

Addendum No. 1 - RFP 02-015
EMS Billing Service Questions
Key West Fire Department

To all Bidders:

The following information is provided in accordance with RFP 02-015 EMS, Billing Service as fully and as completely as if the same were fully set forth therein:

1. What are your estimated annual numbers of transports? What geographical area does your department provide EMS transports for?
 - The City of Key West Fire Dept. does not currently provide EMS transports. The KWFD will begin its EMS operations starting April 1, 2015.
 - The City of Key West Fire Dept. serves the City of Key West which is approx. 7.4 square miles.
 - Care Ambulance reported 5,603 responses with 4,420 transports in 2013 for the City of Key West.
2. What is your average loaded mileage distance?
 - The City of Key West Fire Dept. does not currently provide EMS transports at this time.
 - US 1 Mile Marker 0 is located in downtown Key West while the closest receiving ER (Lower Keys Medical Center) is located at approx. Mile Marker 5.
3. What are your current or proposed charges for:
 - a. ALS1
 - b. ALS2
 - c. BLS
 - d. mileage
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 - Transport fee schedule is to be determined.
4. In calendar year 2013, how many transports were coded BLS? ALS1? ALS2?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
5. Are or will any accounts sent to collections?
 - Yes, it is preferred that delinquent accounts be managed by the billing agency through collections.
6. What are your primary transport hospitals? Approximately what percentage of all transports will be going to each hospital?

- Lower Keys Medical Center will receive 100 % of transports due to geographic location.
7. Does the RFP require the successful billing vendor to provide any field hardware units? If so, what is the Department's preference as to make/model? If so, how many units does the department require?
 - Not required, but preferred. All proposals will be evaluated.
 8. The RFP seems to provide the billing vendor the option to provide a new ePCR solution for the Department. If that is the case, does the Department have a particular system(s) that it prefers? Would you accept multiple ePCR solution options in an RFP?
 - No preference at this time. All proposals will be evaluated.
 9. Does the City's current EMS billing vendor provide EMS delinquent account collection services? If so, what is the current cost of these services in dollars and percent?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 10. If your vendor does not provide EMS delinquent account collection services, is the City interested in considering bidders to provide these services?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 - It is preferred that delinquent accounts be managed by the billing agency through collections
 11. Why is the City currently going out to bid at this time?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 - The KWFD will begin its EMS operations starting April 1, 2015.
 12. What is the City's current method of PCR data collection? Paper or electronic?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 13. If electronic, who is the City's current ePCR vendor?
 - The City of Key West Fire Dept. does not currently provide EMS transports.
 14. The RFP states that the City is looking for new ePCR software solution? What is your preferred solution and how many licenses will you need?
 - No software preference at this time, a minimum of 8 licenses is preferred.
 15. Is the City looking for new hardware? If so, what is the City's preferred solution and how many toughbooks (tablets etc.) will the City need?
 - 8 tough books or tablets is preferred, No software preference at this time.

- All proposals will be evaluated.

16. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

- The City of Key West Fire Dept. does not currently provide EMS transports.

17. What is your total number of responses per year?

- Care Ambulance reported 5,603 total responses with 4,420 transports for 2013 in the City of Key West.
- The City of Key West Fire Dept. does not currently provide EMS transports.

18. How many of those responses are billable?

- 4,420 reported transports per Care Ambulance.

19. What is the City's anticipated growth or decline in the number of transports for the next few years?

- Growth is unknown
- The City of Key West Fire Dept. does not currently provide EMS transports

20. What are the City's charges for the following services?

- a. BLS \$
- b. ALS1 \$
- c. ALS2 \$
- d. SCT \$
- e. BLS Non Emergency \$
- f. ALS Non Emergency \$
- g. Mileage \$
- h. Air Transport \$
- i. No Transport/At Scene \$

- The City of Key West Fire Dept. does not currently provide EMS transports
- Transport fee schedule is to be determined.

21. What is the average number of loaded miles per transport?

- The City of Key West Fire Dept. does not currently provide EMS transports.
- US 1 Mile Marker 0 is located in downtown Key West while the closest receiving ER Lower Keys Medical Center is located at approx. US 1 Mile Marker 5.

22. Does the City bill for no transports?

- The City of Key West Fire Dept. does not currently provide EMS transports.
- Fee schedule is to be determined.

23. Does the City charge for a base rate mileage only?

- The City of Key West Fire Dept. does not currently provide EMS transports
- Fee schedule is to be determined.

24. Does the City's EMS service itemize other charges?

- The City of Key West Fire Dept. does not currently provide EMS transports.
- Fee schedule is to be determined.

25. What is your 2013 payer mix?

- The City of Key West Fire Dept. does not currently provide EMS transports.

26. The following financial information we are requesting will be for the previous full year to date:

- a. What are the City's total charges?
 - b. What is the City's total cash revenue?
 - c. What is the City's total adjustments in dollars?
 - d. What is the City's total mandatory adjustments in dollars? (Mandatory adjustments include Medicare, Medicaid, Work's Compensation, VA, bankruptcy, intercept, Gunderson, Alliance, Blue Cross/Blue Shield, HIRSP, WEA trust, Not Medically Necessary, Medical Associates, Tri-Care, and interest offset.)
- The City of Key West Fire Dept. does not currently provide EMS transports.

27. Would it be acceptable to submit a redacted copy of our proposal (confidential information already blacked out) for Open Records requests?

- The City of Key West Fire Dept. prefers the proposal be submitted following the guidelines stated in the RFP.
- Indicate any exceptions to the general terms and conditions of the RFP requirements in Tab VII, Acceptance of Conditions.

28. The RFP requests financial information that is confidential and subject to being disclosed during an open records request. Would it be permissible to provide the financial information at the interview, if selected for an interview? If not, would it be permissible to provide the financials on a password-protected CD only? If not, would it be permissible to provide the financials via a letter from a bank?

- The City of Key West Fire Dept. prefers the proposal be submitted following the guidelines stated in the RFP.

- Indicate any exceptions to the general terms and conditions of the RFP requirements in Tab VII, Acceptance of Conditions.

29. Can you provide a list of the City's receiving hospitals?

- Lower Keys Medical Center will receive 100% of patients transported by KWFD.

30. We will be conducting our annual on-site training for our existing Florida Keys clients the week of October 6-10th which happens to coincide with the due date of the response to the RFP. Since we will actually be in the Keys during that time the response is due I will have to mail it out prior to our departure from Georgia on October 3, 2014. To the best of your knowledge will all amendments and answers to questions be published by that date?

- Yes

31. Has Key West adopted a proposed fee schedule to utilize in our cost approach calculations? I did not see anything in the RFP that indicated what the base fees would be.

- Fee schedule has not been adopted.

32. Can the hospital data interface be a hospital bridge where the City can access PDF ePCR's? Or is the City looking for a direct integration into the hospital's emergency room system?

- KWFD prefers direct integration into the hospital's emergency room.

33. Can you provide the average loaded mileage per transport?

- The City of Key West Fire Dept. does not currently provide EMS transports.
- US 1 Mile Marker 0 is located in downtown Key West while the closest receiving ER Lower Keys Medical Center is located at approx. Mile Marker 5.

34. Please provide the number of transports for each call type (run mix) for fiscal year 2012 and 2013?

- ALS Emergency
- ALS Non-Emergency
- BLS Emergency
- BLS Non-Emergency
- ALS 2
- SCT

- Care Ambulance reported 5,603 total responses with 4,420 transports for 2013 in the City of Key West.
- The City of Key West Fire Dept. does not currently provide EMS transports.

35. Can you provide your payer mix by primary payer as listed below? If your current billing vendor uses an "other" category in addition to list provided below, can you provide clarification on what items are contained in "other?"

- Medicare
- Medicaid
- Commercial Insurance

d. Patient Pay

- The City of Key West Fire Dept. does not currently provide EMS transports.

36. Please describe how you would like you NPP's managed. Will your facility be handling these mailings or would the preference be that your billing provider handle NPP?

- We prefer that the billing provider handle all aspects of the collections process.

37. Can you please provide the number and specification on the hardware required

- No hardware preference at this time, a minimum of 8 units is preferred.

38. Who is your preferred wireless provider?

- No preference at this time.

39. Can you provide the name of the hospitals you transport to?

- Lower Keys Medical Center will receive 100% of patients transported by KWFD.

40. If your facility has not decided on hardware vendor or product, could you provide a budget dollar amount to be factored in per unit.

- No budget amount provided, all proposals will be evaluated.
- No hardware or software products have been selected

All Bidders shall acknowledge receipt and acquaintance of this Addendum No. 1 by acknowledging Addendum in their proposal or by submitting the addendum with the bid package. Bids submitted without acknowledgement or without this Addendum may be considered non-responsive.

Signature

Name of Business