



Finance Department
Central Services Division

**ADDENDUM FOR PROPOSAL
EMS BILLING
RFP NO.: 920-FIN-112
ADDENDUM NO.: 1**

09/30/20

To: All VENDORS:

Please make the following changes to the above mentioned bid package.

In response to the following questions and clarifications:

1. Will the vendor be financially responsible for the cost of your ePCR software? If so, please provide all specifications.

No, we currently own the software.

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

- a. Medicare **8334 transports**
- b. Medicaid **7396 transports**
- c. Commercial Insurance **1898 transports**
- d. Patient Pay **1808 transports**

3. Please provide the average loaded mileage per transport?

2.83 miles

4. Can you please confirm how many invoices do you require & at what interval? Monthly statements??

Monthly invoices are preferred.

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

- a. ALS Emergency **8949 transports**
- b. ALS Non-Emergency **0 transports**



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- c. BLS Emergency **10422 transports**
 - d. BLS Non-Emergency **0 transport**
 - e. ALS 2 **264 transports**
 - f. SCT **0 transports**
6. Please provide the current charges for each level of service?
- a. ALS Emergency (A0427) **\$1500.00**
 - b. ALS Non-Emergency (A0426) **\$1500.00**
 - c. BLS Emergency (A0429) **\$1500.00**
 - d. BLS Non-Emergency (A0428) **\$1500.00**
 - e. ALS 2 (A0433) **\$1500.00**
 - f. SCT (A0434) **\$1500.00**
 - g. Mileage (A0425) **\$19.00**
 - h. Treatment No Transport (A0998) **no charge**
7. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?
- We currently have patients sign NPP or our personnel sign on their behalf. Vendor may have to obtain additional NPP's and would be responsible for mailings.**
8. Do you currently use a lockbox for all payments and correspondence? If so, who will be responsible for the cost of the lockbox?
- The lockbox is sole the responsibility of the billing company.**



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9. For the laptops and docking stations provided by the ambulance billing company, should these include an extended warranty, allowing return and exchange of the equipment for the term of the agreement. How would Rockford choose to deal with any equipment problems after delivery of the equipment?

The Panasonic Public Sector Safety Service/Warranty Bundle Extension Package should include an additional 2 year warranty (this covers the 4th and 5th year of ownership). The City of Rockford would be responsible to address any equipment issues after the delivery of the equipment.

10. There are different contract terms listed, under 2.4 Contract Terms, the wording says one-year period, with an option for four (4) additional one-year terms. Under 4.3, looking for estimate of costs based on a three-year contract in addition to two, one-year renewals. Can we get clarification on the actual term as this would affect the amortization of the equipment costs and the overall commission rate.

The correct term is one-year period, with an option for four (4) additional one-year terms.

11. Who is the current contracted billing agent? What fee is the current incumbent billing agent charging for billing services? Are you satisfied with the current billing agent's performance? Why are you releasing this RFP at this time?

Andres Medical Billing. We are satisfied with our current billing agent's performance, but we are required to re-bid services every 3-5 years. 4.75% of collections.

12. We note that the RFP is requesting experience in GEMT billing. Will it be acceptable for a prospective bidder to propose using a GEMT specialty sub-contractor to satisfy this requirement?

Yes this is acceptable, but needs to be clearly listed as such in the response.

13. What was the total dollar amount collected from credit card/HAS account transactions in the last full fiscal year?

This is not available.

14. Will the successful bidder be expected to work existing A/R from the incumbent vendor? If the answer is Yes, can you please provide an estimate of the number of individual claim records that will need to be imported/converted from the incumbent's billing system?

No.



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15. Please provide the payer mix from the last annual reporting period...

Payer Category	Gross Charges	Net Charges	Net Collections	Annual Volume (# of Transports)
Medicare	\$11,010,865.35	\$3,210,077.30	\$2,747,835.61	8,334
Medicaid	\$9,604,212.45	\$1,976,075.41	\$1,426,497.51	7,396
Commerical	\$2,846,153.23	\$2,618,280.51	\$1,899,569.07	1,898
Self Pay	\$2,450,653.49	\$2,446,616.09	\$58,259.79	1,808

16. What was the City's total EMS billing revenue from the last reporting year?

\$6,049,178

17. Does the City have any participating provider contracts with any payer source (Aetna, BC/BS, etc.) If yes, which payers are you contracted with? (Please list)

We do not have any contracts with a payer source.

18. What is the estimated revenue expected to be received by Rockford as the result of Ground Emergency Medical Transport (GEMT) program?

IL GEMT PROGRAM ANNUAL ESTIMATE FOR ROCKFORD*							
	Medicaid Trip Volume*	Paid Amount**	Total Paid	Fee Schedule Payment	GEMT Total Payment	50% IGA to pay back	50% GEMT Payment that Rockford would get to keep
ALS	2741	\$1,922.95	\$5,270,805.95	\$551,735.89	\$4,719,070.06	\$2,359,535.03	\$2,359,535.03
BLS	4576	\$1,708.28	\$7,817,089.28	\$556,441.60	\$7,260,647.68	\$3,630,323.84	\$3,630,323.84
							\$5,989,858.87

19. Can you provide the payer mix by percentage for 2019 (ie: Commercial Insurance, Medicare, Medicaid, Private Pay, Other)?

CITY OF ROCKFORD		
Payor	# of Trips	% Trips
Auto Insurance	173	0.88%
Facility	25	0.13%
Medicaid	996	5.07%
Medicaid HMO	6,397	32.58%
Medicare	5,422	27.61%
Medicare HMO	2,916	14.85%
Patient	1,810	9.22%
Private Insurance	1,897	9.66%
	19,636	

20. Do you handle interfacility transports, or is your service 911 only?

911 only transports.

21. Is your ambulance service certified at the Critical Care Paramedic level? If so, are you certified at Tier I, II, or III?

We are not critical care.

22. Do you bill separately for supplies used?

No.

23. Do you bill for on-scene care?

No.

All other portions remain unchanged.

A copy of this addendum or a reference thereto must be included with your bid or the bid will not be read or considered.

If you have any questions please contact the Central Services Division at 779-348-7164.