

PREHOSPITAL EMS BILLING SERVICES

REQUEST FOR PROPOSALS – REQUISITION NO. 2018-1025

ADDENDUM NO. ONE (1) – DATED SEPTEMBER 24, 2018

The information given in this addendum is in addition to or supersedes conflicting information to the request for proposals and is hereby made a part of the request.

Question #1: How many billable annual transports is the City expecting?

Answer: The City has not provided routine transport services in the past so we cannot provide an accurate number. Based on our total calls for service and type of call, we are estimating just under 1,000 transports.

Question #2: Has the City decided the fees that will be charged to transported patients?

Answer: A fee schedule is being recommended to the City Council. Once approved, it can be made available; however, approval may not happen prior to the proposal due date.

Question #3: Will the City be charging for “treat no transport” type of runs?

Answer: Charges for “treat no transport” type runs are included in the recommended fee schedule, but the final determination is based on Council approval.

Question #4: Is the City now using an electronic patient care reporting system (ePCR)? If so, which ePCR is the City using? If not, does the City want vendors to include an ePCR system as part of the proposal?

Answer: Yes, the City is using Emergency Reporting Systems. The selected firm must be able to work with this ePCR format. The City will not be considering another system for patient care reports.

Question #5: Does the City need any hardware as part of this solicitation?

Answer: Not at this time, unless hardware is required for ePCR integration.

Question #6: Will vendors be responsible for mailing HIPAA notices to patients?

Answer: It is expected that the vendor will provide a legally compliant HIPAA notice template (as well as billing authorization and any other required documents) for City staff to hand out at time of service to the patient. The City will be responsible for printing costs for these documents. If there is a legal requirement for mailed or additional notice(s), the vendor will need to do so as part of the requirement. Once patient care is completed and any required notices/authorizations are issued by the City at the time of treatment, it is expected that the vendor will handle all subsequent notices and communications with patients.

Question #7: Please provide the anticipated start date after contract award.

Answer: The City will begin the process of filing for Medicare/Medicaid and set up as soon as possible. Billing could start as soon as January 1, 2019, with anticipated enhancement of transport services by March 1, 2019.

Question #8: Can you please provide your fees for the following transport types?

- a) ALS Emergency
- b) ALS Non-Emergency All-Inclusive Billing
- c) BLS Emergency
- d) BLS Non-Emergency
- e) ALS 2
- f) Mileage
- g) Treatment No Transport

Answer: These fees are part of an Ordinance that is up for Council review and will be made available once approved.

Question #9: What is your anticipated average loaded miles per transport?

Answer: The City estimates an average of 14 loaded miles per transport.

Question #10: Can you please provide your anticipated number of transports for the following transport types?

- a) Medicare
- b) Medical
- c) Commercial Insurance
- d) Self-Pay

Answer: Proposers will need to evaluate the community composition and make their own determinations. The City has no history of providing fee based transport services, so we have no data on which to base a response.

Question #11: Can you please provide your fees for the following transport types?

- a) ALS Emergency
- b) ALS Non-Emergency All-Inclusive Billing
- c) BLS Emergency
- d) BLS Non-Emergency
- e) ALS 2
- f) Mileage
- g) Treatment No Transport

Answer: See answer to Question #10. The City estimates a total of approximately 1,000 transports per year based solely on present call volume and types of response.

Question #12: Do you have a lockbox that the successful vendor would have online access to?

Answer: No.

Question #13: Do you currently accept credit cards? Do you want the successful vendor to accept them online for patients?

Answer: Yes to both.

Question #14: Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPPs?

Answer: The City does not currently bill for service so the City does not currently provide NPPs. The City is willing to hand out at time of service. If there is a legal requirement for providing NPPs, the City expects the vendor to comply with all legal requirements. The City expects the vendor to assist with providing the most appropriate and efficient method for the issuance of NPPs.

Question #15: Will the City be utilizing a third party collection agency?

Answer: The City expects the successful vendor to assist with the selection of a third party collection agency.

Question #16: Why has this bid been released at this time?

Answer: See "Project Summary" in the RFP document regarding the City's transition to providing transport EMS services.

Question #17: Please describe your level of satisfaction with your current or recent vendor(s).

Answer: EMS transport is a new service being provided by the City so there are no current or past vendors, and there is no data available relating to such a service because of the lack of history.

Question #18: How many transport vehicles do you now operate?

Answer: Currently, the City is not operating any transport vehicles, but the City is in the process of procuring two transport vehicles to begin this new service.

Question #19: Which local hospitals or care facilities typically receive most of your patients?

Answer: South Baldwin Regional Medical Center

Please be sure to acknowledge receipt of this addendum on your proposal form.