

TOWN OF WINDHAM, MAINE
REQUEST FOR PROPOSAL
EMERGENCY MEDICAL SERVICES
BILLING

Overview

The Town of Windham is soliciting sealed proposals from qualified firms interested in providing professional billing services for the emergency medical services division of the fire department.

In addition to providing billing services, the vender will also provide education for our providers when requested, guidance on establishing billing rates and best practices, monitoring and auditing for compliance with all federal, state and local laws pertaining to EMS billing.

The Windham Fire-Rescue Department operates a fire-based State of Maine Emergency Medical Services licensed service at the basic level permitted to paramedic. We staff two front line ambulances at the paramedic level 24/7 and a third ambulance is utilized when call volume requires.

In fiscal year 2018 we produced 1,688 patient care reports using the Maine EMS online patient care reporting system in Image Trend Elite. We billed \$814,364.80 and received total payment of \$568,707.00.

This RFP is also available on the Town's website (www.windhammaine.us) or by contacting Chief Brent Libby at 207-892-1911 or bjlibby@windhammaine.us

Bidders must submit three (3) copies of their proposal, in writing, to the Purchasing Agent in a sealed envelope. It must be addressed as follows:

Attention: *Town of Windham, Purchasing Agent*
Emergency Medical Services Billing
8 School Road
Windham, Maine 04062

Proposals must be received no later than 12:00 P.M., on **Friday May 17, 2019**. Faxed and/or emailed proposals are not acceptable. All received bids will be opened publically at 1pm the same day.

A Bidders failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

Bidder's Qualifications

The bidder must furnish satisfactory proof to the Town that they have adequate facilities, equipment, financial resources, and a trained and capable work force to provide the services requested. Bidders must further establish their experience in the industry by supplying a list of clients and professional references along with their contact information.

Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., employed by the town) and, if so, the nature of that conflict. The Town Manager or his designee, reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the bidder. The Town Manager's determination regarding any questions of conflict of interest shall be final.

Alternate Proposals

Bidders may submit one alternate proposal in addition to their primary proposal for evaluation.

Proposal Details

Bidder's proposal must include detailed information on how they propose to address the various items listed below including sufficient detailed documentation, sample reports, certifications, etc. to properly evaluate the proposal.

A. Cost of Proposal

- 1) Bidder shall explain their proposed cost for services rendered as either a percentage of the actual revenues collected after assignments and write-offs or a per ePCR processed basis.
- 2) 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.
- 3) 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.
- 4) Our current billing process utilizes an itemized cost list; please indicate if we would realize any cost savings in changing to a "bundled billing" method.

B. Procedural Items

- 1) With the appropriate access provided by the Fire-Rescue Department is your firm able to pull our electronic patient care report (ePCR) data directly from the MEFIRS system?
- 2) How often will your firm process EMS bills on our behalf?
- 3) How quickly will your firm respond to requests for information or reports?

- 4) 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.
- 5) What is your process and what do you have for resources to deal with claims that contain unclear or missing insurance information?
- 6) Will you accept and process electronic patient insurance information from the hospitals we transport to when necessary to obtain the most up to date and accurate information available?
- 7) Please outline how you process and bill patients who are covered by insurance companies that we are not contracted with and whom may be sending claim checks direct to patients?
- 8) How do you handle non-billable calls?
- 9) Please outline your data back-up and continuity of operations plans should you experience a problem at your office.
- 10) Are you flexible in terms of following our local policies in terms of our local medical hardship process?
- 11) How do you handle the collection process if you are unsuccessful collecting the full amount billed? When answering this question please note that the Town of Windham currently has a contract for collection services through the Thomas Agency.
- 12) How do you handle payments received after a claim has been written off or sent to collections?
- 13) Please explain your payment plan process? Are you able to structure payment plans of any amount or term with our patients?
- 14) Please explain how you maintain HIPPA compliance within your organization.

C. Services Provided

- 1) Does your firm bill automobile or homeowners insurance companies for services where there is coverage available that isn't covered by health insurance coverage?
- 2) Are you willing and able to bill for other types of services beyond the normal EMS invoice if the department was 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?
- 3) 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?
- 4) Will your firm handle requests for invoices and medical reports from patients and/or their authorized representatives?
- 5) Please provide a sample of your standard reports.

D. Training & Certifications

- 1) How many of your billing clerks are certified as ambulance billing and coding clerks, and what type of certification do they possess?
- 2) 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?

- 3) 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? Additionally we would be interested in disseminating any additional training materials you may produce electronically to our staff as it becomes available.

E. Compliance & Audit Process

- 1) Please provide a copy of your Medicare Compliance Plan.
- 2) Please provide details of your process to detect and promptly handle overpayments.
- 3) Please outline your records retention policy and confirm that it meets Federal and State law.
- 4) 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.
- 5) Please explain any external audit process that you employ to assure your firm is in compliance with current laws and policies.

F. Experience & References

- 1) How long has your firm been in business?
- 2) How many full time equivalent employees do you employ?
- 3) How many claims does your firm process annually?
- 4) How many fire based EMS or ambulance services do you service?
- 5) Is ambulance billing your primary function or do you also service other types of clients?
- 6) Please provide a list of clients and professional references with contact information.

G. Proposal Format and Content

The Proposal is to furnish the Town of Windham with EMS billing & collection services. The Town discourages 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 Town 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 non-responsive and the proposal may be rejected

H. Decision Process

The Town of Windham will assign a review committee comprised of the Town Manager, Director of Finance, and the Fire-Rescue Chief. The firm will be selected based on the review criteria listed below. Based on its review of the RFP submissions, the review committee may schedule interviews with selected firms. Firms will be offered the opportunity to negotiate the provisions of a final contract. All contracts must be approved by the Town Manager.

I. Selection Criteria

Proposals will be evaluated by a committee based on a completed Official Bid Form (Appendix A) and detailed responses. The following items will be used as the basic evaluation criteria:

- (a) Cost of the proposal
- (b) Procedures and process
- (c) Services provided
- (d) Training and certifications
- (e) Compliance and audit process
- (f) Experience and references

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

J. Reservation of Rights

The Town reserves the right to reject any and all proposals, to waive any and all informalities, and to make the award which, in its sole judgment, will best meet the objectives stated in the RFQ or otherwise be in the best interests of the Town. Consistent with its policies, the intent will be to identify and select the proposal most advantageous to the Town. Nothing in this document shall require the Town of Windham to proceed with any of the identified services stated in this request for qualifications.

APPENDIX A OFFICIAL BID FORM

This completed form must be included with the proposal

Fee for services rendered as a percentage of collected revenues _____ % or a
\$_____ fee per ePCR processed

Additional one-time fees (detail below):

	Cost: _____
	Cost: _____
	Cost: _____

Additional recurring fees (detail below):

	Cost: _____
	Cost: _____
	Cost: _____

Company: _____

Address: _____

Phone: _____ Fax: _____ E-mail: _____

Federal ID / Social Security Number: _____

Type of Organization: (circle one) Individual, Partnership, Corporation, other
State of Incorporation, if applicable: _____

Authorized Representative: _____

Signature: _____ Date: _____