

RFP 2020-032 Billing and Collection Services for EMS

Questions and Answers

March 5, 2020

1. **Why has this bid been released at this time?** This is a request for proposals not bids. The County is required to solicit for services on a regular basis.
2. **When is the anticipated award date?** This contract will be awarded at the end of this RFP process, that process will continue until a successful bidder is chosen and a contract negotiated.
3. **Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?** Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
4. **Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.** The County has a high level of satisfaction with the current vendor.
5. **Has the current contract gone full term?** Yes
6. **Have all options to extend the current contract been exercised?** Yes
7. **Who is the incumbent, and how long has the incumbent been providing the requested services?** Medusind, since 2013. The vendor was previously called Quantum Medical Business Service
8. **To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?** The need for local services are outlined in the RFP.
9. **What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?** The budgetary information that the County is open to releasing is outlined in the RFP.
10. **What were your annual total adjustments for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
11. **What were your annual contractual allowance write offs for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
12. **What were your annual gross collections last year or for the last 12 months?** This information is included in the RFP document.
13. **What are your per-mile ground transport charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
14. **What are your advanced life support charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
15. **What are your advanced life support emergency level 1 charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
16. **What are your advanced life support emergency level 2 charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
17. **What are your basic life support charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

18. **What are your basic life support emergency charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
19. **What are your specialty care transport charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
20. **What are your treatment without transport charges?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
21. **What is your average per-trip charge?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
22. **When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?** Offerors should propose competitive rates.
23. **Are there any other charges you assess not otherwise covered by our questions?** Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
24. **What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?** To the County's knowledge residents and non-residents are charged identically.
25. **Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?** This information is included in the RFP document.
26. **What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
27. **What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
28. **What were your transports per year for basic life support emergency for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
29. **What were your transports per year for specialty care transport for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
30. **What were your transports per year for treatment without transport for last year or for the last 12 months?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
31. **What is your payer remit mix expressed as percentages of 100% of what you typically receive** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
32. **How many total transport vehicles do you now operate?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.
33. **What is your average loaded miles per trip?** This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

34. What is your average revenue per call? This Budgetary information is not being released at this time. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

35. Please provide the following annual financial information for most recent fiscal year:

Total Annual Charges

Total Annual Adjustments

Total Annual Revenue

The budgetary information that the County is open to releasing is outlined in the RFP.

36. What is your payer remix as percentages of 100% of what you typically receive?

Medicare %

Medicaid%

Blue Cross %;

Commercial Insurance %

Self-Pay %

The budgetary information that the County is open to releasing is outlined in the RFP.

37. What is the average charge per transport? The budgetary information that the County is open to releasing is outlined in the RFP.

38. What is the average revenue per transport? The budgetary information that the County is open to releasing is outlined in the RFP.

39. What is your average mileage per transport? The budgetary information that the County is open to releasing is outlined in the RFP.

40. Does the County utilize a subscription service? The budgetary information that the County is open to releasing is outlined in the RFP.

41. Does the County have a local business/office requirement for this RFP? The preferences for local services are outlined in the RFP. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

42. Please clarify Compliance Information Requirement 8: "The contractor should subscribe to a minimum of one teleconference per County of Roanoke fiscal year (July-June) by a recognized Ambulance Transport Consulting Company and make the teleconference available to Roanoke County Fire and Rescue department Senior Staff."

Is the County asking to have at least one annual teleconference the vendor has with their Ambulance Transport Compliance Consultants to be dedicated to the needs and questions of Roanoke County? Yes, annually Roanoke County EMS would want a teleconference with the vendor to update County staff on any changes in practices or laws regarding billing.

43. Please provide your current charge list. The budgetary information that the County is open to releasing is outlined in the RFP.

44. Please provide last year's total payment amount. The budgetary information that the County is open to releasing is outlined in the RFP.

45. Are credit card payments allowed? If yes, who will be responsible for the credit card transaction fees? Credit Card Payments are allowed and the county is responsible for those transaction fees.

46. What is your current billing vendor's commission rate? The budgetary information that the County is open to releasing is outlined in the RFP.

47. Within the compliance Information section, it requests that the vendor have the ability to collect ambulance charges by walk-in locally. Is the intent of this request to require an onsite representative to be present at the County's main office? The

County is requesting that the vendor have availability during normal business hours should citizens need assistance, also availability to provide in person prearranged services.

48. Within the Scope of Work section, it states that the County current uses a bank lockbox with BB&T for receiving electronic payments. Is this lockbox paid for by the county? Currently, the lockbox is at the County's expense. However, Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

49. Please provide the current and preferred method of receiving non-ach payments? Currently the preferred Non-ACH payment method is check. However, Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

50. Please provide the following for each call type (annual volume/run mix):

| Call Type (2019) | Fee | Call Volume |
|-----------------------|-----|-------------|
| ALS Emergency (A0427) | | 6,466 |
| BLS Emergency (A0429) | | 3,368 |
| ALS 2 (A0433) | | 96 |
| Mileage (A0425) | | |

The budgetary information that the County is open to releasing is outlined in the RFP, See above for the ALS 2 call volume.

51. How many of the ALS trips above were billed as ALS2? The budgetary information that the County is open to releasing is outlined in the RFP.

52. When was the last time your fees were updated? The budgetary information that the County is open to releasing is outlined in the RFP.

53. What is your average loaded mileage? The average mileage for our calls is 8 miles, depending on the hospital.

54. Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications. The County currently uses Imagetrend at the county's expense.

55. Please provide the net charges for fiscal 2019? The budgetary information that the County is open to releasing is outlined in the RFP.

56. Please provide the total collections for 2019? The budgetary information that the County is open to releasing is outlined in the RFP.

57. Please provide the average revenue collected per transport for fiscal year 2019? The budgetary information that the County is open to releasing is outlined in the RFP.

58. Please provide a breakdown of FY 2019 transports by primary payor for the following categories?

- a. Medicare
- b. Medicaid
- c. Commercial Insurance
- d. Patient Pay

The budgetary information that the County is open to releasing is outlined in the RFP.

59. Can you please confirm how many invoices do you require and at what interval?

Offerors are encouraged to include whatever information they feel best outlines their solution for the County.

60. Please provide the number of transports for each call type for fiscal year 2019?

- e. ALS Emergency
- f. ALS Non-Emergency
- g. BLS Emergency

- h. BLS Non-Emergency
- i. ALS 2
- j. SCT

The budgetary information that the County is open to releasing is outlined in the RFP.

61. Please provide the current charges for each level of service?

- k. ALS Emergency (A0427)
- l. ALS Non-Emergency (A0426)
- m. BLS Emergency (A0429)
- n. BLS Non-Emergency (A0428)
- o. ALS 2 (A0433)
- p. SCT (A0434)
- q. Mileage (A0425)
- r. Treatment No Transport (A0998)

The budgetary information that the County is open to releasing is outlined in the RFP.

62. Please describe your current practice for managing Notice of Privacy Practice (NPP).

Will the successful vendor be responsible for mailing NPP's? The current practice is that the information is available at the EMS offices if citizens need to see it. They are currently not mailed.

63. Will the contractor be accepting all payments? Or will payments be forwarded to the County of Roanoke directly? The current billing company is able to accept payments and they are deposited into County accounts. Offerors are encouraged to include whatever information they feel best outlines their solution for the County.