

City of Key West
RFP 002-18 EMS Billing Services Questions
Addendum #1
12/22/2017

To all Bidders:

The following information is provided in accordance with RFP 002-18, EMS Billing Service as fully and as completely as if the same were fully set forth therein:

BLACK – Vendor questions **RED – City response**

1. What were your total billable transports for 2016?

Total billable transports for Fiscal Year 16/17 (10/01/2016 – 09/30/2017) was 3,847.

2. What was your total net collected for 2016?

Net collections for FY 16/17 totaled \$1,000,409.52.

3. What are your current rates for ALS, BLS and ALS2?

Current BLS rate = \$600.00, ALS 1 rate = \$750.00, ALS 2 rate = \$950.00, Mileage rate = \$ 14.50.

4. Are you satisfied with your current vendor?

Yes, The City of Key West (City) is satisfied with our current vendor.

5. What percent commission are you paying your current vendor?

The City is currently paying 5.15% on amount collected and \$7.00 flat rate for Medicaid claims. This commission price includes the costs of ePCR software and hardware used by the department.

6. Does the City require the vendor to reconcile against PCR's included in the ePCR software solution utilized by the Department? Please specify the source the vendor will reconcile to.

The City is requesting the vendor to reconcile the number of billable transports (PCRs) that were transmitted to the vendor by the City against the number of claims that were coded and filed by the vendor.

7. We are not aware of a FL debt set off program, please point us to a State website where we can learn more. Also, please forward a copy of the City's policy on wage garnishment.

The City is requesting the vendor to participate in any approved program or compliant collection actions that could maximize collections on behalf of the City. Please disregard item SS of the scope of work.

8. Does the City maintain a lockbox for the EMS program? If not will the City open a lockbox with the current financial institution it does business with? Or would the City prefer the vendor to build the cost of a lockbox into its proposed fee?

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.

9. Does the City wish for proposing vendors to include a hardware option or does the City own and will maintain its own hardware?

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.

10. Is the current ePCR solution NEMIS 3 compliant?

The City currently utilizes ESO Solutions Inc., which is listed as NEMSIS v3 compliant at NEMSIS.org.

11. How does the City plan to use the HDE model? If there are alternative means to provide the intended functionality will that meet the requirement?

ESO's Health Data Exchange (HDE) provides a secure, auditable method of data sharing to support operational and quality process needs between EMS and hospitals. Alternative ePCR software that provides the intended functionality will be acceptable. The City will consider and evaluate all proposals received that are deemed responsive.

12. Please provide further details and intended usage of these specified reports to ensure we adequately address the requirement.

The City requires clinical data be listed on a patients account report as it pertains to the charges for services in addition to all financial data. The intended use for this information is to verify the charges to a patients account are correct.

13. Does the City require actual copies of EOB's or just the data included on the EOB for vendor invoice payment purposes?

The data can be reported monthly, the City requires the actual EOB's to be made available upon request.

14. Is there a deadline for vendors to present final bidder questions?

The City requests all vendors to submit questions prior to January 04, 2018.

15. How do we set up a point of contact to receive RFP addendum?

RFP 002-18 addendums will be published on Demand Star and at CityofKeyWest-Fl.gov.

16. Is the City requesting a copy of our annual SSAE17 audit or a separate coding audit conducted on your coding performed independently?

A copy of an annual SSAE 16 type 2 audit is acceptable.

17. Normally the ePCR software employed will include an option that covers HIPAA notices. Is the City requesting the vendor send notices only to PCR's lacking signatures acknowledging the HIPAA forms or all patients? We support an on-line portal that allows patients to read and accept HIPAA policies on behalf of the City, saving you postage costs. Will that option suffice?

The City is requesting the vendor to provide patients with a comprehensive statement/invoice, HIPAA form and a courtesy return payment envelope when billing the patient. The HIPAA form in this packet should include a statement from the vendor stating at a minimum that they are HIPAA compliant with instruction on how to view the vendors HIPAA policy.

18. The City is requesting 1 ORIGINAL proposal package and two (2) FLASH DRIVES. Please explain what belongs in the second sealed envelope.

The City requires the one (1) original proposal package and two (2) flash drives be sealed in an envelope and clearly labeled on the outside: "RFP #002-18-EMS BILLING SERVICES" with the due date and the respondents name, addressed to the City Clerk. This first sealed envelope containing the entire proposal package and flash drives shall then be placed in a second envelope, sealed, and again labeled on the outside: "RFP #002-18-EMS BILLING SERVICES" with the due date

and the respondents name, addressed and delivered to the City Clerk. The purpose of this request is to ensure the proposals are clearly labeled during the opening.

19. Is the City requesting 3 references? Please clarify what the City is requesting.

The City is requesting a minimum of 3 client references that you have provided a similar service for as listed in the scope of services. The City would also like to see other examples of EMS billing services and pricing methodologies that you have employed with other clients, especially pertaining to any local resident discount models.

20. Please provide the fee schedule charged for ALS, ALS2, BLS, Critical Care, mileage and any other charges for which EMS bills.

Current BLS rate = \$600.00, ALS 1 rate = \$750.00, ALS 2 rate = \$950.00, mileage rate = \$ 14.50.

21. Please provide the number of transports sorted by ALS, ALS2, BLS, critical care and the number of treat / no transport calls billed for the last 2 full years.

Call totals listed by level of service for last two fiscal years are as follows:

ALS – FY 15/16 = 3066, FY 16/17 = 2903

ALS 2 – FY 15/16 = 39, FY 16/17 = 76

BLS – FY 15/16 = 2502, FY 16/17 = 2365

Critical Care – none provided

Treat / no transport calls – Key West Fire Department does not currently bill for treatment/no transport calls.

22. Please provide either the total loaded miles billed for or the average loaded miles per transport for the same two years.

Average loaded miles transport distance for the past two fiscal years is 3.2 miles.

23. Please provide the total \$'s billed sorted by insurance type (Medicare, Medicaid, Other Insurance and Self-Pay) for the same 2 years.

Total amount listed by payer:

FY 15/16

Blue Cross = \$289,135.20, Champus = \$68,386.35, Commercial Insurance = \$432,157.25, Facilities = \$10,098.80, HMO/PPO plans = \$670.00, Medicare Advantage = \$91,294.40, Medicare = \$1,017,119.20, Medicaid MCO =

\$166,732.05, Medicaid = \$62,660.75, Private Pay = \$882,469.80, Veterans Admin. = \$48,605.55, Workers Comp.= \$7,505.90, other = \$1,436.50

FY 16/17

Blue Cross = \$223,106.70, Champus = \$47,513.85, Commercial Insurance = \$385,171.60, Facilities = \$21,601.80, HMO/PPO plans = 0, Medicare Advantage = \$77,103.85, Medicare = \$925,236.65, Medicaid MCO = \$119,773.65, Medicaid = \$32,343.70, private pay = \$965,762.95, Veterans Admin. = \$39,604.15, Workers Comp. \$12,601.10, other = \$5,833.55.

24. Please provide the total \$'s received sorted by insurance type (Medicare, Medicaid, Other Insurance and Self-Pay) for the same 2 years.

FY 15/16

Blue Cross = \$144,069.04, Champus = \$31,451.68, Commercial Insurance = \$173,781.88, Facilities = \$47.40, HMO/PPO plans = \$0, Medicare Advantage = \$33,281.96, Medicare = \$468,029.94, Medicaid MCO = \$21,553.47, Medicaid = \$2,418.00, Private Pay = \$16,605.12, Veterans Admin. = \$9,640.06, Workers Comp.= \$2,715.00, other = \$0

FY 16/17

Blue Cross = \$116,378.03, Champus = \$17,960.69, Commercial Insurance = \$140,429.04, Facilities = \$657.54, Medicare Advantage = \$25,207.82, Medicare = \$437,090.20, Medicaid MCO = \$21,763.12, Medicaid = \$1,956.00, Private Pay = \$11,781.38, Veterans Admin. = \$5,178.96, Workers Comp.= \$140.06, other = \$0.

25. Please provide a list of transport hospitals along with the associated patient volume to each.

Lower Keys Medical Center, Emergency Department located at 5900 College Road, Key West FL. 33040 receives 100% of emergency patients transported by Key West Fire Department.

26. How many annual EMS incidents does the City respond to?

Annual EMS incident responses for the last two years are FY 15/16 = 6,427, FY 16/17 = 5,511.

27. What integrations are required with the ePCR system?

The Key West Fire Department currently uses SunGard for our Computer Aided Dispatch system and Emergency Reporting for our fire incident reporting software. We would require the ePCR system to integrate with SunGard and Emergency Reporting.

28. Who is your current billing vendor?

Ambulance Medical Billing.

29. What is the current cost of their services in dollars and percent?

The City is currently paying 5.15% on amount collected and \$7.00 flat rate for Medicaid. This commission price includes the costs of ePCR software and hardware used by the department.

30. Who is your delinquent account collection agency? What is the current cost of their services in dollars and percent?

The City is currently using Penn Credit for delinquent account collections at the cost of 19% on the amount collected.

31. Why are you currently going out to bid?

The City is open to requests for proposals for EMS billing services due to entering the final year of our current agreement.

32. Who is your ePCR vendor and what is your specific software package?

The City currently utilizes ESO Solutions Inc. with EHR, Quick Speak, CAD Integration, Cardiac Monitor Integration, Billing Integration.

33. Do you have a preferred ePCR solution and how many licenses will you need?

The City currently utilizes ESO Solutions Inc., the City will consider and evaluate all proposals received that are deemed responsive. We currently utilize 8 Getac tablets for ePCR documentation and average approximately 6,000 calls annually.

34. Are you looking for new hardware? If so, what is your preferred solution and how many units will you need?

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. We currently utilize 8 Getac tablets for ePCR documentation.

35. What is the anticipated start date for this contract?

No anticipated start date has been established.

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

No, it is anticipated for the successful vendor to begin billing and collections on an agreed start date for accounts generated post that start date.

37. Please provide the financial and run volume information on the attached chart for the previous year. Previous year data requested includes: Run volumes (total, billable, treat/no-transport and interfacility transfers), charges and collections (gross and net), payor mix by dollars collected (Medicare, Medicaid, commercial, self-pay, other) and current billing rates (BLS emergency and non-emergency, ALS1 emergency and non-emergency, ALS2, SCT, treat/no transport and mileage).

We request the following 2016 financial and statistical information:

Total Run Volume: Please include no-transports and non-billable runs.

What is the total number of calls you responded to in 2016?

5,511.0000

Billable Run Volume: What is the total number of calls billed for in 2016?

3,847.0000

Treat/No-Transport Volume: What is the total number of calls you treated a patient but did not transport?

530.0000

Interfacility Transports: Do you transport patients from hospital to hospital, or nursing home to hospital? If so how many of those transports did you have in 2016?

188.0000

Please provide the following totals for 2016:

	Gross	Net
Charges	\$ 2,789,787.60	\$ 2,060,428.18
Collections	\$ 1,022,195.04	\$1,000,409.52
Total Write-Offs	\$ 729,359.42	

What dollar value of your total write offs were mandatory based on contractual agreements? (Medicare, Medicaid, etc.)

\$ 729,359.42

Please provide your **2016 Payor Mix:**

	Percent of Dollars Collected	Dollars Collected	Number of Payors
Commercial	1349.00%	\$ 140,429.04	510
Medicare	3240.00%	\$ 437,090.20	1,243
Medicaid	113.00%	\$ 1,956.00	45
Self-Pay	3382.00%	\$ 11,781.38	1,315
Other	20.00%	\$ 5,833.55	11

Please provide your charges and 2016 call volume for the following services:

	Charge for Service	Total Number Provided
BLS	\$ 993,816.90	1,541
ALS1	\$ 1,683,292.30	2,037
ALS2	\$ 57,970.20	53
SCT	\$ 0.00	0
BLS Non-Emergency	\$ 115,853.65	188
ALS Non-Emergency	\$ 0.00	0
Mileage	\$ 203,797.50	14,055
Air Transport	\$ 0.00	0
Treat/No-Transport	\$ 0.00	530

38. Do you itemize charges other than base rate and mileage?

The City's current approved rates do not include itemization charges. Current BLS rate = \$600.00, ALS 1 rate = \$750.00, ALS 2 rate = \$950.00, mileage rate = \$ 14.50.

39. Are you open to another posting option other than a lockbox account?

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.