: \$545,520.63 - refer back to question 42.

72) **QUESTION:** What is your current average reimbursement rate as expressed in a percentage after contractual write offs are considered?

ANSWER: 2018 - 63.76%.

73) **QUESTION:** What is your current ePCR software?

ANSWER: See question 53.

74) **QUESTION:** What are your current fees charged for: BLS; ALS; ALS2; Mileage; Oxygen

ANSWER: See question 61.

75) **QUESTION:** What is your payor mix? Medicaid; Medicare; Commercial Insurance; Private pay. And how many trips per payer category in the last fiscal year? Medicaid; Medicare; Commercial Insurance; Private pay

ANSWER: **Payor Mix: Trips per payor category** – see question 60

Medicaid	10%
Medicare	47%
Commercial Insurance	29%
Private pay	13%

- 76) QUESTION: What is the average mileage billed per transport?
ANSWER: See question 59.
- 77) QUESTION: What were the total revenue collected the past fiscal year?
ANSWER: See question 70.
- 78) QUESTION: What were the gross charges for the past fiscal year?
ANSWER: See question 40.
- 79) QUESTION: Who is your current billing company? And what rate are you paying for their service?
ANSWER: See question 52.
- 80) QUESTION: Will the EMS service need the proposal to include an ePCR?
ANSWER: Yes.
- 81) QUESTION: Please provide 2018's number of billable runs, total charges, and total amount collected.
ANSWER: See questions 44, 40, 43.
- 82) QUESTION: Please provide 2018's contractual adjustments and write-offs.
ANSWER: See questions 41, 42.
- 83) QUESTION: Who is your delinquent account collection agency?
ANSWER: Penn Credit.
- 84) QUESTION: Is the town interested in switching their current debt collection agency?
ANSWER: It can be.
- 85) QUESTION: How many ePCR records are created and submitted annually? What is the annual number of transports?
ANSWER: 4108.
- 86) QUESTION: Will the vendor / contractor be allowed to use its off-shore team to work on this project?
ANSWER: No.
- 87) QUESTION: Is it mandatory for the vendor / contractor to be Gemesis and Nemesis compliant as mentioned under *Section 5.1 (page 16)* of the RFP?
ANSWER: Yes.
- 88) QUESTION: To describe the process for evaluating and addressing outstanding accounts receivable from previous years, will some data be shared in the RFP addendum?
ANSWER: No.
- 89) QUESTION: Should the insurance mandatorily cover Business Automobile Liability?
ANSWER: No.
- 90) QUESTION: Can the Proof of Insurance be submitted after a vendor wins the contract?
ANSWER: No.

- 91) **QUESTION:** Are the additional coverage requirements mentioned under *Section 2.14 (Page 9)* essentially required for submitting the response to this RFP?
ANSWER: Professional liability – Yes / Builder’s Risk – No.
- 92) **QUESTION:** What would be the terms for Vendor Default as indicated in *Section 2.19 (Page 10)*?
ANSWER: Failure to fulfill any of the obligations listed in the RFP and resulting contract.
- 93) **QUESTION:** Can the vendor / contractor disclose of the following after winning the contract, “Provide complete details of any contract, during the last five (5) years, in which your firm has been fired.”
ANSWER: No.
- 94) **QUESTION:** Is there an eligibility criterion on the length of time in the EMS billing business or knowledge related to Georgia-based EMS billing and patient records?
ANSWER: 3 to 5 year minimum.
- 95) **QUESTION:** Other than English language, which is the other language required for customer service (mentioned in *Section 3.7.D.o, Page 14*)?
ANSWER: There is no other language ‘required’, but bilingual English/Spanish customer service agents would be favorable.
- 96) **QUESTION:** Should the vendor / contractor seek approval from Effingham County for involving any of its group or partner companies for getting any part of the service done?
ANSWER: Yes.
- 97) **QUESTION:** Is the vendor / contractor expected to have its own payment gateway or a similar arrangement for processing credit card payments?
ANSWER: Yes – see page 17 of RFP which states “Contractor must be able to process credit card payments without assessing the county any fee”
- 98) **QUESTION:** What would be the penalty if the vendor / contractor fails to submit claims after 72 hours of the call being processed?
ANSWER: It will be at the discretion of Effingham County to assign a monetary fee if the claim is delayed longer than 72 hours after the billing company receives the claim.
- 99) **QUESTION:** Should the vendor / contractor bear the cost of conducting a complete on site financial / process review audit?
ANSWER: No.
- 100) **QUESTION:** How long have you used your current billing service provider?
ANSWER: See question 6.
- 101) **QUESTION:** What is the fee for service being charged by your current billing service provider?
ANSWER: 6%.

102) **QUESTION:** Has the current contract term been completed and all renewal options exercised?

ANSWER: See question 12.

103) **QUESTION:** Please provide the number of emergency and non-emergency transports broken down by service level, (e.g. ALS NE ALS Non-Emergency, ALS E Advanced Life Support Emergency, BLS NE Basic Life Support Non-Emergency, BLS E Basic Life Support Emergency, PI Paramedic Intercept, ALS 2 Advanced Life Support Level 2, SCT Specialty Care Transport, TNT Treat No Transport, CT Coroner Transport, etc.)

ANSWER: See questions 24, 25, 26, 28, 29, 30, 60.

104) **QUESTION:** In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by the County for ambulance charges?

ANSWER:

FY17 \$ 2,810,458.80

FY18 \$2,981,129.40

105) **QUESTION:** In the two most recent fiscal or calendar years, what was the total amount of actual cash posted by the County for ambulance transports?

ANSWER:

FY17 \$ 1,492,609.97

FY18 \$ 1,555,491.38

106) **QUESTION:** Please provide the payer mix, i.e., the total percentage of charges that were billed to the following four main payer classes in the two most recent fiscal or calendar years.

- Medicare
- Medicaid
- Commercial insurance
- Self-pay accounts

ANSWER:

	<u>FY17</u>	<u>FY18</u>
• Medicare	48%	47%
• Medicaid	10%	10%
• Commercial insurance	30%	29%
• Self-pay accounts	12%	13%

107) **QUESTION:** Please provide your current rates for each of the service levels.

ANSWER: See question 61.

108) **QUESTION:** How much does the County charge per mile?

ANSWER: See question 45.

109) **QUESTION:** What is your average loaded mileage?

ANSWER: See question 59.

110) **QUESTION:** Does the County utilize a “lockbox” for collections?

ANSWER: See question 36.

111) **QUESTION:** What is the name of the County’s ePCR system currently being used?

ANSWER: See question 53.

- 112) QUESTION: Does the County use a collection agency?
ANSWER: See question 83.
- 113) QUESTION: Which Clearinghouse is currently being utilized and would that change or stay the same?
ANSWER: Waystar. The billing service will be responsible for providing their own Clearinghouse.
- 114) QUESTION: Would the county keep EMS Consultants as their PCR Program?
ANSWER: We are open to all EPCR Programs.
- 115) QUESTION: In regards to the previous question, if Effingham County went with the winning bidder, would Effingham switch to Thorne Ambulance Service's PCR Program (Zoll) and would TAS be responsible for financing that?
ANSWER: We are open for discussions. Yes TAS would be responsible for any costs involved.
- 116) QUESTION: How often would the Supervisor/Administration like face to face meetings?
ANSWER: Initial face to face meetings afterwards, conference calls may suffice.
- 117) QUESTION: There is a request for onsite documentation training, please elaboration on that
ANSWER: We require initial training for all three shifts and office staff, in addition to annual follow up and documentation feedback.
- 118) QUESTION: Does Effingham County have a “subscription program” attached to their EMS? (And if no, are there any plans to set one up?)
ANSWER: No.
- 119) QUESTION: Under which portion of the County Code is Effingham County EMS using to derive its policy and authority for this endeavor? (And can we receive a copy of that ordinance language?)
ANSWER: The County does not have a code of ordinance or policy which references ambulance billing. The County relies on the provisions of GA State law.
- 120) QUESTION: What ePCR (Patient Care Reporting) software does Effingham County EMS currently use?
ANSWER: See question 53.
- 121) QUESTION: Can you provide the exact amount of transports which EMS Consultants billed for the County, as well as the gross charges of those invoices, and the payments collected?
ANSWER: See question 60, 40, 43.
- 122) QUESTION: Does Effingham County anticipate use of debt collections for uncollectable accounts and if so will the selected vendor be responsible for this activity?
ANSWER: Yes. We are open to recommendations.

- 123) QUESTION: What is the current cost of billing services with EMS MC
ANSWER: See question 134.
- 124) QUESTION: Who is your delinquent account collection agency? What is the current cost of their services ?
ANSWER: See question 83. 16,5% accounts aged less than 2 years from date of service. 19.0% accounts aged greater than 2 years from last date of service.
- 125) QUESTION: Are you interested in receiving an additional bid for delinquent account collection services?
ANSWER: No.
- 126) QUESTION: Why are you currently going out to bid?
ANSWER: See question 6.
- 127) QUESTION: Who is your ePCR vendor and what is your specific software package?
ANSWER: See question 53.
- 128) QUESTION: What is the length of the contract?
ANSWER: See question 11.
- 129) QUESTION: Please provide the financial and run volume information on the attached chart for a previous 12-month period. Previous year data requested includes: Run volumes (total, billable, treat/no-transport and interfacility transfers), charges and collections (gross and net), payor mix by dollars collected (Medicare, Medicaid, commercial, self-pay, other) and current billing rates (BLS emergency and non-emergency, ALS1 emergency and non-emergency, ALS2, SCT, treat/no transport and mileage).
ANSWER: Chart attached to end of this Addendum.
- 130) QUESTION: Do you currently use a lockbox?
ANSWER: No.
- 131) QUESTION: Are you open to another posting option other than a lockbox account?
ANSWER: Not at this time.
- 132) QUESTION: What are your evaluation criteria? What is the percentage weighting for each evaluation criterion?
ANSWER: See question 8. The County is not using a percentage weighting.
- 133) QUESTION: Is Effingham County's current billing internal or outsourced?
ANSWER: Outsourced.
- 134) QUESTION: If outsourced, who is Effingham County's current vendor and what is the current cost of their services to you in dollars and percent?
ANSWER: See question 52.
- 135) QUESTION: Why is Effingham County currently going out to bid?
ANSWER: See question 6.

- 136) QUESTION: Who Effingham County's ePCR vendor and what is your specific software package?
ANSWER: See question 53.
- 137) QUESTION: What CAD software is the Effingham County currently using?
ANSWER: GeoConex effective July 1, 2019.
- 138) QUESTION: Is Effingham County currently seeking a new ePCR software or hardware?
ANSWER: See question 53.
- 139) QUESTION: What current hardware & software is utilized to provide billing services?
ANSWER: See question 53.
- 140) QUESTION: Is a full ePCR solution needed or is interfacing the systems sufficient?
ANSWER: We are open to exploring both options.
- 141) QUESTION: How many billable runs did the Effingham County have for 2017? CY 2018:
ANSWER: See question 44.
- 142) QUESTION: How many of those runs were ALS vs. BLS?
ANSWER: See question 60.
- 143) QUESTION: What is the average amount that is billable per run? CY 2018
ANSWER: See question 44.
- 144) QUESTION: What is Effingham County's average number of loaded miles per transport? CY 2018
ANSWER: See question 59.
- 145) QUESTION: Does Effingham County charge for a base rate mileage only?
ANSWER: See question 45.
- 146) QUESTION: Does Effingham County's service itemize other charges?
ANSWER: No.
- 147) QUESTION: What is Effingham County 2017 and 2018 payer mix?
ANSWER: See question 106.
- 148) QUESTION: What Effingham County total charges for?
1. CY 2017 CY 2018
2. What is Effingham County total cash revenue? CY 2017 CY 2018
3. What is Effingham County total adjustments in dollars? CY 2018
ANSWER: See questions 40, 70, 41

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We request the following financial and statistical information for
the **previous 12 months or previous fiscal year**

Reporting Period:

Total Run Volume: Please include no-transports and non-billable runs.
What is the total number of calls you responded to?

Billable Run Volume: What is the total number of calls billed for?

Treat/No-Transport Volume: What is the total number of calls you treated a patient but did not transport?

Interfacility Transports: Do you transport patients from hospital to hospital, or nursing home to hospital? If so how many of those transports did you have?

Please provide the following totals:

	Gross	Net
Charges		
Collections		
Total Write-Offs		

What dollar value of your total write offs were mandatory based on contractual agreements? (Medicare, Medicaid, etc.)

Please provide your **payor mix**:

	Percent of Dollars Collected	Dollars Collected	Number of Payors
Commercial			
Medicare			
Medicaid			
Self-Pay			
Other			

Please provide your charges and call volume for the following services:

	Charge for Service	Total Number Provided
BLS		
ALS1		
ALS2		
SCT		
BLS Non-Emergency		
ALS Non-Emergency		
Mileage		
Air Transport		
Treat/No-Transport		

All other terms and conditions in RFP 19-19-001 remain unchanged.

Effingham County reserves the right to reject any and all proposals, to waive any technicalities or irregularities and to award the offer based upon the most responsive, responsible submission.

Please sign receipt of this Addendum No. 2 below:

Print Name

Signature

Date

END OF ADDENDUM NO. 2