

City of Saco
Request for Proposals
Emergency Medical Billing & Collection Services

The City of Saco seeks proposals for an experienced medical billing provider to outsource emergency medical billing and collection services. The Fire/Ambulance division of the City of Saco responds to, on average, 2790 calls per year with total billings between \$700,000 and \$800,000 per year.

Proposals will be accepted until 4:00 PM on Friday, September 25, 2020, by email to gsalas@sacomaine.org. Proposals must include responses to all requirements contained within this RFP, in a PDF labeled "RFP – Rescue Billing Services" attached to an email with the same title

Any questions regarding the project specifications should be directed to Glenys Salas, Finance Director, at gsalas@sacomaine.org. Deadline for questions is: Monday, September 21, 2020 at 5:00 PM.

The attached response forms must be completed and included with your proposal. Failure to submit a complete package will nullify your proposal. The City of Saco reserves the right to accept or reject any or all proposals or negotiate with a proposer following the public opening without right or recourse by vendors, if it is in the best interest of the City to do so.

The City of Saco is sales tax exempt.

Reviewed and approved by:

Glenys Salas, Finance Director

Date

City of Saco
Request for Proposals
Emergency Medical Billing & Collection Services

RFP Circulation Date: 9/4/2020
Proposal Submission Due Date: 9/25/2020

Introduction

The City of Saco is soliciting proposals to outsource the emergency medical billing and collection services.

Background Information

The City of Saco has contracted with the City of Freeport for the last 8 years in providing our EMS billing services. As the rules for ambulance billing continue to evolve and our communities deal with the budget constraints that all municipalities are facing, we are accepting proposals to contract these services out to a firm whose primary focus is EMS billing. The Cities are seeking a vendor that will provide not only billing services, but also education for our providers, guidance on establishing billing rates, and monitoring and auditing for compliance with all federal, state, and local laws pertaining to EMS billing, including maintenance of the City in good standing with all regulatory agencies.

The Saco Fire Department operates a fire-based EMS service. We staff three paramedic level ambulances 24/7. All patient care reports are produced electronically (ePCRs) and are available for downloading from the Maine EMS Run Reporting (MEMSRR) System.

For fiscal year 2020, Saco billed for 1908 calls. We billed a total of \$1,096,411 with a collection rate of 52.7% and had revenue of \$578,152.

The cost of this service will be paid out of the revenue generated by billing activity. These revenues are tracked in a dedicated special revenue fund on the City's books.

Proposal / Submission Requirements:

To establish a uniform review process, proposals shall be organized in the following manner, with the following information provided:

1. Title Page – Show the proposal subject, name of proposing company, local address, telephone number, name of key contact for proposal, and date.
2. Table of Contents – Clearly identify included materials by section and page number.
3. Letter – This letter should briefly state the Proposer's understanding of the work to be done and give details of anticipated project approach. Should be no more than one page.
4. Procedural Items
 - a. Is your firm able to pull our electronic ePCR data directly from the MEMSRR system?
 - i. How often does your firm process EMS bills on our behalf?
 - ii. How quickly will your firm respond to requests for information or reports?
 - iii. Will you accept EMS face sheets bulk scanned periodically (at least weekly) e-mailed or faxed, so they can be matched up with the appropriate ePCR?
 - b. Please outline your procedure for handling the disbursement of funds, reconciliation of explanation of benefits (EOBs), deposits, and billing us for your services so as to avoid any Medicare re-assignment concerns.
 - c. What is your process for dealing with claims that contain unclear or missing information?
 - d. How do you handle non-billable calls?

- e. Please outline your data back-up and continuity of operations plans should you experience a problem at your office.
 - f. Are you flexible in terms of following our local policies in terms of sending unpaid bills from seniors, City employees, hardship cases, and other circumstances to collection?
 - g. How do you handle the collection process if you are unsuccessful collecting the full amount billed?
 - h. Explain the security in place for the transfer of private information, such as patient data, between the City and your firm.
 - i. Should the City decide to turn over accounts already billed but unpaid at time of contract implementation, how would you handle the data transfer and what would be the fee for collection?
5. Services Provided
- a. Does your firm bill automobile or homeowners insurance companies for services where there is coverage available that isn't covered by health insurance coverage?
 - b. Does your firm bill for a-la-carte services like oxygen, defibrillation, ECG, etc. where those charges are allowed above the base BLS or ALS rate?
 - c. Are you willing and able to bill for other types of services beyond the normal EMS invoice if the Department were to institute a charge for Hazardous Materials clean-up, extrications, or other special services in the future, and if so would there be any additional cost to do so beyond your agreed to percentage of the revenue generated?
 - d. Does your firm provide research and guidance on establishing EMS billing rates based on usual and customary allowable rates for our area and type of service provided?
 - i. Please provide a sample of your standard reports.
6. Training & Certifications
- a. How many of your billing clerks are certified as ambulance billing and coding clerks, and what type of certification do they possess?
 - b. Please provide details of the professional development opportunities and training that you offer to your employees to keep them current with applicable laws, policies, and procedures?
 - c. The Department is interested in training for our providers to assure staff is up to speed on the most current regulations on EMS billing, proper documentation, and a variety of subjects to assure our personnel are doing their part to maximize our revenue within current laws and guidelines. Does your firm provide such training and, if so, is there any cost to do so?
7. Compliance & Audit Process
- a. Please provide a copy of your Medicare and MaineCare Compliance Plans.
 - b. Please provide details of your process to detect and promptly handle overpayments.
 - c. Please outline your records retention policy and confirm that it meets Federal and State law.
 - d. Please explain your internal audit process to assure your clerks are properly coding and billing for our services. Please provide a copy of your "Report on Internal Controls including the Statement of Auditing Standards (SAS-70) or Statement on Standards for Attestation Engagements (SSAE-16) report.
 - e. Please explain any external audit process that you employ to assure your firm is in compliance with current laws and policies.
2. INSURANCE: Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the Cities shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance and copies of the actual policies must be furnished to the Cities prior to beginning work and must provide for a 30-day prior notice of cancellation, non-renewal or material change of conditions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services.
- a. WORKERS COMPENSATION: The Contractor shall purchase and maintain during the life of this Contract Workers Compensation Insurance for all employees employed in the course of performing services under this Contract as awarded pursuant to these Specifications; and in case any work is sublet, the Contractor shall require the Sub-Contractor to similarly provide Worker's Compensation Insurance for all of the latter's employees, unless such employees are covered by the protection afforded the Contractor. All coverage shall be in accordance with State of Maine laws in effect and the requirements of the Workers Compensation Board.
 - b. LIABILITY INSURANCE: The Contractor shall carry and maintain insurance as specified below and in such form as shall protect the Cities and their employees and officials from all claims and liability for damages and bodily injury including accidental death and for property damage which

may arise from operations under this Contract. Except as otherwise stated, the amounts of such insurance shall be for each policy not less than: For liability, for bodily injury, including accidental death \$2,000,000 on account of one occurrence and \$2,000,000 aggregate limit; and for liability for property damage \$400,000 on account of any one occurrence and \$400,000 aggregate limit. All policies shall be so written that the Cities will be notified of cancellation or restrictive amendment at least thirty (30) days prior to the effective date of such cancellation or amendment. Certificates of Insurance and copies of actual policies from the Contractor's insurance carrier shall be filed with the Cities before operations may begin. Certificates shall make no claims against either City or its officers for any injury to any officers or employees for damage to trucks or equipment arising out of work contemplated by this Contract.

- c. ERRORS OR OMISSIONS INSURANCE: Errors or Omissions Insurance with a minimum limit of liability in the amount of \$2,000,000 for each occurrence.
8. Brief summary of past experiences and references
 - a. How long has your firm been in business?
 - b. How many full time equivalent employees (FTEs) do you employ?
 - c. How many claims does your firm process annually?
 - d. How many fire-based EMS or ambulance services do you service?
 - e. Is ambulance billing your primary function or do you also service other clients?
 - f. Please provide a list of clients and professional references with contact information.
 - g. Provide Customer Service information such as percentage of incoming calls answered before transfer to voicemail, average time to return calls, percentage of inquiries satisfied during the initial conversation, etc.
 9. Proposed timeline of setup, consolidation, and any other required function before system would become operational and proposer would assume payment of utility billing on behalf of city departments.
 10. Cost of services, including ongoing cost of customer service, if applicable to pricing model
 - a. Bidder shall explain their proposed cost for services rendered as a percentage of the actual revenues collected after assignments and write offs.
 - b. Bidder shall identify any one-time costs for items such as new customer set-up, establishment of accounts, registrations with insurance companies, software, hardware, etc.
 - c. Bidder shall identify any additional recurring costs for individual claim filing, reports, postage, handling, telephone, research, processing of disputed or complicated claims, training, reconciliation, auditing, hardware or software updates or licensing fees, etc.
 11. A signed copy of the completed RFP Forms included at the end of this document

The Proposal is to furnish the City of Saco with EMS billing & collection services. The Cities discourage overly lengthy and costly proposals, however, in order to evaluate proposals fairly and completely, bidders must follow the format set out in this RFP and provide all information requested. Proposals must include the complete name and address of bidder's firm and the name, mailing address, e-mail address, and telephone number of the person the City should contact regarding the proposal. Proposals must confirm that the bidder will comply with all provisions in this RFP. Proposals must be signed by a company officer empowered to bind the company. A bidder's failure to include these items in the proposals may cause the proposal to be determined to be nonresponsive and the proposal may be rejected.

Please refer to the City's website, www.sacomaine.org, throughout the process for additional information which may become available. Submissions must be received electronically by Friday, September 25th, 2020, by 4 PM. Submit one proposal via email in PDF format to gsalas@sacomaine.org labeled "Emergency Medical Billing & Collection Services RFP" attached to an email with the same name.

Proposals shall not be returned, and the proposals submitted, and any ideas contained therein shall become the sole and exclusive property of the City of Saco without further claim or demand. Proposals must include responses to all requirements contained within this RFP. By submitting a proposal, the bidder agrees to all applicable provisions, terms and conditions associated with this RFP. This RFP, submitted proposal, all appendices and attachments (if applicable), and stated terms and conditions may become part of the resulting contract.

Questions regarding the proposal specifications should be directed to Glenys Salas, Finance Director, at gsalas@sacomaine.org. All questions must be submitted in writing no later than Monday, September 21st, by 5:00 PM. Questions and answers regarding the RFP may be shared with all known to be interested in submitting a proposal.

Failure to provide any of the above requested information may result in disqualification of proposal. The City reserve the right to request additional information pertaining to the proposal package, or any other matters related to the Request for Proposal. Proposal documents, including the offer of payment, must be signed by persons authorized to contractually bind the bidder.

Evaluation Criteria

The bidder must demonstrate that they have a trained work force and a minimum of five years of experience in ambulance billing and collections. The following items will be used as the basic evaluation criteria:

1. Cost of the proposal,
2. Procedures and process,
3. Services provided,
4. Training and certifications,
5. Compliance and audit process, and
6. Experience and references.

Supplemental information will be accepted if it will assist the Cities in evaluation of the proposal. The Cities reserve the right to consider other information and factors in the final decision.

Selection

An evaluation committee comprised of the City Administrator, Fire Chief, and Finance Director will evaluate the proposals. The evaluation will be based on the evaluation factors set out above. After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

Standard Terms and Conditions:

The City of Saco reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted on the City's website: www.sacomaine.org. The City and Saco Schools reserve the right to waive any informality in proposals, to accept the proposals or portions thereof, and to reject any and all proposals, should it be deemed in the best interest of the City and/or Schools to do so. The City reserve the right to substantiate Proposer's qualifications, capability to perform, and availability and past performance record.

The cost of developing the proposal is the sole responsibility of the Proposer. All proposals submitted become the property of the City.

The apparent successful organization will be required to sign a Contractual agreement. Prior to award, the apparent successful organization may be required to enter into discussions with the City to resolve any contractual differences. These discussions are to be finalized and all exceptions resolved with one (1) month of notification. If no resolution is reached, the proposal may be rejected and discussions may be initiated with the second highest scoring organization. The City / Schools may extend the one (1) month timeline if it is deemed appropriate.

The duration of the contract shall be determined by negotiation. The City reserves the right to negotiate an additional three (3) year extension with the selected organization. The City shall announce its intention prior to the end of the contract period.

The Purchasing Agent can cancel any contract if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal year. Re-evaluation of the contract will be upon expiration. The City will make a determination at that time of whether any contract will be renewed.

Pursuant to Saco City Code, the City reserves the right to cancel any contract immediately for cause, or for convenience on thirty days prior written notice to the contracted organization. The City also reserve the right to include in the contract for services other terms and conditions not specifically set forth herein, including but not limited to terms and conditions required by non-City funding sources. All work performed under contract to the City / Schools becomes the property of the City / Schools in the format specified by the City.

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the Cities' request.

City of Saco
Emergency Medical Billing & Collection Services
RFP Response Form

Please complete the following response form. Amounts are to be shown in both words and figures. In the case of a discrepancy, the written word shall apply.

Total Contract Sum per Year (based on 153 utility bills per month)

\$ _____

Total Contract Sum (in words):

_____ Dollars

Quotes shall be honored for ninety (90) days.

City of Saco
Emergency Medical Billing & Collection Services
Vendor Information Form

Please complete the following. Attach additional sheets as necessary.

Our Company is:	A corporation _____ A partnership _____ Individually Owned _____ Other: _____
SS or Fed I.D. No: (Submission is voluntary)	
Company Name and Address:	
Name of Principal:	
Telephone Number: Facsimile Number: E-mail Address:	
References (List Three References, with names, address and telephone numbers)	
Date of Delivery	

All sections above must be completed. All deviations from the specifications must be fully explained in writing on the following Statement of Compliance/Deviations Form.

Proposers understand that the City reserves the right to reject any or all proposals, reject any or all items, and delete any item or parts of items.

City of Saco
Emergency Medical Billing & Collection Services
Statement of Compliance/Deviation

The proposal includes the following deviations from the Specifications, which the vendor represents and warrants as being fully equal or superior to the requirements of the Specifications, for the reason(s) set forth fully below. If there are no deviations, please state so below.

City of Saco
Emergency Medical Billing & Collection Services
Proposal Agreement

The undersigned, by submitting a proposal, declares as follows:

1. The only parties interested in the RFP are the principals named herein.
2. This proposal is made without collusion with any other person, firm, or corporation.
3. No officer, agent, or employee of the City of Saco is directly or indirectly involved with the proposal.
4. All deviations from the specifications must be fully explained in writing and included on the Statement of Compliance/Deviations Form provided.

Proposers understand that the City reserves the right to reject any or all proposals, reject any or all items, and further, reserves the right to delete any item or parts of items.

DATE: _____

PROPOSER: _____
(Company Name)

BY: _____
(Authorized Company Representative)

ATTEST: _____

Its: _____
(Title)

Signature below by the City of Saco represents acceptance of the above Proposal Agreement in accordance with the contract specifications. Upon execution by the city, this official RFP form, any attached documents and such other documents (instructions, general specifications, technical specifications) shall serve as the contract.

DATE: _____

BY: _____
Glenys Salas, Finance Director

ATTEST: _____