

CITY OF WRAY, COLORADO



REQUEST FOR PROPOSALS FOR
AMBULANCE BILLING SERVICES

- I. INTRODUCTION
- II. BACKGROUND
- III. SCOPE OF WORK
- IV. CONTRACT LIMITATIONS
- V. CONTENTS OF PROPOSAL
- VI. REQUESTS FOR CLARIFICATION
- VII. SELECTION PROCESS

I. INTRODUCTION

1. The City of Wray (“City”) intends to retain a professional ambulance billing provider for ambulance transport reimbursement services. This document details the scope of service to be performed and outlines the evaluation and selection process. The City invites interested parties to submit proposals to perform the below- described services. Respondents should submit proposals no later than **Friday, October 27, 2017 at 2:00PM (local time) to:**

CITY OF WRAY
ATTN: JAMES DEPUE, CITY MANAGER
245 W 4TH STREET
P.O. BOX 35
WRAY, CO 80758
970-332-4431

II. BACKGROUND

The City operates both Advanced Life Support (“ALS”) and Basic Life Support (“BLS”) ambulances and handles calls for service of both 911 and inter-facility origination. The City
The City of Wray is soliciting proposal(s) for ambulance Billing Services; seeking a professional billing firm to provide the City with submission of reimbursement claims services. The initial term of this agreement will be one year. Upon completion of the initial contract term and mutual written agreement of both parties, the contract may be renewed one year at a time. The City’s Rate Schedule for ambulance services listed below will serve as the basis for fees charged for ambulance service.

2017 EMS Ground Billing Rates

BLS Emergency: \$950.00
BLS Non-Emergent: \$850.00
ALS Emergency: \$1,300.00
ALS Non-Emergent: \$1,300
ALS Level 2: \$1,450.00
Specialty Care Transport: \$2,000.00
Mileage Rate: \$18.00

The City of Wray EMS (WEMS) provides primary 911 coverage for approximately 1,455 people encompassing an acre of over 1,000 square miles in Yuma County Colorado. WEMS provides vital paramedic inter-hospital transfer services to Wray Community District Hospital as well as other surrounding hospitals. In 2016 WEMS completed 503 calls for emergency medical services, of those 503 calls, 292 required billing services.

III. SCOPE OF WORK

The selected vendor is required to provide all necessary ambulance billing services meeting the following requirements:

1. EMS Billing Expectations

- a. The contractor must currently have or obtain a software interface with the City's EMS ePCR Company and must have significant experience and knowledge of the data transfer with the respondent's billing software. The City currently utilizes Imagetrend.
- b. Contractor must have a process for evaluating and addressing outstanding accounts receivable from previous years.
- c. The system must be HIPAA compliant meeting all State and Federal confidentiality, security, and transaction coding.
- d. The contractor must provide support during normal business hours by phone.
- e. Must have the ability to allow agency access to patient account status, filing dates, insurance payment data information in real time online access or ability to provide the data information upon request.
- f. The contractor must be prepared with a seven (7) day notice to allow agency to conduct a complete on site financial / process review audit.
- g. The contractor will be subject to the City's annual fiscal year audit.

2. General

- a. Consultant must exhibit a proven track record in the processing of reimbursement claims in a professional and ethical manner based on direction from the WEMS Director, or his designee. **An explanation of the Consultant process should be submitted with proposal.**
- b. Consultant must have a software system, capable of handling multiple account processing and dispositioning.
- c. Consultant must be able to interface with City of Wray employees in a professional manner with reasonable but timely responses to inquiry.
- d. Consultant must maintain data security by use of software and any other means as necessary, to the approval of the City, that maintain the standards of HIPAA and other applicable laws and standards.
- e. Consultant must be knowledgeable and able to provide support with Medicaid and Medicare enrollment and the City's provider.
- f. Consultant must have a Compliance Program in place with an identified Compliance Officer, who is formally trained in issues of Medicare and Medicaid compliance, to supplement processes and procedures employed by the City.
- g. The successful Consultant shall be required to appear as a witness on behalf of the City and maintain records of all details with respect to the services performed for the City for a period of at least six (6) years or at least two (2) years after final disposition of any judicial proceedings in which testimony was given, whichever period expires last.

3. Reporting

The successful Consultant shall have the ability to provide reports to included but not limited to the breakdown of transport volume, billed amounts, and collected dollars (both monthly and fiscal year-to-date) by:

- a. ALS transport unit
- b. BLS transport unit
 - i. Summary by Medicare Healthcare Common Procedure Coding System (HCPCS) code of all transports completed.
 - ii. Summary by Payor category for all reimbursement received by the City of Wray.
 - a. Medicare
 - b. Medicaid
 - c. Insurance
 - d. Private pay
 - i. Total dollars billed to the City by the contracted agency.
 - ii. Total dollars identified to be in need of refund to Payor.
 - iii. Total dollars remaining from aged accounts, not having been reimbursed by private pay, commercial insurance, or Medicare/Medicaid.
 - iv. A monthly report of all accounts referred back to the City for delinquent debt collection or write off.
 - v. A monthly report showing aged accounts receivable sorted. The report should show accounts receivable at 30, 60, 90 and 120 days. The report should include the date of last activity on the account and where next payment is expected from.
 - vi. A monthly report of all account denials broken down by payor and reason for denial.
 - vii. A monthly report of all accounts of uninsured patients or residents for which other payment resources have been exhausted.
 - viii. Other reports as required by the City.

4. Cost of Billing Service

- a. Contractor must provide a breakdown of cost of billing services.

IV. CONTRACT LIMITATIONS

- a. No person who, at the time, is serving sentence in a penal or correctional institution shall be employed on the work covered by this Contract. The Consultant will conduct employee verification checks of the Centers for Medicare and Medicaid Services (CMS) excluded persons list and will not employ any persons excluded from Medicare and Medicaid contract programs.
- b. The Consultant shall, at own expense, pay all fees and procure all necessary licenses and permits needed to conduct the work required under the terms of this contract. The Consultant shall give any and all necessary formal notices required in conjunction with the lawful prosecution of the work of this contract to the applicable and necessary governing entity.
- c. The Consultant at all times during the term of this contract shall observe and abide by all Federal, State, and Local laws which in any way affect the conduct of the work and shall comply with all decrees and orders of courts of competent jurisdiction. The Consultant shall comply fully and completely with any and all applicable State and Federal Statutes, rules and regulations as they relate to hiring, wages, and any other applicable conditions of employment.

The City invites interested parties to submit proposals to perform the above- described services. Respondents should submit proposals no later than **Friday, October 27, 2017 at 2:00PM (local time) to:**

CITY OF WRAY
AMBLULANCE BILLING RFP
ATTN: JAMES DEPUE, CITY MANAGER
245 W 4TH STREET
P.O. BOX 35
WRAY, CO 80758
970-332-4431

Any submittal received after the identified date and time will be returned unopened.

All packages must be submitted in a sealed envelope and clearly marked on the outside:
"PROPOSAL FOR AMBULANCE BILLING SERVICES".

Proposals must contain the name, address, email address, and daytime telephone number for contact person(s) to who additional selection process requests should be communicated.

Following the selection process, the proposal for the selected Proposer shall be made available for public review, except for any items that the Proposer has requested, in writing, to remain confidential under applicable law.

V. REQUESTS FOR CLARIFICATION

All questions about the meaning or intent of this request are to be submitted to the City manager in writing and addresses to James DePue or via email at jdepue@cityofwray.org. Interpretations or clarifications considered necessary by City Manager in response to such questions will be issued by Addenda and made available to all parties upon request. Questions received less than seven (7) calendar days prior to the date for submission deadline will not be considered.

Direct contact with City officials or City staff (with the exception of City Manager or other appointed authorized staff) during the selection process, except when and in the manner expressly authorized by the Request for Proposals documents is strictly prohibited and may render the submittal as non-compliant. Violation of this requirement is grounds for disqualification from the process.

VI. SELECTION PROCESS

Action	Date
RFP Published	09/27 /2017
Last Day to Submit Questions Relative to this RFP	10/20 /2017 5 :00 p.m.
Proposal Due Date	10/27 /2017 2:00 p.m.
Anticipated RFP Award	Prior to January 2018

A short list will be developed from submittals received. If a decision cannot be made based on written materials, proposals on said short list may be asked to attend an interview prior to final selection. A schedule of fees will be negotiated with the selected partner for services to be performed.

The City herein expressly reserves the following rights:

1. To negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the City. The City does not intend to award a contract solely on the basis of any response made to this request for proposals or in any way to pay for information solicited or obtained. The information obtained will be used in determining what seems to best serve the interest of the City.
2. To consider the competency and responsibility of proposers and of their proposed sub consultants in awarding any contract.
3. To make the award based on the City's best judgment as to which proposal best meets the City's expectations.
4. To negotiate the terms and conditions of the contract, including but not limited to the statement of work and contract price, in order to meet the City's expectations.
5. The City of Wray reserves the right to reject any or all proposals, to waive any informalities or irregularities therein, and to negotiate other terms in the proposals.