



ADDENDUM NO. 1

Issue Date: April 11, 2023

Project Name: Ambulance Billing and Coding Services

RFP Number: 2023036

RFP Opening Date: **April 19, 2023**

This addendum is being released to provide answer questions received to date. The information and documents contained in this addendum are hereby incorporated in the RFP Documents. **This addendum must be acknowledged where indicated on the Firm Information Form, or the proposal will be declared non-responsive.**

Questions and Answers

1. Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.
The County is currently responsible for that. However, if part of a package deal we may consider it.
2. Can you please provide the net charges for your most recent complete fiscal year?
Net charges were \$10,053,456 for FY22.
3. Can you please provide the total collections for your most recent complete fiscal year?
Total collections were \$6,838,996 for FY22.
4. Can you please provide the average revenue collected per transport for your most recent complete fiscal year?
\$333 per transport
5. Can you please provide the average loaded mileage per transport?
Loaded Mile is hard to average being as we have 15 stations and cover 617 square miles in the county, along with transporting out of the County to the Trauma Centers. We transport anywhere from 1 mile near the hospitals to 45-50 miles depending on location of the call.
6. Can you please confirm how many invoices do you require and at what interval?
Current Billing, we send up to 3 invoices, 1 a month. None are sent after that and no one goes to collections.
Can you please provide the number of transports for each call type for your most recent complete fiscal year?
 - a. ALS Emergency: **834**
 - b. ALS Non-Emergency: **13,683**
 - c. BLS Emergency: **384**
 - d. BLS Non-Emergency: **6,528**
 - e. ALS 2: **368**
 - f. SCT: **1**
 - g. Paramedic Intercept: **Rarely occurs, if we transport we bill**
- 7.

- h. Treat No Transport: **Currently we do not bill if we do not transport**
- i. Lift Assists: **We have never billed for this, but that could change in the future**
- j. Any other billable dispositions broken out by each disposition: **None**

8. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?
The awarded vendor will be responsible for sending NPPs.
9. What is the contract term for this proposal?
Contract term will be negotiated but it expected to be multi-year.
10. Does this procurement replace the Ambulance Billing Services procurement that was initially due December 15th, 2000?
Yes.
Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?
Subcontracting is not required.
12. 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?
Use the pricing page and method provided. Alternate pricing structures must be requested in the form of clarification question to the RFP. If authorized, the proposal pricing form will be modified and issued via addendum.
13. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
They are eligible to submit a proposal.
14. Has the current contract gone full term?
Yes.
15. Have all options to extend the current contract been exercised?
Yes.
16. What were your annual gross charges last year or for the last 12 months?
Gross charges were \$11,210,062 for FY22.
17. What were your annual total adjustments for last year or for the last 12 months?
Adjustments were (\$1,156,606) for FY22.
18. What were your annual contractual allowance write offs for last year or for the last 12 months?
\$261,307 was reported as uncollectable for FY 2022.
19. When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?
We are unsure of when the rates were last changed but we are considering raising them.
20. Are there any other charges you assess not otherwise covered by our questions?
No.
21. What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?
We do not differentiate between residents and non-residents.
22. Do you operate any shared services agreements with any other municipal or county governments in the

region and, if so, with whom?

We have mutual aid agreements with other entities, however this does not equate into billing for our services, if they transport they bill separately. We cover the entire County with exception of Indian River Shores, and even then, provide mutual aid if needed to them.

23. What were your transports per year for treatment without transport for last year or for the last 12 months?
Does not apply, billing only when transported.
24. How many total transport vehicles do you now operate?
15 full-time transport capable vehicles.
25. If you have a lockbox provider, will that provider remain in place as a result of this procurement?
Yes, until we are required to bid out banking services in late 2023.
26. Do you have a collection agency provider and, if so, which provider?
We do not pursue collections.
27. Will the new vendor be responsible for onsite documentation training? If so, how often is training required?
It may be helpful to maximize understanding of proper documentation requirements needed to assure reimbursement from Insurance companies as well as Medicare and Medicaid. Required on an as needed basis.
28. Does Indian River County have its own credit card merchant account for processing credit cards? Is the billing vendor responsible for the credit card processing fees?
Yes, we have a merchant account and currently we are paying the fees.
29. In the two most recent fiscal or calendar years, what was the actual number of **billable** transports Indian River County Fire Rescue? Please separate the amounts in years (i.e., total for 2021, total for 2020).
October 1, 2020 – September 30, 2021: (21,048) October 1, 2021 – September 30, 2022: (21,799)
30. In the two most recent fiscal or calendar years, what was the total amount of cash posted by Indian River County for ambulance transports? Please separate the amounts in years (i.e., total for 2021, total for 2020).
\$6,871,683 for FY22 \$6,248,537 for FY21
31. In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by Indian River County for ambulance charges? Please separate the amounts in years (i.e., total for 2021, total for 2020).
\$11,210,062 for FY22 \$10,285,779 for FY21
32. Does Indian River County participate in any supplemental payment programs?
We participate in PEMT.
Will the new billing vendor be required to manage and bill old AR from your current billing vendor?
33. If so, how many records will be transferred to the new billing vendor and in what format will the data be provided?
The transition would occur at the beginning of a month and the current billing vendor would be responsible for completing the what they have in process and the new billing company would be only responsible from when they started.