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# ATHENS COUNTY EMERGENCY MEDICAL SERVICES

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REQUEST FOR PROPOSAL  
EMERGENCY MEDICAL SERVICES BILLING  
RFP NO. 18-001



**Athens County Emergency Medical Services**  
PO Box 310  
Athens, Ohio 45710-0310

*RFP Due Date: February 28, 2018*

# ATHENS COUNTY EMERGENCY MEDICAL SERVICES (ACEMS) REQUEST FOR PROPOSAL

## EMERGENCY MEDICAL SERVICES BILLING RFP No. 18-001

Athens County Emergency Medical Services (ACEMS) is requesting proposals from qualified vendors to provide a billing and collection service and integrated medical data management service for emergency medical responses and transports beginning approximately July 15, 2018. The initial contract period will cover four (4) years with three (3) one-year renewal options by mutual agreement of both parties.

### **BACKGROUND**

ACEMS is in Athens County in Southeastern Ohio, approximately 214 miles southeast of Cleveland, Ohio, 75 miles southeast of Columbus and 170 miles east of Cincinnati. Athens County EMS provides Emergency Medical Services to a population of 64,757 residents covering 508 square miles of rural area in the Appalachian foothills. We operate 11 advanced life support ambulances. Six ambulances are staffed with paramedics and EMTs daily and the other vehicles are used as a reserve fleet and for special functions that require an EMS presence.

The service responded to 9,000 EMS calls in 2017, resulting in 5,830 transports.

Approximately 90% of patients are transported to Ohio Health O'Bleness Memorial Hospital.

Current charges are:	Basic Life Support (BLS) Emergency	\$600.00
	Advanced Life Support (ALS) 1 Emergency	\$757.00
	Advanced Life Support (ALS) 2 Emergency	\$856.00
	BLS/ALS Mileage	\$ 13.00/mile
	Treatment, but no Transport (TNT)	\$200.00

The 2017 mix/volume of transports by HCPCS Code is:

BLS 31.2% ALS1 57% ALS2 1.2% TNT 10.6%

ACEMS bills Medicare under Method 2 billing. The charges for all disposable supplies and procedures performed are bundled in the base rate charge, and there is no separate itemization for these items. The \$600.00 base rate charge (BLS) is inclusive of all supplies used and procedures performed. In addition to the base rate, there is a \$13.00 charge for each loaded mile of the transport. There are no additional charges for supplies or procedures rendered during transport.

Gross charges and net collections for the past 2 years are:

<u>Year</u>	<u>Gross Charges</u>	<u>Total Net Collections</u>	
2016	\$4,695,261	\$1,647,851	6,138 Billable Calls
2017	\$4,411,256	\$1,426,072	5,830 Billable Calls

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ACEMS outsources the EMS Billing function because it recognizes the need for expertise in the field to be successful with collections. The current medical billing company is Intermedix/ADPI (Advanced Data Processing, Inc).

There is a seamless transition from PCR to invoice. PCR's are transmitted electronically to Intermedix/ADPI and we produce a variety of excellent reports through an automated system.

Successful Contractor shall perform diagnosis or condition coding, medical necessity determination, and the determination of ALS versus BLS for each transport.

ACEMS distributes its Notice of Privacy Practices at the time of transport, and intends to continue its current process. At the time of transport, ACEMS does obtain and document the patient's authorization to release healthcare information to third parties for billing purposes. Lifetime signature language is included on the current run report, and crews are instructed to obtain the patient signature at the time of transport. If the patient is unable to sign, a signature from the receiving nurse or doctor is obtained.

ACEMS utilizes laptop technology and all reports are completed electronically.

ACEMS personnel input required data into a software program provided by ESO Solutions. An ACEMS supervisor then works with their internal IT Department for regular electronic transfers of the data.

ACEMS requires the vendor to forward a minimum of two private statements to each patient on any remaining balances due.

Vendor shall provide ACEMS a quarterly report to review any unpaid balances that can be forwarded to collections. It is the vendor's responsibility to send delinquent accounts to collections, at which time the vendor would charge off delinquent accounts.

It is the vendor's responsibility to field phone calls from clients.

Vendor shall provide a process map of entire billing process (from beginning to end), including, but not limited to insurance claims, denials, and adjustments.

ACEMS will not consider using the same company for EMS Billing and bad debt collection due to the potential conflict of interest.

**SCOPE OF SERVICES**

**A. General**

1. Comprehensive Billing and Collection Services and Integrated Medical Data Management Service

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2. Assist ACEMS in maintaining a rate structure
3. Assist ACEMS in maintaining procedures for processing run reports for medical data management and billing purposes and training field personnel
4. Assist in training employees in data collection and narrative and procedure writing

**B. Reports**

The following reports shall be made available to ACEMS on a monthly basis:

1. Transport Log Report
2. Payer Summaries
3. Accounts Receivable Aging
4. Revenue Reports
5. Cash Receipts
6. Write-offs

On a quarterly basis, the Contractor will submit the following report:

1. Unpaid Balance Report
2. Charge off / Collection Report Quarterly

**TIMETABLE**

**A. Inquiries**

All questions (email only) must be submitted in writing to Deputy Chief Tami Wires at [twires@acems.org](mailto:twires@acems.org) no later than 10:00 a.m. Wednesday, February 21, 2018.

**B. Submission of Proposals**

One (1) original proposal shall be submitted to ACEMS no later than 5:00 p.m. Wednesday, February 28, 2018 in a sealed envelope addressed to:

**Athens County EMS  
ATTN: Deputy Chief Tami Wires  
PO Box 310  
Athens, Ohio 45710-0310**

**The envelope must be clearly marked: "RFP No. 18-001 EMS Billing".**

**C. Contract Award**

**Successful vendor will need to be prepared for live billing July 15, 2018.**

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**PROPOSAL SUBMISSION REQUIREMENTS**

The proposal shall be comprised of:

A) Cover Letter

Cover letter shall depict contractor's understanding of specific challenges of this engagement. Contractor shall describe how their management structure and business approach are tailored to meet the ACEMS expectations.

B) Firm's Qualifications

The proposer may include any additional corporate brochures or material, which illustrates expertise in emergency transport billing. Proposal should delineate previous experience on similar engagements, particularly with municipal or other government clients. Please include a list of clients, with contact names and phone numbers that can be used as a reference for your firm.

C) Staff Resume

A staff resume should be provided for all personnel assigned to the engagement. The resume should set forth the title, related experience and education of each consultant staff member assigned to ACEMS.

D) Pricing

**ACEMS prefers a percentage of gross revenue collected** for the services being performed.

1. Percentage of Gross Revenue Collected
2. Provide contact name, phone number and e-mail address
3. Pricing schedule **MUST** be signed and dated by an officer of the Company

E) SOC-2 Control Audit Report

Please submit your latest (SSAE-18) SOC-2 Audit Report on controls placed in operation and tests of operating effectiveness.

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**SELECTION CRITERIA**

The Proposals for professional services will be evaluated based on the following criteria:

- A) Quality of Proposal (a complete RFP response)
- B) Firm's previous experience in EMS Billing Services, experience with major medical carriers, Medicare, Medicaid and Workers' Compensation
- C) Organization factors, such as length of time in business, size of accounts serviced, corporate financial stability
- D) Pricing
- E) Credentials of key personnel

*Scoring can total 100 points; 20 points for each of the above categories.*

**OTHER INFORMATION**

Proposals submitted shall remain valid for 180 days after submission. ACEMS reserves the right to accept Proposals, in whole or in part, and to reject any and all Proposals, and to negotiate separately, as necessary, to serve the best interests of ACEMS. Firms whose Proposals are to be accepted will be notified in writing.