



**HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS
(HCBCC)
PURCHASING DIVISION**

DATE: February 13, 2019

BID NO. ITB 19-009 ADDENDUM No. 1

Project: Ambulance Medical Billing and Collections Services

This addendum is being issued to answer the questions received.

Questions and Answers:

- 1) Please provide the following for each call type (annual volume/run mix):

Call Type	Charge	Call Volume
ALS Emergency (A0427)	\$550.00	9968
ALS Non-Emergency (A0426)	\$550.00	0
BLS Emergency (A0429)	\$500.00	664
BLS Non-Emergency (A0428)	\$500.00	1
ALS 2 (A0433)	\$700.00	326
SCT (A0434)	0	0
Treatment No Transport (A0998)	\$75.00	93
Mileage (A0425)	\$12.00/per mile	
Other (If Applicable- Please describe)		

- 2) What is your average loaded mileage? 6

- 3) Please provide the following for each payor category (most recent fiscal year):

Payor Category	Gross Charges	Net Charges	Net Collections
Medicare	\$4,169,143.16	\$3,445,454.79	\$2,913,333.28
Medicaid	\$831,199.00	\$246,354.21	\$223,844.61
Commercial	\$555,053.20	\$530,170.24	\$363,723.62
Self-Pay	\$646,276.00	\$644,887.35	\$14,525.96
Total	\$6,201,671.36	\$4,866,873.59	\$3,515,427.47

4) Please provide the following for each payor category (most recent fiscal year):

Payor Category	Payor Mix
Medicare	7332
Medicaid	1496
Commercial	712
Self-Pay	1120
Total	100%

5) Please provide the average revenue collected per transport for the most recent fiscal year:

Answer: \$336.48

6) Does the County currently outsource its billing? If yes, please provide the name of the vendor and the contract pricing.

Answer: Advanced Data Processing, Inc. dba Intermedix

- Is this RFP being issued due to dissatisfaction with the incumbent vendor or due to expiration of the current contract period, or for both reasons?

Answer: Compatibility with ESO

- If a new contractor is chosen, will the incumbent vendor be required to handle all remaining work from its tenure or will the incoming successful bidder be expected to assume working open claims for resolution?

Answer: For a period of 90 days after termination of the agreement with the incumbent, the incumbent may elect to continue to bill and collect on charges referred to them prior to the termination.

7) Does the County currently use a delinquent accounts collection agency? If yes, please provide the name of your vendor.

Answer: Medical Data Systems through the ADPI contract.

8) Does the County have a bank lockbox in place for receipts?

9) **Answer:** Yes

- If yes...
 - What is the name of the bank where the lockbox is maintained?

Answer: TD Bank however Highlands County is currently preparing a solicitation for new banking services. It is intended that an award for new banking services would be made in the Fall 2019 and new service switch no later than May 2020, if a new bank is selected.

- Does the County or an incumbent billing vendor pay the lockbox fee?

Answer: Yes, the County

If no...

- Please describe where the current receipts from billing are received and describe the deposit process.

Answer: N/A

10) When was the last time your fees were updated?

Answer: October 2018

11) Are bidders expected to include the cost of the ESO Solutions ePCR application or any computer hardware and/or mobile connections in the bid submitted?

Answer: No

- If yes, please share current costs, configurations and expectations.

Answer: N/A

12) Please describe your current practice for managing HIPAA Notices of Privacy Practice (NPPs). Will the successful vendor be responsible for mailing NPPs on behalf of the County?

Answer: Notice of Privacy Policy (NPP) is given to the patient at time of transport.

13) What is the current rate of net collections the City is paying the current vendor?

Answer: The County is currently paying 5%

14) What was the level of service mix for the prior fiscal year?

Answer:

LOS Mix (Based FY2018 DOS)	%
ALS Emergency (A0427)	90.19%
ALS Non-Emergency (A0426)	0.00%
BLS Emergency (A0429)	6.01%
BLS Non-Emergency (A0428)	0.01%
ALS 2 (A0433)	2.95%
Treatment No Transport (A0998)	0.84%

15) What was the charge mix for the prior fiscal year?

Answer:

Charge Mix (Based on FY2018 DOS)	%
Medicare	67.09%
Medicaid	13.60%
Commercial	8.88%
Self-Pay	10.43%

16) What was the payor mix for the prior fiscal year?

Answer: See chart above in item 4.

17) What are the County's current fees for services (ALS emergency, ALS non-emergency, BLS emergency, BLS non-emergency, ALS2, TNT, SCT, Mileage, supplemental, etc.)?

Answer: See Chart above in item #1.

18) What were the total billable incidents for the prior fiscal year?

Answer: 11,052

19) What is the average mileage per trip for the prior fiscal year?

Answer: See answer above in item #2.

20) Is the County asking the vendor to pay for lockbox, hardware or Epcr software?

Answer: No