

City of Key West  
RFP 002-23 EMS Billing Services Questions  
Addendum #1  
06/23/2023

1. Do you currently outsource EMS Billing? If so, can you provide the name of the vendor and the fee you are being charged?

Yes, we currently use Digitech EMS Billing and Technology. The city is currently paying 4.3% on amount collected and \$9.00 flat rate for Medicaid.

2. Are you currently using an electronic patient care (ePCR) reporting system? If so, which system are you currently using? Are you interested in different ePCR options?

Yes, we use triptix ePCR reporting system but are open to all options.

3. Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.

The city will consider and evaluate all proposals received that are deemed responsive. The city encourages vendors to provide proposals that offer options of hardware and ePCR software.

4. Can you please provide the net charges for your most recent complete fiscal year?

\$2,377,660.39

5. Can you please provide the total collections for your most recent complete fiscal year?

\$1,167,512.18

6. Can you please provide the average revenue collected per transport for your most recent complete fiscal year?

\$290.07

7. Can you please provide a breakdown of your most recent complete fiscal year transports by primary payor for the following categories?

- a. Medicare - 1529
- b. Medicaid - 298
- c. Commercial Insurance - 783
- d. Patient Pay - 1343

8. Can you please provide the average loaded mileage per transport?

Average loaded miles transport distance is 3.5 miles.

9. Can you please confirm how many invoices do you require and at what interval to patients?

We are open to any/all options that vendors have to offer.

10. Can you please provide the number of transports for each call type for your most recent complete fiscal year?

- a. ALS Emergency - 2325
- b. ALS Non-Emergency - 2
- c. BLS Emergency - 1333
- d. BLS Non-Emergency - 289
- e. ALS 2 - 76
- f. SCT - 0

11. Can you please provide the current charges for each level of service?

- a. ALS Emergency (A0427) - \$750.00
- b. ALS Non-Emergency (A0426) \$750.00
- c. BLS Emergency (A0429) \$650.00
- d. BLS Non-Emergency (A0428) \$650.00
- e. ALS 2 (A0433) \$950.00
- f. SCT (A0434) N/A
- g. Mileage (A0425) \$14.50
- h. Treatment No Transport (A0998) \$0

12. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

The city requires the vendor responsible for mailing NPP's.

13. Do you currently use a lockbox for all payments and correspondence? If so, who will be responsible for the cost of the lockbox?

The city currently does not maintain a lockbox for the EMS program. The city currently has no plans of opening or maintaining a lock box for the EMS program. The city will consider and evaluate all proposals received that are deemed responsive.

14. Please provide clarification for the following requirement on page 4 of the RFP:

- a. "Coordinate with City staff the assimilation and compilation of information and data required to put forth a concise and complete grant application, prepare the grant application, respond to questions and/or requests from the grant making organization and monitor on behalf of the City of Key West the progression of the submitted application until such time the application is awarded or denied."

The city staff applies for multiple grants throughout the year. The assistance of compiling data and information from the billing company is a vital part of the process.

15. Is the City of Key West interested in proposers submitting optional pricing for assisting the City with the PEMT and MCO program?

Yes, the city is open to all proposals.

16. As indicated on page 32 of the RFP, Item J., is the city interested in being supplied with any specific ePCR software solution?

The city is open to all options including hardware and software support.

17. Will the vendor be responsible for sending HIPAA notices to all transported patients?

Yes, the vendor will be responsible for sending HIPAA notices.

18. Confirming that the city would like ePCR software to be included as part of the proposal.

Yes, the city will require the ePCR software to be included.

19. Does the City want field hardware, such as Panasonics, as part of the proposal? (If so, details would be needed, specs, quantity).

The city is open to all options including hardware and software support.