



REQUEST FOR PROPOSALS (RFP)

Ambulance Billing and Revenue Cycle Management Services

Spanish Fork City
Spanish Fork Fire & EMS

RFP Issue Date: March 9, 2026

Proposal Due Date: March 26, 2026 at 3:00 PM MDT

Agreement Start Date: September 24, 2026



1. INTRODUCTION

Spanish Fork City (“City”) is soliciting proposals from qualified, Utah-based firms to provide comprehensive Ambulance Billing and Revenue Cycle Management Services for Spanish Fork Fire & EMS.

The selected contractor will provide full-service emergency medical services (EMS) billing, collections, reporting, customer service, compliance management, and records fulfillment, including GRAMA request processing.

The City intends to enter into an agreement with a qualified vendor that demonstrates experience, compliance, transparency, financial performance, and a strong commitment to public-sector service.

2. BACKGROUND

Spanish Fork Fire & EMS provides Advanced Life Support (ALS) 911 ambulance transport and inter-facility transport services within Spanish Fork City and surrounding areas pursuant to applicable state regulations. The department responds to approximately 3,700 EMS incidents annually.

The City seeks a partner that can optimize revenue capture, maintain strict compliance with all federal and state regulations, and provide excellent customer service to residents.

3. MANDATORY REQUIREMENTS

Proposers must:

- Be a legally registered and operational business headquartered and physically located in the State of Utah.
- Maintain an active Utah business license.
- Have a minimum of five (5) years of experience providing ambulance billing services within Utah.
- Demonstrate experience in billing Medicare, Medicaid, commercial insurance, self-pay, and other payer sources.
- Maintain compliance with HIPAA, CMS regulations, Utah Department of Health and Human Services regulations, and applicable federal and state billing laws.
- Provide GRAMA fulfillment services in accordance with Utah law.
- Maintain appropriate cybersecurity protections and data security protocols.
- Carry required insurance coverage as specified in Section 10.



4. SCOPE OF SERVICES

The selected vendor shall provide comprehensive EMS billing and revenue cycle management services including but not limited to:

A. Billing and Claims Processing

- Electronic and paper claim submission
- Coding verification and validation
- Charge capture review
- Claims tracking and denial management
- Appeals processing
- Secondary and tertiary billing
- Medicare, Medicaid, commercial, VA, workers compensation, and auto insurance billing

B. Collections

- Patient statements and billing cycles
- Inbound and outbound customer service calls
- Payment plans administration
- Credit card and electronic payment processing
- Self-pay collections
- Coordination with approved collection agency
- Compliance with Fair Debt Collection Practices Act (FDCPA)

C. Reporting

- Monthly financial reports (charges, payments, adjustments, AR aging, net and gross collection rates)
- Custom reporting upon request
- Annual performance summary
- Real-time dashboard access

D. Compliance & Regulatory Support

- HIPAA compliance management
- Audit assistance
- Medicare/Medicaid audit response
- OIG compliance guidance
- Assistance with rate studies if requested

E. GRAMA Fulfillment

- Timely processing of GRAMA requests



- Records retrieval and redaction
- Secure delivery of records
- Tracking and documentation of requests

F. Customer Service

- Dedicated customer service representatives
- Toll-free customer service line
- Spanish-language support
- Written correspondence management
- Complaint tracking and reporting

G. Software & Integration

- Compatibility with City ePCR system
- Secure data transfer protocols
- ERA processing
- Payment reconciliation services

5. PERFORMANCE STANDARDS

- Claims submission within 48 hours of receipt of complete documentation
- Minimum net collection rate of 47%
- Patient statements mailed within five (5) business days of claim adjudication
- Monthly reporting delivered by the 15th of the following month
- GRAMA requests fulfilled within statutory timelines
- Customer service performance consistent with industry standards



6. PROPOSAL REQUIREMENTS

Proposals shall include:

1. Executive Summary
2. Company Overview (Utah headquarters location required)
3. Description of EMS Billing Experience
4. Staffing Plan
5. Technology Overview
6. Data Security & Cybersecurity Plan
7. Compliance Program Description
8. Sample Reports
9. References (minimum of three Utah municipal clients)
10. Fee Proposal
 - Must follow current [State Legislation Guidelines](#) when billing
 - Proposal must have monthly revenue percentage broken out
11. Transition Plan
12. Insurance Certificates
13. Litigation History (past 5 years)

7. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Utah-based operations and experience (5%)
- EMS billing expertise (10%)
- Demonstrated collection performance (15%)
- Technology and reporting capabilities (15%)
- Compliance record (15%)
- Customer service model (10%)
- Cost structure (15%)
- References (5%)
- Transition and implementation plan (10%)

The City reserves the right to conduct interviews and request best-and-final offers.

8. AGREEMENT TERM

The anticipated agreement term shall be five (5) years. The anticipated agreement will automatically renew for successive renewal terms of one year each, unless either party provides written notice to the other party at least



forty-five (45) days prior to the expiration of the current term that it does not intend to renew.

9. COMPENSATION

Compensation shall be proposed as a percentage of net collections.

All fees must be transparent. No hidden charges or ancillary fees shall be permitted without prior written approval.

10. INSURANCE REQUIREMENTS

The selected vendor shall maintain:

- General Liability: \$1,000,000 per occurrence
- General Annual Aggregate: \$3,000,000
- Personal & Advertising Injury: \$1,000,000
- Professional Liability Aggregate: \$3,000,000
- Cyber Liability: \$1,000,000 per occurrence
- Cyber Liability Aggregate: \$3,000,000
- Workers Compensation: Statutory limits

Spanish Fork City shall be named and endorsed as an additional insured.

Statement below needs to be added to the Description of Operations:

Spanish Fork City, its elected officials, officers, agents, employees, and volunteers from all damages, costs or expenses in law or equity, including attorney's fees, that may at any time arise or be set up because of damages to property, bodily injury, or personal injury received by reason of or in the course of providing goods or services to Spanish Fork City, which may be occasioned by any willful, negligent, or wrongful act or omission of that contracting party, any of its employees, or any subcontractors.

11. SUBMISSION INSTRUCTIONS

Proposals must be submitted to:

Spanish Fork City

Attn: Lydia James

ljames@spanishfork.gov (cc: ehales@spanishfork.gov)

Deadline: March 26, 2026 at 3:00 PM MDT.

Late submissions will not be accepted.



12. RESERVATION OF RIGHTS

Spanish Fork City reserves the right to reject any or all proposals, waive informalities, request clarifications, negotiate terms, and cancel this RFP at any time.

13. CONTACT INFORMATION

All questions concerning this project shall be asked on Utah.bonfirehub.com. Under no circumstance shall the contractor contact the City. Any contractor that contacts the City may be disqualified from bidding on this project.