

City of South Salt Lake Fire Department
Request for Proposal for
Ambulance Billing Services

Introduction

The South Salt Lake Fire Department is requesting proposals from qualified firms for billing and collection services for ambulance transport and related services provided by the department. The selected respondent will bill for emergency medical services in a timely manner, pursue receipt of payment of accounts in a professional manner and provide excellent customer service to department staff, patients, and insurance carriers with billing questions or problems.

General Background

The South Salt Lake Fire Department provides fire protection and emergency medical services within the City of South Salt Lake. The department also provides service to surrounding communities under automatic and mutual aid agreements. The department responded to over 4500 medical calls for service in Fiscal year 2019. The number of annual calls has shown steady increase due to growth within the city. Billing and collection services are in conjunction with the fire department providing ambulance transport services.

Scope of Services

- Provide the fire department with billing and collection services for emergency medical transport services.
- Provide billing services office in Salt Lake County with "live" staff support.
- Provide Image Trend ePCR Software to provide compatibility with billing data requirements as well as providing for State NEMSIS and hospital data requirements, and pay for all annual software maintenance fees. The fire department will pay for all necessary ePCR hardware.
- Receive transport information and supporting documentation and confirm receipt of that documentation.
- Prepare all invoices and follow-up mailings. Invoices with instructions must be placed in sealed envelopes and mailed postage prepaid. Initial invoicing must occur within three (3) business days of receipt of the patient care report (PCR).
- Provide a toll free 800 telephone number with language translation services for billing inquiries by patients.

- Utilize and adhere to a standard billing schedule as follows:

Initial invoice	Within three business days of receipt of Patient Care Report
Statement	30 business days of receipt of Patient Care Report
Past Due Statement	20 days following initial statement
Final Demand	10 days following Past Due Statement - both verbal and written contact required

- Prepare invoices electronically and transmit to Medicare, Medicaid and other fiscal intermediaries.
- Transfer and bill all secondary and co-insurance billing to the appropriate secondary pay source.
- Bill private insurance, supplemental insurance, secondary insurance and workers' compensation carriers according to specific requirements. Electronic billing of e-insurance companies should be performed when appropriate.
- Prepare correspondence for additional information or follow up necessary to secure insurance payment on behalf of the department.
- Contact, by telephone, accounts that are past due 45 days to make payment arrangements. That contact must occur prior to submission to any Collection Agency.
- Provide electronic access to Patient billing records
- Execute a Business Associate Agreement for Health Insurance Portability and Accountability Act (HIPAA) compliance.

Required Reporting Documentation

All reports will be made available to the fire department in electronic and hardcopy format. Required Reports shall include but are not limited to:

Financial Reports

- Monthly billing summary to include number of medical records received, number of bills sent, total charges, total adjustments, total delinquent amounts, and total payments received.
- A monthly charge summary outlining all procedures and supplies per transaction and ability to sort the summary report by call and date range
- Monthly cash deposit report verifying daily deposit batch totals.
- Monthly accounts receivable aging report and analysis for 30, 60, 90, 120, and 150 day collections

- Monthly detailed report with payer mixes including patient name, insurance company, and amount billed, amount received, percentage collected/outstanding by payer mix, and transport ticket number.
- Payment to District of all credit card payments upon receipt by vendor and reconciliation of all credit card payments received
- Process for and documentation of any patient or insurance refunds that may be required

Monthly General Call Information Reports

- Number of calls per week, month and year
- Call by date
- Call by time of day
- Call location (street address/intersection)
- Zip code (location of call according to zip code)
- Call type (medical vs. trauma; ALS vs. BLS)
- Destination hospital for patient transport
- Number of patients per incident transported and treated

Call Duration Information

- Response time (time from dispatch to arrival)
- Scene time (time from arrival to transport)
- Transport time (time from transport to arrive at destination)
- Hospital time (time from arrival at destination to AOR)

Patient Information

- Age by years; if < 1 year of age report age in months and/or weeks
- Gender

Medical Information

- Chief complaint (call type) – different from above – (this would be categories of calls such as abdominal pain, chest pain, motor vehicle collision, burn, etc.)
- Chief complaint by percentage (10% falls, 5% chest pain, etc.)
- Chief complaint per individual EMS personnel (J. Jones: 25% of calls were chest pain, 15% motor vehicle collision, etc.)
- Chief complaint by week, month and year for trend analysis
- Medication use (to include all medications in AEMT and EMT-P scope of practice)

Emergency Medical Services Personnel Information

- Medic Manager (certification, accreditation, expiration date of each, special certifications such as ACLS, PALS, CPR, etc. and their expiration date)
- General call information (as noted above)
- Times (as noted above)
- Patient information (as noted above)
- Medical information (as noted above)
- Performance statistics
 - IV
 - IO
 - Advanced
 - Airway use (oral, nasal, etc.)
 - CPAP use
 - Chest decompression
 - Medication use
 - Non transports call responses

Software Requirements

Respondents must be able to electronically interface with the Image Trend Electronic Patient Care Reporting (ePCR) system. If any upgrades are required to the department's system, the billing company shall provide funding and technical support.

Insurance Requirements

Respondent shall obtain, and during the term of service shall maintain, policies of commercial general liability and professional liability insurance from an insurance company authorized to be in business in the State of Utah. Each such policy shall be in an amount of not less than One Million Dollars (\$1,000,000) for each occurrence. Additional insurance requirements may be imposed pursuant to the agreement executed between the department and the successful Respondent.

South Salt Lake Fire Department Responsibilities

The department will do the following:

- Submit necessary transport information, including pay source information and patient condition for billing purposes through daily electronic uploads of ePCR data.
- Notify provider of accounts with special processing requirements.

Proposal Requirements

Each proposal shall include the information detailed below:

1. Cover letter summarizing the proposal
2. Experience: Five years documented experience providing billing and collection services for emergency medical transport services for agencies.
3. Scope of Work: A description of services/detailed work plan that responds to the Scope of Work
4. Staff: Identify the staff assigned to this account including duties, qualifications and experience.
5. Subcontractors: Identify subcontractors that may be utilized to fulfill the requirements in the Scope of Work.
6. References: List at least three agencies that Respondents currently provide services to along with contact name and telephone number
7. Cost: Cost proposal for services
8. Conflict of Interest: Identify any actual or perceived conflict of interest that may result from the performance of proposed services.

Proposal Format

Proposals cannot exceed 15 pages in length including respondent marketing material.

Selection Procedure

The following is a list of key dates for the proposal and selection process.

Request for proposal issued August 9, 2019

Proposal submission deadline Friday, August 30, 2019, 2:00 p.m.

Proposal screening September 3, 2019

Selection committee review and approval September 6, 2019

Contract Begins on or about September 17, 2019

Proposal Evaluation Criteria

There will be no public bid opening. A selection committee will review the proposals received in accordance with the general criteria defined below. Proposals shall specify each item as set forth in this RFP. Failure to fully comply with the requirements of the RFP may be grounds for rejection of the proposal. The sole objective of the selection committee will be to select the proposal most responsive to the department's needs, based on the following criteria:

1. Adequacy, completeness and responsiveness of the Proposal with regard to the information required by the RFP.

2. Demonstrated competence and professional qualifications necessary for satisfactory performance of the work required by the department.
3. Recent experience in successfully performing similar services.
4. Background and related experience of the specific individuals to be assigned to this account.
5. Cost will be a consideration but may not be the sole criteria in determining responsiveness to the RFP.

The department reserves the right to reject any and all proposals. The department shall be the sole judge in determining if the Respondent is qualified to undertake the project pursuant to the criteria contained in the RFP.

Contract award

Contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the department. The department reserves the right to further negotiate the proposed work and/or method and amount of compensation.

Late, Faxed, and Electronic Bids

Late, faxed, and electronic bids will not be accepted.

Discretion and Liability Waiver

The department reserves the right to reject any and all proposals or to request and obtain, from one or more of the firms submitting proposals, supplementary information as may be necessary for department staff to analyze the proposals pursuant to the selection criteria contained in the RFP.

The department may require firms to participate in additional rounds of more refined submittals before the ultimate selection of a firm is made. These rounds could encompass revisions of the submittal criteria in response to the nature and scope of the initial proposals.

The firm, by submitting a response to this RFP, waives all rights to protest or seek any legal remedies whatsoever regarding any aspect of this RFP. The department may choose to interview the most qualified firm(s); however, the department reserves the right to choose any number of qualified finalists.

Contacts

Any questions regarding this RFP of a substantive nature must be submitted in writing to the City Recorder's Office at least three days prior to the bid deadline. All information given to one candidate will be sent to all candidates who have submitted an RFP, or who have contacted the City Recorder's office and placed on a list of interested parties.

Questions of a procedural nature (forms necessary, confirming deadline, format of papers, etc.) shall not be forwarded to the candidates.

Directions for delivery of the Proposal

Please submit three (3) copies of the proposal no later than 3:00 p.m., August 30, 2019 to:

City of South Salt Lake City Recorder
Second Floor
220 East Morris Avenues
South Salt Lake, Utah 84115