

# Addendum 1

**City of Canton, Ohio**  
Purchasing Department  
218 Cleveland Ave. SW, 4<sup>th</sup> floor  
Canton, Ohio 44702

Private EMS Billing Services

---

**Item/Project**

Fire Department

---

**Responsible Department**

Tuesday, November 14, 2023 on or before 4:00 PM local time

---

**Bids Due**

**Bid Proposal Submitted By:**

---

**Company Name**

---

**Street Address**

---

**City**

**State**

**Zip**

---

**Contact Person**

**Phone No.**

**Email Address**

**Question 1:**

What was the City of Canton's payor mix for 2022?

**Answer:**

We do not have the capability to track this in-house.

**Question 2:**

What was the billed / collected revenue for 2022?

**Answer:**

Collected revenue for 2022 was \$2,609,201.37

**Question 3:**

What is your current billing fee with your current vendor?

**Answer:**

Billing fee is 5.95%

**Question 4:**

What are your likes with your current service?

**Answer:**

This question is subjective. No answer will be provided.

**Question 5:**

What are your dislikes with your current service?

**Answer:**

This question is subjective. No answer will be provided.

**Question 6:**

In the section titled "Proposer Information and Signature," question #3, amongst other things, asks for the addresses of all persons interested as principles in the proposal; are you requesting business addresses OR personal addresses?

**Answer:**

We would only request business addresses.

**Question 7:**

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

**Answer:**

US-based vendors only.

**Question 8:**

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

**Answer:**

Fee schedule is attached.

**Question 9:**

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

**Answer:**

2022 Gross Refunds: \$4,176.59

**Question 10:**

What were your annual gross charges last year or for the last 12 months?

**Answer:**

2022 Gross EMS Receipts: \$2,609,201.37

**Question 11:**

What were your annual total adjustments for last year or for the last 12 months?

**Answer:**

2022 Refund Adjustments: \$140.00

**Question 12:**

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

**Answer:**

We do not have the capability to track this in-house.

**Question 13:**

What were your annual gross collections last year or for the last 12 months?

**Answer:**

2022 Net EMS Receipts: \$2,605,164.78

**Question 14:**

What are your per-mile ground transport charges?

**Answer:**

See fee schedule.

**Question 15:**

What are your advanced life support charges?

**Answer:**

See fee schedule

**Question 16:**

What are your advanced life support emergency level 1 charges?

**Answer:**

See fee schedule

**Question 17:**

What are your advanced life support emergency level 2 charges?

**Answer:**

See fee schedule

**Question 18:**

What are your basic life support charges?

**Answer:**

See fee schedule

**Question 19:**

What are your basic life support emergency charges?

**Answer:**

See fee schedule

**Question 20:**

What are your specialty care transport charges?

**Answer:**

See fee schedule

**Question 21:**

What are your treatment without transport charges?

**Answer:**

See fee schedule

**Question 22:**

What is your average per-trip charge?

**Answer:**

See fee schedule

**Question 23:**

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

**Answer:**

2016, unknown

**Question 24:**

Are there any other charges you assess not otherwise covered by our questions?

**Answer:**

All charges are found on the fee schedule.

**Question 25:**

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

**Answer:**

We do not track this.

**Question 26:**

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

**Answer:**

We have several mutual aid agreements with contiguous townships.

**Question 27:**

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

**Answer:**

2022 - 10,681 transports.

**Question 28:**

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

**Answer:**

We do not track this.

**Question 29:**

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

**Answer:**

We do not track this.

**Question 30:**

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

**Answer:**

We do not track this.

**Question 31:**

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

**Answer:**

We do not track this.

**Question 32:**

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

**Answer:**

We do not provide specialty transports.

**Question 33:**

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

**Answer:**

2022 – 692

**Question 34:**

What is your payer mix expressed as percentages of 100% billed?

**Answer:**

We do not have the capability to track this in-house.

**Question 35:**

What is your payer remit mix expressed as percentages of 100% of what you typically receive?

**Answer:**

We do not have the capability to track this in-house.

**Question 36:**

How many total transport vehicles do you now operate?

**Answer:**

4

**Question 37:**

What is your average loaded miles per trip?

**Answer:**

We do not track this.

**Question 38:**

What is your average revenue per call?

**Answer:**

We do not track this.

**Question 39:**

Do you have a lockbox provider and, if so, which provider?

**Answer:**

Yes. Huntington Bank

**Question 40:**

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

**Answer:**

Yes.

**Question 41:**

Do you have a collection agency provider and, if so, which provider?

**Answer:**

Yes. CBSC, Inc. (Centralized Business Solutions Company of North Canton, Ohio)

**Question 42:**

Which local hospitals or care facilities typically receive most of your patients?

**Answer:**

Aultman Hospital and Cleveland Clinic Mercy Hospital

**Question 43:**

Has the City submitted its Cost Data Collection Report to Medicare? If not, when is it due?

**Answer:**

Yes. The billing company handles this for us.

**Question 44:**

When did you have your last Medicare revalidation?

**Answer:**

Current. The billing company handled this.

**Question 45:**

What year did you last raise your transport rates?

**Answer:**

2016

**Question 46:**

Do you bill for at-scene Motor Vehicle accidents?

**Answer:**

No

**Question 47:**

What was your collection rate % in 2022 & 2023 Y-T-D?

**Answer:**

We do not have the capability to track this in-house.

**Question 48:**

How is your collection rate computed?

**Answer:**

We do not have the capability to track this in-house.

**Question 49:**

Who is responsible for issuing the Notice of Privacy (NPP) Notice?

**Answer:**

Patients are notified at the time of treatment.

**Question 50:**

Who is responsible for the cost of the lockbox?

**Answer:**

The City of Canton

**Question 51:**

Please provide an example of each report requested in the RFP:

- a. Accounts Receivable Report
- b. First Time Billed Report
- c. Daily Posting Register
- d. Collection Report (forwarded to collection agency)
- e. Insurance Paid to patient report.
- f. Special reports requested.

**Answer:**

We do not create these reports in-house

**Question 52:**

Please provide details on your current billing policy:

- a. Residents billed for insurance only?
- b. Residents billed for insurance and any amount still owed after insurance is paid?
- c. Non-residents billed the same as residents? If not, how are they billed?
- d. Other?

- e. Hardship Policy: Submitted through billing company, and reviewed by EMS Coordinator.
- f. Collection Policy

**Answer:**

All transports are billed except Jail Runs and city employees transported while on duty regardless of insurance or residency.

- a. Residents billed for insurance only? - **NO**
- b. Residents billed for insurance and any amount still owed after insurance is paid? - **YES**
- c. Non-residents billed the same as residents? If not, how are they billed? - **YES**
- d. Other? – **N/A**
- e. Hardship Policy - **Submitted through billing company, and reviewed by EMS Coordinator.**
- f. Collection Policy

**Question 53:**

Will the current vendor be responsible for all outstanding accounts receivable after the start date of the new vendor contract?

**Answer:**

The current vendor will retain responsibility for the account receivables that they billed under the previous contract until the account is transferred to the collection agency. The City of Canton retains the right to access our bills for a period of 7 years from the patient's date of service.

**Question 54:**

Transport and Revenue Questions:

Answer: Please see the available info below regarding 2022 totals.

| DESCRIPTION                               | 2022           | 2023 Y-T-D |
|---|----------------|------------|
| <b># of Transports</b>                    |                |            |
| • BLS - Emergency                         |                |            |
| • BLS - Non emergency                     |                |            |
| • ALS - Emergency                         |                |            |
| • ALS 1-Non-Emergency                     |                |            |
| *ALS-1 Emergency                          |                |            |
| • Non Transports-No Treatment             |                |            |
| *Non-Transport-Treatment                  |                |            |
| • Others (Specialty Care Transport, etc.) |                |            |
| <b>• Total Transports</b>                 | 10,681         |            |
| • Total Avg. Total Miles                  | N/A            |            |
|   |                |            |
| <b>Total Charges Billed (in dollars)</b>  |                |            |
| • BLS - Emergency                         |                |            |
| • BLS - Non emergency                     |                |            |
| • ALS - Emergency                         |                |            |
| • ALS 1-Non-Emergency                     |                |            |
| *ALS-1 Emergency                          |                |            |
| • Non Transports-No Treatment             |                |            |
| *Non-Transport-Treatment                  |                |            |
| • Others (Specialty Care Transport, etc.) |                |            |
| <b>• Total Receipts</b>                   | \$2,609,201.37 |            |
|   |                |            |
| <b>Total Receipts Collected</b>           |                |            |
| • BLS - Emergency                         |                |            |
| • BLS - Non emergency                     |                |            |
| • ALS - Emergency                         |                |            |



|   |                      |  |
|---|----------------------|--|
| • ALS 1-Non-Emergency                       |                      |  |
| *ALS-1 Emergency                            |                      |  |
| • Non Transports-No Treatment               |                      |  |
| *Non-Transport-Treatment                    |                      |  |
| • Others (Specialty Care Transport, etc.)   |                      |  |
| <b>• Total Receipts</b>                     | \$2,605,164.78       |  |
| <b>Total Charges By Insurance Provider</b>  |                      |  |
| • Medicare                                  |                      |  |
| • Medicaid                                  |                      |  |
| • Commercial Insurance                      |                      |  |
| • Self-pay (no insurance identified)        |                      |  |
| *Workers Compensation                       |                      |  |
| *Motor Vehicle Accidents                    |                      |  |
| <b>Total Charges</b>                        | We do not track this |  |
| <b>Total Receipts By Insurance Provider</b> |                      |  |
| • Medicare                                  |                      |  |
| • Medicaid                                  |                      |  |
| • Commercial Insurance                      |                      |  |
| • Self-pay (no insurance identified)        |                      |  |
| *Workers Compensation                       |                      |  |
| *Motor Vehicle Accidents                    |                      |  |
| • Other                                     |                      |  |
| <b>• Total Receipts</b>                     | We do not track this |  |

**Payor percentage mix for insurance providers**

|                                      |                      |  |
|--------------------------------------|----------------------|--|
| • Medicare                           |                      |  |
| • Medicaid                           |                      |  |
| • Commercial Insurance               |                      |  |
| • Self-pay (no insurance identified) |                      |  |
| *Workers Compensation                |                      |  |
| *Motor Vehicle Accidents             |                      |  |
| • Other                              |                      |  |
| <b>Total</b>                         | We do not track this |  |

**Question 55:**

We would like to know if there was a previous Contractor? Offeror performing these services? If so, can you please provide the previous contract number for review?

**Answer:**

Our current vendor for EMS Billing is AccuMed Billing, Inc. A copy of the current will not be provided, however the fee schedule is attached.

**Question 56:**

The Scope and Classification states The City of Canton, in conjunction with Canton Fire Department are requesting a private (3rd party) billing to assist in the collection of ambulance services. Does this mean the software will be provided to bill for services? Can you provide information on compatible software for the ESO system?

**Answer:**

We do not provide billing software.

**Question 57:**

The Offeror is responsible for all aspects, coding, submission, and collection? Are we working in tandem with the City?

**Answer:**

The billing company handles all aspects of the billing process after approval to be billed.

**Question 58:**

Training. The Offeror is working with the City and Fire Department, so who and how many employees is the Offeror required to train?

**Answer:**

Four

**Question 59:**

The proposal does not outline the key or required personnel the Offeror must employ to fulfill the contract.

**Answer:**

The Fire Department does not dictate employment or employees of the 3rd party billing company.

**Question 60:**

What is the minimum and maximum allowance for the contract?

**Answer:**

N/A

**Question 61:**

Page 7, 3.3.2.1.8, bullet 7: Will you accept paper PCR or do you require paperless report? If paperless reports are required, do you provide an electronic solution? Can you let us know how often your crews document transports on paper versus electronically?

**Answer:**

We use electronic only.

**Question 62:**

Page 8, 3.3.2.1.9, Timeframe: ... Preference may be given to Offerors who will be able to expedite the process. The RFP states that the City is seeking a February 29, 2024 start date with the new contract. Are you looking for a sooner start date?

**Answer:**

No

**Question 63:**

How do you distribute HIPAA Notices of Privacy Practices to your patients?

- a. If the billing contractor is responsible for providing them, are you open to electronic alternatives to mailing a paper notice?

**Answer:**

The patient signs a release at the time of care.

**Question 64:**

Are payments received at a City lockbox or does the contractor receive and post payments into your account?

**Answer:**

Both

**Question 65:**

If the contractor is responsible for the lockbox, can you tell us how much it cost last year?

**Answer:**

The lockbox is under the control of the City Treasurer.

**Question 66:**

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

**Answer:**

Our current vendor for EMS Billing is AccuMed Billing, Inc. The fee schedule is attached.

**Question 67:**

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:**

The City currently uses ESO EHR software to generate Patient Care Reports (PCR). These PCR reports are electronically transferred to the current billing services supplier. Any proposal must include compatibility with the ESO software. We plan to continue to use ESO.

**Question 68:**

Can you please provide the net charges for your most recent complete fiscal year?

**Answer:**

We are able to provide the gross charges last year or for the last 12 months. That information is provided in Question 10.

**Question 69:**

Can you please confirm how many invoices do you require and at what interval?

**Answer:**

Each patient receives 1 invoice per transport, and then every 30 days until it goes to collections.

**Question 70:**

Will the new vendor be responsible for onsite documentation training?

- a. If so, how often is training required?

**Answer:**

Training shall be provided to Fire Department personnel as would be necessary to understand the proposed system.

**Question 71:**

Does the City of Canton have its own credit card merchant account for processing credit cards?

- a. Is the billing vendor responsible for the credit card processing fees?

**Answer:**

Yes, but the Fire Department does not process ambulance transport payments.

**Question 72:**

Please provide feedback on the types of non-emergency transports that you perform (dialysis, hospital procedures, hospital or nursing home discharge, physical therapy, etc.)?

**Answer:**

We only transport emergencies.

**Question 73:**

Does your current Collection Agency charge its billing fee to cash that's collected by the collection agency?

**Answer:**

CBSC charges a commission rate for its collections.

**Question 74:**

Does the City of Canton participate in any supplemental payment programs?

**Answer:**

Unknown



P.O. Box 2122  
 Riverview, MI 48193  
 Phone: 800.926.6985

**EMS Fee Authorization Form**

**Customer Name:** City of Canton

**Effective Date:** 1-Jan-16

**Authorized Signature:** Andrea M. Perry 3/4/16  
 Andrea M. Perry, Safety Director (Date Form Signed)

ANDREA M. PERRY  
 (Print Name)

If 'fee change' column is left blank, it will be implied there is no change to be made to that fee.

| Service Type             | Current Fee | Fee Change |
|--------------------------|-------------|------------|
| ALS Emergency            | \$650.00    |            |
| ALS II Emergency         | \$700.00    | \$850.00   |
| BLS Emergency            | \$500.00    | \$600.00   |
| Mileage                  | \$12.50     | \$13.00    |
| Non-Mileage              | \$12.50     |            |
| Non-Sufficient Fund Fees | \$25.00     |            |
|                          |             |            |

**Current Special Instructions:**  
 Incarcerated patients are pended until further notice  
 Homeless No Insurance - Send to collections

**New Special Instructions:** If this area is left blank, it will be implied there is no new instructions

You may fax this form to 734.479.6319 Attn: Client Services Dept. or email to [clientservices@theaccumedgroup.com](mailto:clientservices@theaccumedgroup.com)

The AccuMed Group Sign off & Date: \_\_\_\_\_