

REQUEST FOR QUALIFICATIONS
Ambulance Billing Services



RESPONSES DUE:
December 13, 2022

TOWN OF WILLISTON, VT
7900 Williston Road
Williston, VT 05495

1.0 Purpose

The Town of Williston (“the Town”) issues this requests for proposal (RFP) from qualified vendors related to billing for ambulance services provided by the Town through its Fire Department.

The target submission for proposals is Tuesday, December 13, 2022 by 4:00 p.m. Responses shall be submitted via email as follows:

Town of Williston

Erik Wells, Town Manager

Email: ewells@willistonvt.org

2.0 Background

The Town of Williston is a municipality in Chittenden County, Vermont with just under 10,000 residents on 30.4 square miles of land. The Town’s daytime population exceeds 20,000 due to a number of businesses within its borders. The Town has 24-hour Combination Career/Paid on Call Fire Department to provide public safety services to the community. Williston Fire has 24 career firefighters including a Chief, Deputy Chief, and daytime Captain. The paid on call staff roster for the department has seen a marked decline in membership, with approximately 12 members. Williston Fire provides transport ambulance service at the paramedic level of care.

The Williston Fire Department responds to approximately 2,000 incidents each year.

The Town’s current ambulance billing agent has notified the Town they are no longer able to fulfill their billing contract, and will discontinue services. This RFP seeks to find a vendor who can fulfill this responsibility with the needs of the Town, the fire department, and our community at the forefront.

Scope of Services

Objectives:

The Town seeks the following services:

- A. Electronic claims submission to Medicare, Medicaid, and other private insurance carriers when available.
- B. Written claims submissions (i.e., Form #1500) to Medicaid and other private insurance carries when electronic submission is not available.
- C. Insurance eligibility verification.
- D. Insurance eligibility claims, and resubmissions when necessary.
- E. Appeals for denied claims.
- F. Tracking of claims, and resubmitting when necessary.
- G. Posting of payments from all sources including patients, Medicare, Medicaid, private insurance carriers, and outside EMS agencies.
- H. Posting of adjustments and/or credits, as applicable.

- I. Preparation for, and documentation to, Town of Williston for notification of overpayments due back to patient and/or other payers.
- J. Invoices to patients for their ambulance transport service showing all charges, payments, adjustments, and credits applied, balance due, payment terms, and notice of past due balances.
- K. Preparation for, and documentation for, submissions of uncollectable accounts to an outside credit collection agency if applicable.
- L. Provide electronic monthly reports & invoices to the Town of Williston. The reports shall include:
 - a. Ambulance service cash receipts by month and funding source.
 - b. Revenue by month, by funding source.
 - c. Monthly cash deposits indicating the deposits for the month and related month of service delivery.
 - d. Billing and revenue by type of service.
 - e. Uncollected bills, aging reports, type of bad debts/uncollectable.
 - f. Additional reports upon request of the Town or Department administration.
- M. Utilize the State of Vermont SIREN EMS ePCR or Department records management software (RMS) to obtain billing information.
- N. Receive and process all paperwork and respond to all telephone calls for the Williston Fire Department in relation to ambulance billing and collection.
- O. Record all cash receipts and send deposits to the Town of Williston Treasurer.
- P. Provide for and pay for all computer related hardware and software support and upgrade expenses related to maintaining automated record keeping and claims processing of ambulance client records.
- Q. Provide strategy for improved billing efficiency and long-term planning.

The successful bidder must dedicate the staffing needed to provide the required ambulance billing and collection services. All personnel working on Ambulance Billing services must pass a fingerprint supported criminal background check. In addition, the successful bidder must be able to stay current with system upgrades needed to provide optimum billing performance and must train and supervise the ambulance billing staff and provide staff as needed for any aspect of the ambulance billing and reporting of collections. All personnel working on ambulance billing services must also adhere to all regulations and standards regarding privacy of medical record information, including but not limited to the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

3.0 Submission Requirements

Proposal must include, at a minimum, the following sections:

Cover Letter – to contain the following:

- a. Respondent's name, address, telephone number and email address.
- b. A brief summary of the respondent's understanding of the work to be performed.

- c. The respondent's qualifications to complete the scope of work.

2. Response Format

Bidders are encouraged to be concise. All proposals must include, but are not limited to, the following:

1. Letter of Transmittal and an electronic copy of the proposal. All electronic documents shall be in .pdf format.
2. Percentage of revenues collected, or lump sum bid price.
3. Estimated start date to be operational post award of contract.
4. A brief description of the vendor history and experience with ambulance billing. If you partner with another agency, include pertinent information on the partner agency.
 - a. Vendor shall be sure to include a list of agencies that currently utilized their service and the volume of billing performed for each agency.
5. A work history of three agencies for which the vendor provides ambulance billing to include:
 - a. Name, address, email contact and phone number for each client.
 - b. Statement as to whether rollout completion was on time and within budget.
6. Location of the office from which the management of the project will take place.
7. Sample of billing or accounts receivable reconciliation reports.

5.0 Submission Deadline

Submissions must be received via email by 4 PM on Tuesday, December 13th, 2022. An extension of the deadline may occur if necessary.

6.0 Selection Criteria

A selection committee will conduct an evaluation of qualifications and will consider the following criteria:

- Cost for services
- Professional expertise to conduct the work
- Understanding of services to be provided
- Approach to providing services
- Satisfaction of clients
- Quality of proposal

Proposed cost for services will be the primary factor in the selection process; however, the other factors listed will also be considered. The Town may elect to interview prospective billing

firms to further discussion their qualifications. The Town reserves the right to make the selection based on all factors and may not necessarily choose the lowest cost proposal. The Town reserves the right to reject any and all proposals deemed not to be in the best interest of the Town.

7.0 Contracting

The vendor, prior to being awarded a contract, shall apply for registration with the Vermont Secretary of State's Office to do business in the State of Vermont, if not already so registered. The registration form may be obtained from the Vermont Secretary of State, 128 State Street, Montpelier, VT 05633-1101, PH: 802-828-2363, Toll-free: 800-439-8683; Vermont Relay Service – 711; web site: <https://www.sec.state.vt.us/>. The contract will not be executed until the billing firm is registered with the Secretary of State's Office. The successful billing firm will be expected to execute sub-agreements for each sub-consultant named in the proposal upon award of this contract.

Prior to beginning any work, the billing firm shall obtain Insurance Coverage. The certificate of insurance coverage shall be documented on forms acceptable to the Town.

If the award of the contract aggrieves any firms, they must appeal in writing to the Town. The appeal must be post-marked within seven (7) calendar days following the date of written notice to award the contract.

8.0 Agreement Requirements

The selected billing firm will be required to execute a contract with the Town on the terms and conditions required by the Town.

9.0 Limitation of Liability

The Town assumes no responsibility or liability for costs incurred by parties responding to this Request for Qualifications, or responding to any further requests for interviews, additional data, etc., prior to the issuance of the contract.

10.0 Costs Associated with Proposal

Any costs incurred by any person or entity in preparing, submitting, or presenting a proposal are the sole responsibility of that person or entity. The Town will not reimburse any person or entity for any costs incurred.

11.0 Indemnification

Any party responding to this Request for Qualifications is acting in an independent capacity and not as an officer or employee of the Town. Any party responding to this Request for Qualifications will be required to indemnify, defend, and hold harmless the Town, its officers, and employees from all liability and any claims, suits, expenses, losses, judgments, and

damages arising as a result of the responding party's acts and/or omissions in or related to the submission of the response.

12.0 Rejection of Proposals

The Town reserves the right to reject any or all proposals, to negotiate with one or more parties, or to award the contract to the proposal the Town deems will meet its best interests, even if that proposal is not the lowest bid. The Town reserves the right to re-advertise for additional proposals and to extend the deadline for submission of the proposals. This Request for Qualifications in no way obligates the Town to award a contract.

13.0 Ownership of Documents

Any materials submitted to the Town in response to this Request for Qualifications shall become the property of the Town unless another arrangement is made by written agreement between the Town and the responding party. The responding party may retain copies of the original documents.

14.0 Public Records

Any and all records submitted to the Town, whether electronic, paper, or otherwise recorded, are subject to the Vermont Public Records Act. The determination of how those records must be handled is solely within the purview of Town. All records the responding party considers to be trade secrets, as that term is defined by subsection 317(c)(9) of the Vermont Public Records Act, or that the responding party otherwise seeks to have the Town consider as exempt must be identified clearly and specifically at the time of submission. It is not sufficient to merely state generally that a proposal is proprietary, contains a trade secret, or is otherwise exempt. Particular records, pages, and sections which are believed to be exempt must be specifically identified as such and must be separated from other records with a convincing explanation and rationale sufficient to justify each exemption from release consistent with Section 317 of Title 1 of the Vermont Statutes Annotated.



TOWN OF WILLISTON FIRE DEPARTMENT



Addendum "A"

Ambulance Billing Request for Proposals

Frequently Asked Questions

Question 1: How many billable transports did you have last year?

The Williston Fire Department performed 902 total transports in FY22

Question 2: What was the total revenue collected last year from July 1 through June 30th?

The Williston Fire Department collected \$436,943 for ambulance billing in FY22

Question 3: What is our service current billing rates?

The Williston Fire Department current billing rates were adopted in FY23. They are as follows:

Service Level (HCPCS)	Current Rate
BLS – Non-Emergency	\$600.00
BLS – Emergency	\$850.00
ALS 1 – Non-Emergency	\$750.00
ALS 1 – Emergency	\$1050.00
ALS 2 – Emergency	\$1400.00
Mileage	\$22.00
AEMT Intercept	\$250.00
Paramedic Intercept	\$250.00

Question 4: What is your payor mix of Medicare, Medicaid, Commercial Insurance and Self Pay?

Payor	Percentage
Commercial Insurance	49%
Medicaid	13.3%
Medicare	32.5%
Patient Pay	5%

Question 5: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

The Williston Fire Department paid \$31,581.50 to the City of Barre Fire Department for ambulance billing services in FY22.

Question 6: What were your annual gross charges last year or for the last 12 months?

The Williston Fire Department annual gross charges for FY22 were \$929,933.

Question 7: What were your annual total adjustments for last year or for the last 12 months?

The Williston Fire Department total adjustments for FY22 were \$369,849.

Question 8: When were the last changes to your billing rates? Are you considering raising any of the rates currently charged?

The Williston Fire Department updated our billing rates in 2022 (FY2023). We are not currently considering raising any of the rates currently charged.

Question 9: What were your transports per year for Basic Life Support (BLS) level for last year?

The Williston Fire Department performed 187 BLS level transports in FY22.

Question 10: What were your transports per year for ALS Emergency Level 1 for last year?

The Williston Fire Department performed 678 ALS Emergency Level 1 transports in FY22.

Question 11: What were your transports per year for ALS Emergency Level 2 for last year?

The Williston Fire Department performed 5 ALS Emergency Level 2 transports in FY22.

Question 12: How many paramedic intercepts did you perform last year?

The Williston Fire Department performed 27 Paramedic Intercepts for outside agencies in FY22.

Question 13: What Patient Care Reporting System (ePCR) does Williston Fire Department currently use?

The Williston Fire Department currently reports directly into the Vermont EMS Statewide Incident Reporting Network (SIREN). The Department is exploring the opportunity to utilize a single records management system (RMS) platform in FY24.

Question 14: What is your treatment without transport charge?

The Williston Fire Department does not currently charge for treatment without transport.