



CITY OF SUFFOLK

Purchasing Division

P.O. Box 1858, Suffolk, VA 23439-1858; T (757) 514-7520; Fax (757) 514-7524

ADDENDUM #2

TITLE: Ambulance Billing Services and Collections

ACCEPTANCE DATE: Prior to 5:00 p.m. – January 17, 2013 “Local Verizon Time”

IFB NUMBER: 2013-00058

ACCEPTANCE PLACE: Finance Department, Purchasing Division, Room 105
441 Market Street
Suffolk, Virginia 23434

Requests for information related to this Invitation should be directed to:

Cindy L. Norfleet, CPPB, Senior Buyer
(757) 514-7522
Email address: cnorfleet@suffolkva.us

This document can be downloaded from our web site: www.suffolkva.us/bids/index.jsp

Issue Date: January 3, 2013

IF YOU NEED ANY REASONABLE ACCOMMODATION FOR ANY TYPE OF DISABILITY IN ORDER TO PARTICIPATE IN THIS PROCUREMENT, PLEASE CONTACT THIS DIVISION AS SOON AS POSSIBLE.

If you have obtained this bid document from the City's website or a source other than the City of Suffolk, contact the Purchasing Division prior to submitting your bid to ensure that a complete up-to-date package has been received. The Purchasing Division is not responsible for providing addenda if the vendor is not listed as a prospective bidder.

ADDENDUM #2

Ambulance Billing Services and Collections

RFP No. 2013-00058

The Request for Proposal (RFP) for Ambulance Billing Services and Collections scheduled for opening at 5:00 p.m. on January 10, 2013 is hereby amended/clarified as follows:

The date for receipt of proposals is hereby extended until 5:00 p.m. Thursday, January 17, 2013.

The City has provided responses to questions from potential offerors as follows:

1. Provide the number of transports that were provided in the past year. If possible, indicate the number of BLS, ALS, ALS2.

A: 5,849 (44% ALS and 56% BLS)

2. Provide the total number and dollars of claims paid in the past year by payor.

A: \$1,507,976.00

3. Will the City provide a sample call report(s)?

A: Yes

4. What is the current charge rate for BLS, AS, ALS2, mileage?

A: \$400.00 BLS; \$650.00 ALS; \$800.00 ALS2; and \$10.00 per mile

5. What is the Medicare reimbursement rate for a BLS, ALS, ALLS2 mileage?

A: The City does not have this information. You may get this standard information from the payor.

6. What is the Medicaid reimbursement rate for a BLS, ALS, ALS2, mileage?

A: The City does not have this information. You may get this standard information from the payor.

7. What is the average mileage per transport?

A: 5.8 miles

8. Does the City currently outsource the transport billing services? If so:

a. Who provides the service? *Fidelis Billing*

b. How long have they provided the service? *Since November 2006*

- c. What is the current fee? 6.5%
9. Confirm that the successful offeror bills Medicare Part B.
- A: Yes
10. At the time of transport, does the City obtain and document the patient's authorization to release healthcare information to third parties for billing purposes?
- A: Yes. Paper combined notice of HIPPA and release
11. For which payors is the City currently receiving electronic remittances?
- A: Aetna, American Republic Insurance, Anthem Blue Cross Blue Shield, Cigna, Coventry, Medicare, Spinal Bifida VA HAC, and Tricare
12. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?
- A: The successful vendor may be required to handle backlog of unbilled accounts.
13. What is the anticipated growth in the number of transports for the next several years?
- A: Estimated 1.5% per year (80 calls for 2013)
14. On Page 4, you mention the Firehouse ePCR solution and an anticipated replacement.
- a. Are you currently out to bid for a new ePCR solution? Yes
- b. Do you have a preferred ePCR solution? If so, disclose the name of the vendor:
Yes. *Imagetrend Rescue Bridge*
- c. How quickly do you anticipate the change? *First quarter of 2013*
- d. Are you willing to entertain a proposal that includes the provision of an ePCR solution? *Yes. However, the ePCR Solution must be compatible with the current Firehouse system or the Imagetrend Rescue Bridge software.*
15. When was your last EMS rate increase?
- A: July 2012
16. Are you a participating provider with any private insurance companies?
- A: No
17. In several places throughout the RFP you detail expected turnaround times. For example, on Page 5, Letter d-f mentions a two (2) business day timeframe. In some instances, we would like to present a solution that we have found to be most advantageous to the client. Are you willing to consider these suggestions?

A: The purpose of a "Request for Proposal" is to look at the various ideas/suggestions of each offeror and select the proposal that would best suit the needs of the City. All suggestions/ideas, etc. will be considered. Selection of the proposal that best meets the City's needs will be at the sole discretion of the City.

18. On Page 15, Letter G, you have requested a list and brief description of each EMS billing contract currently in place. Are you willing to narrow this list to a sample size of about ten (10) clients who are similar to the City?

A: Yes. A sample list of clients and description is acceptable as long as the City can determine from the information provided that you have ample experience in providing the requested services.

19. Is the City currently sending accounts to a collection agency?

A: No. However, this may happen at some point during the term of this contract.

20. In 2011 and 2012, what was the transport payer mix (percentage) for **charges** as follows:

- a. Medicare
- b. Medicaid
- c. Private Insurance
- d. Self-Pay

A: Please see the information on Page 7.

21. In 2011 and 2012, what was the transport payer mix (percentage) for **payments** as follows:

- a. Medicare
- b. Medicaid
- c. Private Insurance
- d. Self-Pay

A:

PAYER MIX BY PAYMENTS		
	Payments to charges	Payments to total payments
Insurance	17%	44%
Medicaid	1%	1%
Medicare	17%	45%
Private Pay	3%	10%

22. What were the total transports in 2011 and 2012?

A: 2011: ALS1 – 3,783; ALS - 102; BLS – 2,752. Total is 6,637.
 2012: ALS1 – 3,856; ALS2 – 85; BLS – 2,910. Total is 6,851.

23. What was the gross revenue from transports in 2012?
- A: \$4,057,130.40
24. What were the grow charges for transports in 2011 and 2012?
- A: 2011: \$3,523,263.60
2012: \$4,057,130.40
25. Are all transport vehicles ALS-staffed?
- A: No
26. How does the City/or the current vendor obtain patient demographic and insurance information?
- A: The current vendor is responsible for obtaining this information from the medical facility.
27. What are the primary transport hospitals? In 2011, what percentage of all transports went to each hospital?
- | | | |
|----|---|-------|
| A: | Chesapeake General Hospital | 0.06 |
| | Childrens Hospital of the Kings Daughters | 0.29 |
| | Harbourview Medical Center | 6.06 |
| | Landing Zone | 0.61 |
| | Maryview Hospital | 1.04 |
| | Obici Hospital | 76.98 |
| | Portsmouth Naval Hospital | 0.18 |
| | Riverside Regional Medical Center | 0.10 |
| | Scene | 4.68 |
| | Sentara Belle Harbour | 7.57 |
28. Provide the net charges for Fiscal Years 2011 and 2012.
- A: 2011: \$2,730,008.00
2012: \$3,140,336.00
29. Provide the total collections for Fiscal Years 2011 and 2012.
- A: 2011: \$1,377,654.08
2012: \$1,339,313.78
30. Provide the City's current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?
- A: Currently, copies are kept by both the City of Suffolk Fire Department and the current vendor.

31. In Section 6, Scope of Work k,l,m,n and o, and Section 6.2 a,b,c, and d, the RFP requests that the offeror provide a copy of various written policies and procedures. Clarify that you would like a complete copy of these policies since the documents are quite large. If required, would the City consider requiring offerors to provide these materials as a separate electronic file on a CD, flash drive, or other electronic media?

A: As requested, the City would like complete copies of these documents. These materials may be provided electronically.

32. In Section 6, Scope of Work, Part M re: Auditing Standards No. 70, clarify if the City will require a SAS 70 Type Audit or the more comprehensive SAS 70 Type II?

A: Type II

33. In regards to Item Number "u" under Section 6.1, "Describe in detail the method City staff will use to access the patient billing information. Include expected hours of availability, training, and support. After contract award, the Contractor must provide electronic access to their database for the Suffolk Dept. of Fire and Rescue authorized personnel. City staff shall have access during business hours." Is the City request, or inquiring, how access will be available to the "view-only" reports generated for the City?

A: DELETE Item u under Section 6.1. This will not be required.

34. The City requested the proposed vendor to have an SAS-70. Will you accept a company who is working to have the SAS 70, but does not have it yet?

A: Your proposal will be accepted; however, evaluation of the proposal by the Evaluation Committee may reflect a lower score because the information has not been included.

35. What is your Fire Department's RMS software?

A: The Fire Department currently uses FireHouse which will be changed to Imagetrend Rescue Bridge.

36. What's the run mix (Emergency Transport vs Transport)?

A: 100% emergency transport; no interfacility

The City has tried to provide answers to each and every question posed by potential offerors. If your question was not fully answered, or if you have any questions regarding this Addendum, please contact Cindy Norfleet, Senior Buyer, at (757) 514-7522, or via e-mail: cnorfleet@suffolkva.us.

As stated above, the deadline for the receipt of proposals will be 5:00 p.m. Thursday, January 17, 2013.

# of Calls by Primary Payor	FYE 12	% of Month
AUTO INSURANCE	6	0%
INSURANCE - COMMERICAL	543	10%
INSURANCE - HMO/PPO	437	8%
MEDICAID	560	10%
MEDICARE	1894	33%
MILITARY	92	2%
PRIVATE PAY	2122	38%
Total for All Payors	5654	100%

Billings by Charges Payor	FYE 12	% of Month
AUTO INSURANCE	3,390.45	0%
INSURANCE - COMMERICAL	320,068.75	10%
INSURANCE - HMO/PPO	256,403.75	8%
MEDICAID	308,159.60	9%
MEDICARE	1,117,949.10	34%
MILITARY	53,827.25	2%
PRIVATE PAY	1,235,181.60	37%
Total for All Payors	\$3,294,980.50	100%