

Raytown Fire Protection District

RFP

Emergency Medical Services (EMS) Cost Recovery Services



6020 Raytown Trafficway
Raytown, MO 64133
P: 816-737-6034

REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING Services

The Raytown Fire Protection District (District) is requesting written Proposals for:
Emergency Medical Services (EMS) Cost Recovery Services

SUBMIT SEALED WRITTEN PROPOSAL TO:

Raytown Fire Protection District
Attn: Matt Mace, Fire Chief
6020 Raytown Trafficway
Raytown, MO 64133

Indicate firm name and “RFP for EMS Billing Services” on the front of each sealed Proposal envelope or package

The District shall not be responsible for the premature opening of a Proposal, which is not properly addressed or identified. All Proposals received will be marked by date and time received. This date of receipt will prevail over postmark date.

RFP questions shall be done in writing by email to: mattm@raytownfire.com

Proposers are responsible for acquiring and submitting the latest version of the RFP, failure to submit latest version may be deemed non responsive and the proposal rejected.

RFP SCHEDULE:

	Date	Time
Issued Date	September 6, 2024	
Questions Deadline	September 25, 2024	4:00 PM By email only
Submission Deadline	October 2, 2024	4:00 PM Fire Headquarters
Proposals Opening	October 2, 2024	4:30 PM Fire Headquarters
Anticipated Board Approval	October 8, 2024	6:00 PM Fire Headquarters
Anticipated Award Notification	TBD	

NO EXCEPTIONS

Late submittals will not be considered. Written Proposals must be received by the time and at the location specified above. Postmarks will not be accepted. Proposals addressed to anyone other than the person specified above under “Submit Sealed Written Proposal To,” section will not be accepted.

Scope of Work

The proposer shall be in compliance with the Health Insurance Portability and Accountability Act (HIPAA). The proposer shall supply all software associated with capturing data for the completion of NEMSIS and NFIRs data, the billing, and receivables process. This includes the records management system and the data captured for all aspects of EMS.

It shall be the responsibility of the cost recovery proposer to modify their billing system to capture all necessary data generated from the District's electronic Patient Care Reporting (ePCR) program necessary for billing. The proposer shall work with the District to identify data input gaps, errors or other data needs, and describe a means of obtaining solutions to these problems. The proposer shall provide information on the company's experience with ePCR software and a complete list of their customers who are utilizing ePCRs, including the ePCR company used by those customers.

The proposer shall provide a complete package describing billing and collections, follow-up, account posting and accounts receivable reconciliation and reporting services. All services are to be provided in two (2) methodologies:

1. A fee-based percentage of actual collected revenue; and 2. A per claim fee. The District reserves the right to select which method will be used for actual payment of services. No "up front" or ongoing costs will be borne by the District, nor will the District provide any staff to support the contract.

General Information

1. The Raytown Fire Protection District was incorporated in 1948 and serves a community of 29,526 residing in 9.9 square miles. This service area mirrors the city limits of Raytown, Missouri. However, the District is a separate taxing entity from the City of Raytown governed by its own 3-member, elected board of directors, and funded by separate tax revenue. The City of Raytown was incorporated in 1958, is an inner ring suburb and is located 11 miles southeast of downtown Kansas City. In November of 2018 the District assumed the ambulance operation from the City of Raytown acting as subcontractor operating under their ambulance license. In April of 2019 the District received voter approval to obtain a license to provide ambulance service assumed the billing for ambulance services on November 1, 2019. After five years of operations and high quality billing services, the District is seeking proposals from qualified firms and organizations to provide ambulance billing services.

2. The District wishes to enter into a three-year contract for ambulance billing services with two one-year extension options after the initial contract period.
3. The District provides BLS, ALS1, ALS2, and treatment without transport services for residents and non-residents. In 2024, the District is projected to transport 4,200 patients.
4. Our fee schedule is as follows:

RESIDENTS	ALS2 \$1,400.00	ALS \$1,000.00	BLS \$800.00
NON-RESIDENTS	ALS2 \$1,400.00	ALS \$1,000.00	BLS \$800.00
	MILEAGE \$14.00/mi	Treatment without transport \$147.00	

Requirements

The list below describes the **minimum** services required of the proposer:

1. Provide all tested and working software, tested and working hardware and technical support associated with the billing, receivables process and debt collections to support up to and possibly more than 5,000 collections annually for Emergency Medical Services during the term of the contract. The software and hardware shall ensure complete and uninterrupted back-up with a data recovery system, should a disaster occur. All software and hardware costs shall be borne by the proposer and all software and hardware products shall be chose by the District.
2. Proposer shall have the capability to fully integrate and support the District ePCR application of choice.
3. Proposer shall provide a monthly reconciliation of the data received from the District’s patient care records with the amount it has billed to customers explaining differences, if any.
4. Maintain updated and current Technology that will continuously provide the highest level of reimbursement and customer service possible.
5. Transmit billing data electronically to all customers accepting electronic claim submission. The proposer shall have the ability to provide itemized billing statements based on the District’s EMS fee schedule and provide itemized billing

receipts in both paper and electronic formats depending on the needs of the customer.

6. Have the ability to receive patient care documentation on paper and electronically. Verify the receipt of these documents and return confirmation to the Fire District.
7. Must have remote access to face sheets and insurance information from our receiving hospitals.
8. Research and follow up on all accounts with inadequate billing information to include:
 - a. Contact the EMS Division for missing and/or incomplete information which may be found in the District run reports.
 - b. Contact receiving hospital for missing and/or incomplete billing information needed from the admitting/registration records.
 - c. Contact patient family members or emergency contacts for information.
 - d. Referring to zip code/street directories for acquisition of incomplete/missing address information.
 - e. Communicate all inquiries to the patient.
9. Generate appropriate itemized or bundled charges from approved fee schedules provided by the District.
10. Meet or exceed mutually agreed upon collection targets.
11. At a minimum of every 30 days, provide to the District a list of accounts turned over to collections which includes the reason why the account was unable to be collected.
12. Review all patient records and report to the District all accounts deemed delinquent per a pre-defined timetable.
13. Provide quarterly analysis identifying at a minimum percent of collection, timelines from billing to receiving payment, number and types of complaints and other data deemed necessary for business planning and future analysis.

14. Shall exercise ethical, prudent, lawful and professional efforts to secure payments on all accounts referred by the District. Collection activities shall comply with all HIPAA, federal, state, and local laws.
15. Shall handle all telephone calls and correspondence in a timely, professional and courteous manner.
16. Will be responsible for all customer billing inquiries and retrieval of records.
17. Any notification to the provider that an attorney is handling a personal injury case for a patient shall result in the provider sending a lien to the attorney which will request that the attorney and patient both execute the lien. The contractor shall have a process to follow up on the status of these lien accounts.
18. Customer service representative(s) shall be assigned to provide customer service and to answer billing questions.
19. Provide on an annual basis to District employees at least three in-person in-service training for patient documentation compliance to ensure compliance with all applicable federal and state laws at no additional charge. The biller does not have to provide the training themselves but must assure that the designated trainer is experienced in ambulance documentation requirements and compliance needs.
20. Provide assistance and on-site training for District administration staff on developing procedures to ensure the District is following and meeting all federal, state, and local laws for cost recovery.
21. Agrees to negotiate in good faith with the District at the termination of the contract, regarding the best manner to transition active accounts. Proposer agrees to deliver to the District or its representative a computerized file of active accounts, in a format agreeable to the District.
22. Coordinate all disputed claims with the designated District representative.
23. Have the current capability to ensure an adequate audit trail.
24. Produce specialized "on request" reports containing any or all of the previously listed information in a timely manner or based on a standardized schedule.

25. Have the ability to customize billing forms and follow-up letter per District requirements.
26. Given reasonable notification make all books and records available to both internal and external auditors pertaining to the billing and collection for the District.
27. Upon implementation of contract be able to process any backlog of billing within 45 days of the implementation date

The selection of a firm to provide ambulance billing services to the District will be based upon an assessment of all information identified. The District reserves the right to enter into a contract with the firm whose proposal offers the best quality and/or best satisfies the District requirements regardless of the fees proposed.

Qualifications Q&A

1. Provide general information about the company including; size of organization, number of employees, location of all offices, years in business, business name for the last 10 years, name of owners and principal parties, and a brief summary of firm's history and experience.
2. Provide a narrative summary of the firm's philosophy and approach to translating the District's requirements into a complete and accurate design document.
3. Staffing, please provide;
 - a. Information showing all proposed staff assignments and their assigned duties and job titles; including organizational chart.
 - b. Naming of a "single point of contact" person at the biller's firm. This person shall be responsible for the implementation of the transition plan and the billing contract management for at least the first six months. He or she shall be well versed in all aspects of the billing process.
 - c. Provide proof of routine checks of the organization and its employees against all applicable healthcare exclusions lists.
 - d. A list of individuals who will be working on this project and the functions that each will perform.

- i. For each designated individual, state their position in the firm, and specific billing experience and collection skills, include any municipalities similar to the District they have previously been involved with.
4. Provide a project schedule, identifying tasks and deliverables to be performed, duration for each task and overall type of completion (i.e., document, item to be purchased, etc.).
5. Provide a detailed description of specific tasks you will require from the District staff, in order for your company to complete the specified tasks within this RFP.
6. Describe your corporate compliance program with specifics on how you ensure compliance with federal and state healthcare laws related to the proper submission of claims on behalf of the District. Provide a regulatory compliance plan. At a minimum this plan should include:
 - a. Name of the compliance officer at the biller firm. This person must be separate from the day to day billing operations for biller. The District will name a corresponding contact.
 - b. Biller will arrange the performance of an annual independent ambulance billing compliance audit by an expert in ambulance billing. Biller to pay audit fees. Independent auditor to be approved by both the biller and the District.
 - c. Biller will alert the District of current Medicare and Medicaid fee schedule information as it pertains to the District. Going forward, biller will keep the District updated to any changes to the Medicare or Medicaid fee schedule.
 - d. Software safeguards, personnel training, and internal controls to assure compliance with:
 - CMS regulations
 - State Medicaid regulations
 - HIPAA Protections
 - Red Flag Rules
 - State and federal Insurance law, workmen's compensation law
 - Process and procedures for major commercial payers
7. Please provide a sample of your typical billing invoices and any other standard customer communications.
8. Provide a flow chart for the billing process, with responsibilities clearly delineated between the District and the biller.

9. Explain how you will bill Medicare, private insurance carriers, and public aid electronically, in a HIPAA-compliant manner.
10. Please provide a brief description of your complete billing process from the time of transport through completion of cash receipt and deposit. How long does the entire process take for you to process an invoice?
11. What controls do you utilize to insure the proper posting of payments?
12. Describe what employee documentation training you offer and how it is presented e.g., classroom, e-learning or other means.
13. How do you document refunds?
14. Must have standard operating hours from 8:00am to 7:30pm Central Standard Time. Must have an (800) number in place with multilingual staff members who will handle all patient concerns and questions during these hours.
15. Cash deposit is requested specifically; please indicate your ability to comply: Once per week, cash receipts are posted, and the funds transferred directly to the Fire Districts bank account. EFTs should be posted weekly and reports supporting deposits must be sent via secure web messenger.
16. The District desires reports in excel format for: billing information, receivables, and statistical reports broken down in several ways. Please provide samples of your reporting capabilities.
 - a. Ticket Survey Detail
 - b. Amount Billed
 - c. ICD Codes Assigned
 - d. Amount Refunded
 - e. Collection Statistics
 - f. ALS/BLS Spreadsheet
 - g. A/R Check
 - h. Cash Receipts Adjustment Recap
17. Can your company create custom reports upon request? Are there any additional charges for this work and how long does it take to process a request?
18. Do you accept credit card payments and payment plans? Are there any restrictions or additional fees?

19. Can you provide a list of bad debt accounts to the District prior to turning over the account for collections? How will this process be handled?
20. Has your company or any affiliated company (parent company, etc.) been involved in any lawsuits in the last five years? If so, please list. Are any of the lawsuits pending or unresolved? If so, please list.
21. Please provide a copy of your most recent financial statement.
22. Provide a list of five Midwestern references similar in size and scope to the District and include contact name and telephone number. Show the number of bills processed in 2023 for these clients, number of write-offs, write-downs and the gross and net collection percentages for each.
23. Please describe your process/system for resolving billing disputes and/or denials.
24. Please state your fees for service as an all-inclusive percentage of monies collected on a monthly basis. Is there a fluctuation in price after the initial three-year term?
25. Must have Certified Ambulance Coders on staff certified by the National Academy of Ambulance Coding (NAAC). Please list their names and length of certifications. All coding must be performed in the United States.
26. Your policies and procedures must be audited by an outside firm. SOC I Type II Certification is required. Please provide a copy of the most recent report.
27. A document management system must be used for all payments, correspondence, explanation of benefits, etc. Please describe in detail the system utilized.
28. Do you have the ability to capture social security numbers that aren't listed on face sheets? Please specify the tools you use to locate patients with incorrectly listed addresses.
29. Are you able to attend on-site quarterly meetings?

30. Must be able to directly and electronically integrate with and receive information from our ePCR system. Please describe this process and identify five of your customers that also send you their run reports electronically through this same system.
31. Please describe your secure means of exchanging Protected Health Information.
32. Please indicate any additional revenue-generating options or services that your company is able to provide that may interest the District.

Additional Information

Amendments

The District reserves the right to issue addenda or amendments to this RFP. It is the proposer's responsibility to obtain any and all addenda or amendments and to submit the right document(s) requested. The District reserves the right to extend the date that responses are due. Please email Chief Matt Mace @ mattm@raytownfire.com with your intention to submit a proposal in order that we may notify you of any changes to this RFP.

Sub-Contracting

Selected proposer shall not assign or subcontract any portion of this agreement or transfer, assign or outsource any claim, pursuant to this contract, without prior written consent from the District.

Negotiations

The District may require the potential proposer(s) selected to participate in negotiations with the District. This may include cost, technical or other clarifications needed to make a decision.

Change of Address

Proposer shall notify the District in writing of any change in mailing address within ten (10) business days of the change.

No Proposal

In the event a proposer chooses not to submit, but wishes to remain on the Proposal list, submit an email to the contact above indicating your intention not to submit a Proposal with a brief explanation as why the inability to Propose.

Opening of Proposals

The Proposals will be opened publicly. Proposers are welcome and are encouraged to attend Proposal openings. Proposal openings will be listed by proposer name, address and Proposal amount only. Evaluation of all Proposals will be done at a separate time following Proposal opening and will be available to interested proposers at a later time.

Cost of Preparation

Proposer assumes all costs of preparation of the Proposal and any presentations necessary to the Proposal process.

EVALUATION CRITERIA

The purpose of the RFP is to enable the District to select the most qualified firm with whom it intends to enter into negotiations for ambulance billing and collections services. An award may be issued to other than the lowest responsible and responsive proposer.

The District will use a qualifications-based selection process. After all submittals are reviewed the District may conduct interviews with proposers. The District reserve the right to request additional information which, in its sole opinion, is necessary to assure that the firm's competence, number of qualified employees, business organization and financial resources are adequate to perform the required services for the District.

Evaluation will be based upon but not limited to the following criteria:

- Experience and efficiency with similar projects
- Qualification and experience of the proposed project team
- Extent of prior experience conducting EMS billing for Missouri clients
- Length of time in business
- Size of customer base, including the number of EMS claims processed annually
- Proposed methods of the overall plan to accomplish the work in a timely and competent manner within the District constraints and time frames
- Conformance to the specified RFP format
- Organization, presentation, and content of the RFP
- Price
- References
- Proposer or firm past relationship/performance with the District
- Any other relevant factors listed in this solicitation

The District realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the District. While Cost may not be the primary factor in the evaluation, it is an important factor.

FORMAL AGREEMENT

Proposer will be required to enter into a formal agreement with the Fire District. This RFP sets forth some of the general provisions which will be included in the final contract.

Contract Information

- Duration: Contract shall be in effect for three (3) years from date of agreement.
- Renewal: The Contract may be extended for additional two (2), one (1) year periods at the District's discretion. Said extension shall be subject to the same terms and conditions as the present contract.
- Termination: The District reserves the right to terminate the contract at any time for cause by providing ninety day written notice. In the event of contract termination or bankruptcy/dissolution of the contractor, all accounts and documentation relating to The District accounts shall be returned to the District, regardless of status or payment arrangements made with consumers.

INSURANCE REQUIREMENTS

Upon notification of bid award, Contractor shall furnish the District with certificate(s) evidencing insurance coverage required below. Copies of required endorsements must be attached to the provided certificates. It is the responsibility of the Contractor to notify its insurance advisor or insurance carrier(s) regarding coverage, limits, forms and other insurance requirements specified below. Building Trades Contractors and Contractors engaged in other projects of construction shall have their general liability Aggregate Limit of Insurance endorsed to apply separately to each job site or project. All documents must be received and approved by the District before work commences.

GENERAL LIABILITY shall be on an Occurrence basis (as opposed to Claims Made basis). Minimum limits and structure shall be:

General Liability:	\$2,000,000
Products Comp/Op Aggregate:	\$2,000,000
Personal & Adv. Injury:	\$1,000,000
Each Occurrence:	\$1,000,000
Fire Damage:	\$ 100,000

WORKERS COMPENSATION

Statutory

EMPLOYER'S LIABILITY

\$1,000,000 per accident for bodily injury or disease.

PROFESSIONAL LIABILITY

Professional Liability or Errors and Omissions Liability: \$1,000,000 per claim and aggregate.

ADDITIONAL INSURED

The District, its officers, directors, officials, and employees are to be endorsed as additional insured's as respects: liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; premises owned, occupied or used by Contractor; or automobiles owned, leased, hired or borrowed by Contractor. The coverage shall contain no endorsed limitations on the scope of protection afforded to the District, its officers, directors, officials and employees.

Submission Instructions

To successfully submit a Proposal, Proposers are required to submit a sealed Proposal packet to the location specified in the "Submit Sealed Written Proposal To" on page 2. The Proposal packet shall contain the following documentation:

1. The "Request For Qualifications Document" with signature, title, date, printed name and company name at the bottom of each page indicating that the Proposal document, including attachments, were received and read.
2. Proposer must submit three (3) copies of its response, one (1) clearly marked "Original," the other two (2) clearly marked "Copy."
3. Proposer is required to provide contact information as soon as possible to receive any Proposal amendments and changes prior to closing.
 - Proposer shall email Chief Matt Mace at mattm@raytownfire.com stating intentions to submit Proposal.
 - Contact information should include: proposer's name, representatives' name, phone number, fax number and/or e-mail. Failure to provide initial contact information will exclude you from receiving update notifications.
4. Unless otherwise stated, it will be our understanding that all specifications requested in RFP will be met. Unwillingness or inability to comply with any specific provisions in the RFP may result in the Proposal being rejected.
5. Deviations from specifications must be stated by the proposer when submitting a Proposal. If not stated, the District assumes that the specifications are going to be met.
6. Sealed Proposals shall be submitted using one of the following methods:
 - **In Person** – hand delivered to the District at the address provided in the "Submit Written Proposal To" section.
 - **By mail** - using certified or registered mail with return receipt requested, or by overnight delivery services to the address provided in the "Submit Written Proposal To" section. Proposal must be received by deadline.
 - **Faxed or e-mail Proposals will not be accepted.**