



**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**EMS MEDICAL BILLING AND COLLECTION**

**City of Hanahan Fire & EMS**

**PROPOSALS TO BE SUBMITTED TO:**

**City of Hanahan Fire & EMS**

**1255 Yeamans Hall Road**

**Hanahan, S.C. 29410**

**COH - RFP #021816**

## **INSTRUCTIONS TO PROPOSERS**

Qualified firms are invited to submit a proposal to furnish **EMS AMBULANCE BILLING AND COLLECTION SERVICES** for Hanahan Fire & EMS by replying to the enclosed specification. In order for your proposal to be considered, you must fill in completely all items in this specification. Proposals should be submitted in a sealed package clearly marked **“EMS BILLING AND COLLECTIONS BID”** and marked with the due date. If more than one package is submitted, they should be marked 1 of 2, etc. All proposals must be submitted with four (4) copies - one (1) identified **original** plus three (3) additional copies along with business references to:

City of Hanahan Fire & EMS  
1255 Yeamans Hall Road  
Hanahan, SC 29410  
**Attn: Kitty Farias, Purchasing Agent**  
**EMS BILLING AND COLLECTION BID**

***\*\*NOTE: Interviews with select Bidders will be conducted at the City of Hanahan after bidding closes. All Bidders must submit at least 3 references to be considered.***

Proposals must be received by 2 p.m. at the above address no later than Monday, February, 29, 2016. Late proposals will not be considered regardless of the reason. After the bids have been submitted, select bidders will be given the opportunity to make a presentation to the members of the selection committee, not to exceed one hour. This meeting will take place no later than March 10, 2016 at a time convenient to the committee.

## **INTERPRETATION OF SPECIFICATION**

During the proposal period, questions of interpretation and clarification should be directed to Chief Joseph Bowers. Questions should be submitted at least three (3) business days before the due date of the Request for Proposal (RFP). It is required that all questions be submitted in writing, via email to [bbowers@cityofhanahan.com](mailto:bbowers@cityofhanahan.com).

**PLEASE NOTE** that **no part** of a proposal may be submitted via Fax or EMAIL. Any questions answered during the proposal period, if said answer affects the essence of the proposal, will be incorporated in an addendum; which will be forwarded equally to all proposers. No verbal instructions or interpretations of drawings and specifications will be made other than indicated above.

## **I. INFORMATION FOR PROPOSERS**

### **REQUEST FOR PROPOSAL**

This RFP provides interested vendors with sufficient information to enable them to prepare and submit proposals for consideration by City of Hanahan Fire & EMS, hereinafter referred to as the “CITY”. This RFP contains instructions governing the proposals to be provided, requirements

which must be met for eligible consideration, general evaluation criteria and other requirements to be met by each proposal. The City reserves the right to accept or reject any or all proposals received as a result of this request or to negotiate separately with competing contractors.

The CITY has the right to waive any informalities, defects or irregularities in any proposal. The CITY reserves the right to accept the proposal of a vendor other than that of the lowest bidder.

Proposals should be simple and economical, providing a straight-forward and concise description of the vendor's ability to meet the requirements of the RFP. To be considered vendors must submit a complete response to this RFP using the format provided. Each proposal must be submitted in four (4) copies. Proposals must be signed by an official authorized to bind the vendor to its provisions.

### **CONTRACTUAL CONDITIONS**

For this RFP, the proposal must remain valid for at least ninety (90) days. Moreover, the contents of the proposal of the successful bidder will become contractual obligations if a contract is entered into. The selected firm will be required to enter into a formal agreement with the City of Hanahan. The CITY reserves the right to delete or amend any of the services as listed and described in this RFP. If a satisfactory contract cannot be negotiated, negotiations will be formally terminated. Contract negotiation will then be started with the first alternate vendor. The successful vendor will be required to include a disclosure statement of any potential conflicts of interest that the firm may have due to other clients, contracts, or interest associated with this project.

The selected vendor will be required to assume responsibility for all services offered in the proposal whether or not she or he provides them. Further, the CITY will consider the selected vendor to be the sole point of contact in regards to contractual matters. News releases pertaining to this project will not be made without prior CITY approval.

### **KNOWLEDGE OF CONDITIONS**

At the time of the opening of the proposals each proposer will be presumed to have inspected, to have read and to have been thoroughly familiar with the specifications. The proposer shall satisfy himself as to the nature and location of the work and general and local conditions. He or she shall gain full knowledge of working conditions and other facilities in the area which will have a bearing on the performance of his or her work. Any failure by the proposer to acquaint himself/herself with all of the available information shall not relieve that proposer from any responsibility for performing all work properly. No additional compensation shall be allowed for conditions increasing the proposers cost which were not known, or appreciated by that proposer when submitting the proposal. Proposers shall understand that the CITY will not be responsible for any errors or omissions by the proposer in the presentation of the response.

All materials submitted become the property of the CITY, and may be returned only at the CITY's option. The CITY has the right to use any or all ideas presented in any reply to the RFP. The CITY reserves the right to reject any or all bid submissions.

## **CRITERIA FOR SELECTION**

All proposals received from vendors will be reviewed and evaluated by a committee of qualified personnel. This committee may recommend for selection the proposal which most closely meets the requirements of the RFP. The committee is not bound to recommend any of the proposals. The following criteria will be of major importance in reviewing the proposals.

- A. **QUALIFICATIONS:** Ability of the vendor to satisfy the requirements specified in Scope of Work section of this RFP including, but not limited to, the firm's qualifications/experience.
- B. **TECHNICAL:** Vendor's plan for accomplishment of the task to include the quality and experience of personnel assigned to the project; understanding of the scope of work; collection philosophy including recent collection experience; technology and equipment. Please include your collection percentage rate of current clients.
- C. **PRICE/FEES**
- D. **OTHER:** Professional references from clients that are considered government EMS agencies including the location of the agency.
- E. **PROPOSER'S WARRANTY:** The following language must be included in every proposal

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**PROPOSER'S WARRANTY**

The undersigned person warrants that:

- A. She/he is an officer of the organization.
- B. She/he is authorized to offer a proposal in full compliance with all requirements and conditions as set forth in the RFP.
- C. She/he has fully read and understands the RFP and has full knowledge of the scope, nature, quantity and quality of the work to be performed, and the requirements and conditions under which the work is to be performed.

**PROPOSER:**

BY: \_\_\_\_\_

\_\_\_\_\_, \_\_\_\_\_  
(PRINT NAME & TITLE)

\_\_\_\_\_  
(NAME OF COMPANY)

\_\_\_\_\_, \_\_\_\_\_  
(CITY, STATE, ZIP)

( ) ( ) ( )  
(TELEPHONE NUMBER)

## **II. VENDOR INFORMATION**

### **PURPOSE**

The City of Hanahan Fire and EMS is seeking proposals from qualified firms, hereinafter referred to as the CONTRACTOR, to PROVIDE EMS AMBULANCE BILLING SERVICES, for the City of Hanahan's Emergency Medical Services, hereinafter referred to as Hanahan Fire & EMS in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

### **ELIGIBILITY**

To be eligible to respond to this RFP, the proposing firm must demonstrate that they, or the principals assigned to the project, have successfully completed services, similar to those specified in the Scope of Services section of this RFP.

The proposal should demonstrate at least five (5) years of documented, successful experience with and current knowledge of primary response EMS ambulance services billing. Experience must include filing claims with government programs such as Medicare and Medicaid, as well as commercial health insurance programs (HMO's and PPO's) and the capability to process [# transports]transports per year.

### **CONFIDENTIAL INFORMATION**

Information and materials received by the CITY in connection with all Proposers' responses shall be deemed to be public records subject to public inspection upon opening of the bid. However, certain exemptions to the public records law are statutorily provided for. Therefore, if the Proposer believes any of the information contained in his or her response is exempt from the Public Records Law, then the Proposer must in his or her response specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the CITY will treat all materials received as public records.

## **III. SCOPE OF SERVICES**

### **BACKGROUND**

The CITY is requesting proposals for the collection of EMS fees from patients; and their insurance carriers, transported via ambulance to health facilities or other facilities by Hanahan Fire & EMS and for billable non-transport charges. This RFP is intended to cover all points of a contract from the reporting by Hanahan Fire & EMS of the service to the satisfaction of the receivable.

The CITY wishes to obtain proposals from a qualified service provider for the actual billing of funds due and Accounts Receivable posting of funds received by Hanahan Fire & EMS for these services.

At this time charges for service are as follows:

A0427 - Advanced Life Support I	\$476.16 plus mileage
A0433 - Advanced Life Support II	\$689.17 plus mileage
A0429 - Basic life Support Emergency	\$400.98 plus mileage
A0420 - Basic Life Support/Non Emerg.	\$250.61 plus mileage
A0425 - Mileage	\$10.00 per transport mile
Specialty Care	\$814.49 plus mileage
A0998 - Treatment w/no Transport	\$75.00

There are no additional fees currently being proposed for related services. However, additional fees could come at a later date; and the Proposer should be able to accommodate these charges.

Currently, Hanahan Fire & EMS includes the Notice of Privacy Practice (NPP) in the EMS Charts ePCR System.

**\*\*Hanahan Fire & EMS currently participates in the SC Department of Revenue's Debt Setoff Program.**

Hanahan Fire & EMS currently does not use any other 3<sup>rd</sup> party collection agency in efforts to collect unpaid balances for EMS transport.

**REFERENCE: The City of Hanahan EMS total calls for 2013, 2014 and 2015 are listed below:**

**EMS CALLS:**

\*2013 - 1755

\*2014 - 1837

\*2015 - 1510

There is no warranty or guarantee that future service requirements will remain constant.

## **CONTRACTOR**

### **SCOPE OF WORK**

The CONTRACTOR, under this contract, shall provide all services necessary to collect for services provided by Hanahan Fire & EMS. These services shall include but not be limited to:

- A. The CONTRACTOR shall accept receipt of the patient data necessary for billing. The data will come from an ePCR system called [Prestige]. The CONTRACTOR will be furnished with the EMS chart summaries electronically.
- B. The CONTRACTOR shall be responsible for reviewing each PCR for content to accomplish the following:
  - a. To check for discrepancies and ensure the number of PCRs received match the number of patients transported as documented on the PCRs. This is particularly important in the instance where there are multiple patients at one incident.
  - b. Ensure that the appropriate fee box has been selected and the documentation to support the charge is present. Verify Signature compliance.
  - c. Assign the appropriate billing procedure code and ICD-10 diagnosis code based on the documentation, treatment and chief complaint of the patient.
  - d. Review reports that require a “Treatment by no Transport Charge” to be assigned per documentation of the PCR.
  - e. Obtain current patient insurance information per claim.
- C. The CONTRACTOR shall be responsible for sorting the PCRs in numerical/date order as well as sorting all the paperwork in a systematic order for billing organization and future accessibility.
- D. The CONTRACTOR shall provide electronic claims processing and paper filings to all insurance companies. The first invoice will be dated no later than five (5) days after the contracted billing company has received the PCR. The second notice will be sent to the patient or responsible party thirty (30) days after the original invoice. The third notice (final notice) will be sent to the patient or responsible party thirty (30) days after the second notice has been mailed. Services to be billed will include base fee, mileage, and on-scene medical treatment when applicable.
- E. The CONTRACTOR shall be responsible for the initial collection, generation of any and all insurance forms, filings and record maintenance. CONTRACTOR will also attempt

collection of any past due accounts existing prior to CONTRACTOR'S association with Hanahan Fire & EMS.

F. The CONTRACTOR shall be responsible for reviewing account status with Hanahan Fire & EMS as required.

G. The CONTRACTOR shall provide the following documents:

- Daily Payment logs (sent once per week) with deposit confirmation attached and a monthly summary showing balancing of daily deposits to collection report.
- Collections profiles for each month, dating back to the beginning of said contract.
- Status of all accounts (payer mix) for the current month and total in system.
- Aging Receivable Report.
- Month End Reports.
- Monthly write off reports.
- Overpayment (Refund request) invoices.
- Non-Sufficient Funds Check Reports.
- Uncollectable(s) Report (listing undeliverable, unable to locate, etc).
- Any additional reports that Hanahan Fire & EMS may need or request will automatically be formatted to their requirements and sent to the department.

H. The CONTRACTOR shall comply with the policies and procedures developed and implemented by Hanahan Fire & EMS in response to the improvement of the department and the privacy act of HIPAA. The CONTRACTOR shall enter into a business associates agreement with Hanahan Fire & EMS to ensure all HIPAA policies are adhered to. Any violations of HIPAA by the contracted billing company will be grounds to terminate all contractual agreements immediately.

I. The CONTRACTOR shall comply with HIPAA regarding protected health information (PHI) and guardian of all record sets and shall maintain any and all documentation records and patient information in a safe and secure manner allowing for inspection and/or audit by the CITY.

- J. The CONTRACTOR shall be required to store all record sets for a minimum of thirty-six (36) months after term of contract and then turn them over to the CITY for permanent storage.
- K. The CONTRACTOR shall provide sufficient Customer Service Representative(s) to assist patients and/or other third party payees in all billing inquiries in a timely manner, not to exceed one (1) business day.
- L. The CONTRACTOR shall conduct any follow-up required to obtain necessary insurance information for payment processing. All payments will be received by the CONTRACTOR on behalf of Hanahan Fire & EMS and be deposited to the CITY'S designated bank account. Records of deposits will be correlated with database reports on a daily basis, and this information will be emailed to the CITY on a daily basis.
- M. The CONTRACTOR shall follow-up with patient or patient's third party for collection of the receivable in increments of thirty (30) days, sixty (60) days, and ninety (90) days, after the initial billing. Initial bills to Insurance carriers shall be sent within five (5) days of the CONTRACTOR receiving the PCR from CITY. CITY shall be provided information on a monthly basis, on those accounts deemed "non-collectible except by further legal means".
- N. The CONTRACTOR shall document follow-up efforts and results must be available to the CITY. Follow-up efforts subsequent to the initial effort must also be documented and retrievable.
- O. The CONTRACTOR will mail statements to the patient within five (5) days after the CITY receives the PCR from Hanahan Fire & EMS.
- P. The CONTRACTOR agrees to negotiate and arrange a modified payment schedule for those individuals who are unable to pay the full amount when invoiced. The CONTRACTOR is not authorized to accept payments marked as "paid in full" or "accord and satisfaction" unless the account is paid in full. At no time shall the CONTRACTOR negotiate for patient to pay a lesser amount of the bill in that Hanahan Fire & EMS would have to forgive a portion of a bill.
- Q. The CONTRACTOR shall provide compliance/documentation training for Hanahan Fire & EMS personnel, at the discretion of the Emergency Services Director or EMS Operations Chief, on changes in the billing process and new requirements for data gathering as they occur.
- R. The CONTRACTOR shall provide:
  - 1. All invoices and related insurance forms with remittance advice.

2. Return envelope with the address to be designated and approved by the CITY. Window envelopes are acceptable for satisfying this requirement.
  3. Postage for the mailing of all said invoices and forms for the billing operation.
  4. Patient statement must contain a message stating, **Cash, credit/debit cards and checks are accepted. Checks must be made payable to Hanahan Fire & EMS.** Patient statement must include a telephone number for patients to call and make a payment by phone.
  5. Sample bill forms and sample messages that can be used on patient statements, as part of the response. All text, format, and color of printing and stock subject to approval by CITY.
  6. Reasonable effort to locate and correct any incorrect billing information, i.e.: address, insurance, etc for billable patients. A report providing such efforts shall be provided.
  7. A working arrangement with all Hanahan Fire & EMS serviced hospitals.
  8. A reconciliation report on the last day of the month that will show all patients that have been billed for the month. The invoice will display the PCR number, date of service, BLS or ALS, miles transported, patient billing code assignment and the total amount of the invoice.
  9. A reconciliation report on the last day of the month that will show a breakdown of ALS/BLS patients and the mileage charges for each category as well as On Scene Treatment fees. It will be broken down per category to ensure all PCRs processed and mailed to the CONTRACTOR have been processed within the approved timeline.
  10. Hanahan Fire & EMS with a refund request including all pertinent information relating to refund payments to patients and/or insurance company, indicating the refund payee's name, address and reason for refund.
- S. Given reasonable notification, the CITY has the right to audit all financial records pertaining to the billing and collection for Hanahan Fire & EMS for a period of three (3) years after association terminates.
- T. The CONTRACTOR shall comply with any special report request in reference to transport locations and response modes to specific locations on a case by case basis.

## **HANAHAN FIRE & EMS**

CITY will provide the necessary patient demographic information to the CONTRACTOR on a daily basis for those patients that have been recently transported or treated at scene.

CITY will comply with all Federal, State and local laws, rules and regulations as applicable to the services being contracted for.

CITY will provide all information relevant to payments made at their office to the CONTRACTOR daily.

## **PROPOSAL FORMAT**

The proposal must name all persons or entities interested in the proposal as principals. The proposal must declare that it is made without collusion with any other person or entity submitting or not submitting a proposal pursuant to this Request for Proposal.

Proposer shall prepare their proposals using the following format with each section clearly labeled and shall include the following:

- A. Letter of Transmittal.
- B. Qualifications and experience of the firm(s)/individual(s) who will provide the services which shall include documentation of the firm's experience in similar work.
- C. Proposer shall provide a list of all employees, agents and/or contractors that will be assigned to provide service to CITY, including job title, degrees, training, detailed list of experience and proposer will indicate who will be assigned as the primary contact. In addition, a Confidentiality Agreement may be required by all employees, agents and/or contractors to ensure all sensitive information such as **HIPAA** protected information, social security numbers and so forth are kept confidential.
- D. List at least three (3) current and pertinent professional and financial references (name, address, and phone number) that the CITY may contact in relation to the Proposer's qualifications, experience and stability.
- E. Scope of Work - This section of the proposal should explain the Scope of Work as understood by the Proposer and detail the approach, activities and work products. The proposal shall also include:
  1. A rationale for the approach taken schedule of deliverables. Explain the rational for the approach you are recommending to accomplish the tasks requested in the RFP.
  2. A list and sample of the work product(s) which the Proposer will provide.

3. A list of any assistance CITY may be requested to provide the Proposer.
4. Provide completed cost proposal (**Attachment "A"**).
5. Provide a statement of Proposer's financial stability; including information as to current or prior bankruptcy proceedings.
6. Provide a summary of any litigation filed against the Proposer in the past three years which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome and the monetary amount involved.
7. Identify the Proposer's type of business entity (e.g., sole proprietorship, partnership, corporation, etc.). Identify whether the business entity is incorporated in South Carolina, another state or a foreign country.
8. In the case of a sole proprietorship or partnership, provide a **W-9** for all owners or partners. Provide **EIN** for business.
9. If Proposer is a corporation; provide certification from the South Carolina Secretary of State verifying Proposer's corporate status and good standing, provide a W-9, and in the case of out-of state corporations, evidence of authority to do business in the State of South Carolina.
10. Any additional information that the Proposer considers pertinent for consideration should be included in a separate section of the proposal.

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**ATTACHMENT "A"**

(Format for Pricing)

Provide the contract fee or percentage fee for providing Billing & Collection services as outlined in the attached RFP.

Option 1: Fixed contract fee - \_\_\_\_\_

Is the fee fixed for the initial term ending June 30, 2018? YES \_\_\_\_\_ NO \_\_\_\_\_

If no:

Fixed contract fee ending June 30, 2016 \_\_\_\_\_

Fixed contract fee ending June 30, 2017 \_\_\_\_\_

Fixed contract fee ending June 30, 2018 \_\_\_\_\_

Option 2: Percentage contract fee - \_\_\_\_\_; also provide the variable you intend on multiplying the percentage by to determine the estimated annual payment, including a sample of the report that you will retrieve that number from:

Percentage \_\_\_\_\_ X (\_\_\_\_\_) \_\_\_\_\_ = estimated annual fee \_\_\_\_\_

Is the percentage contract fee fixed for the initial term ending June 30, 2018? Yes \_\_\_; No \_\_\_

If no:

Percentage fee ending June 30, 2016 \_\_\_\_\_ X \_\_\_\_\_ = \_\_\_\_\_

Percentage fee ending June 30, 2017 \_\_\_\_\_ X \_\_\_\_\_ = \_\_\_\_\_

Percentage fee ending June 30, 2018 \_\_\_\_\_ X \_\_\_\_\_ = \_\_\_\_\_

Option 3: Alternate option different from the above that you propose. Please explain this option by providing a written description as well as a mathematical equation, providing examples of where the variables in the mathematical equation will be obtained.

END