REQUEST FOR PROPOSALS

EMS BILLING SERVICES
SOLICITATION NO: RFP 16-0001

Contact Information:  Lorinda L. Fawcett  Matt Dale
Finance Officer       Division Chief
503-266-5851          503-266-5851
lfawcett@canbyfire.org mdale@canbyfire.org

I. GENERAL INFORMATION

A. INTRODUCTION

The Canby Rural Fire Protection District No. 62, also known as Canby Fire District, was formed in 1947. The Canby Fire District covers (54) square miles, and includes the incorporated city of Canby. The Canby Fire District operates out of 2 stations, both of which are combination career and volunteer stations. We currently employ (18) uniform career emergency services personnel, (2) civilian staff personnel, and (30) volunteers. Funding comes from property tax revenue, ambulance service fees, and other miscellaneous fees. The Fire District is managed by a five member publicly elected Board of Directors who set policy and approve the annual budget.

B. REQUEST FOR BID

Pursuant to ORS 279B.070, Canby Fire District will receive sealed proposals to provide EMS Billing Services, as per specifications, until no later than 4:00 p.m. on Friday, October 19th, 2016 at the Canby Fire District office located at 221 S Pine Street, Canby, Oregon 97013. No proposals will be received or considered after that time.

Canby Fire District may reject any proposal/bid not in compliance with all prescribed public proposal procedures and requirements, and may reject, for good cause, any or all proposals upon a finding that it is in the public interest to do so. The District may waive any and/or all informalities in the public interest.
II. SCOPE

Pursuant to ORS 279B.070, Canby Fire District is actively seeking proposals for the provision of EMS Billing Services & future GEMT Billing. It is the intent of these specifications to describe in sufficient detail in order to obtain proposals/bids from several companies.

While the purpose of this RFP is to indicate certain minimum requirements, it is not the intent to exclude any proposals/bids but to ensure a service provider best suited for Canby Fire District’s requirements.

Proposers are to submit three (3) copies of their proposal/bid.

A. EXCEPTIONS

The proposer shall list on a separate sheet of paper, titled “Exception(s) to the Proposal Conditions and Specifications,” any variations from or exceptions to the conditions and specifications of this proposal. It will be the determination of a representative of Canby Fire District to decide what is or is not important in any variation or deviation of proposal.

Whereas alternate features, additions, or deletions to the specifications will be given due and utmost consideration, they shall be clearly outlined by the proposer. Failure to comply may disqualify the proposal.

B. CONTRACT TERM

The contract will be for a period of one year, beginning January 1, 2017 and ending December 31, 2017, unless extended by mutual agreement.

It is understood and agreed upon that the contract may be extended only under the same conditions governing the original contract, and any request for a change in the contract conditions shall be interpreted as a request not to extend the contract at the end of the current contract period.

C. PRICE AGREEMENT

The District desires an all-inclusive rate for performing the billing and collection services. The proposal prices shall remain firm until a contract period is completed.
D. AWARD CRITERIA

In making an award, Canby Fire District will evaluate the proposals/bids based upon the following evaluation criteria and weights:

1. Cost-Pricing 25
2. Compliance with specifications 25
3. Past history in ambulance billing in Oregon 25
4. Additional service or qualities offered that will benefit the District 25

Canby Fire District reserves the right to reject any or all proposals, to waive technicalities or informalities, to seek new proposals, and to accept any proposal deemed to be in the best interest of Canby Fire District.

E. BONDING

At its sole discretion, Canby Fire District may require a personal bond for all employees of the successful proposer who will be involved with or perform service in connection with the contract between the District and proposer.

F. INSURANCE

The successful proposer must provide evidence that Professional Liability Insurance will be maintained at the Oregon Tort Claims limits of $1,300,000 for each claim/Annual Aggregate.

G. EXPERIENCE

The proposer must have provided services similar in Oregon equal to those specified herein for a minimum of two (2) years.

H. INVOICES

The contract will require invoices to be mailed to:

Canby Fire District
221 S Pine Street
Canby, Oregon, 97013

I. ADDITIONAL SERVICES

The District recognizes that the proposers participating in this proposal/bid may have a great deal of expertise at their disposal concerning the mechanics of this proposal. Other services or benefits not specifically mentioned in these specifications which the proposer may be able to provide to assist the District shall also be of consideration in the proposal evaluation process.
J. SUBMISSION OF PROPOSAL/BID

All proposals/bids must be received at the Canby Fire District Office, no later than 4:00 p.m. on Friday October 19th, 2016. Envelopes must be clearly marked, “EMS Billing Service, BID.”

Proposers should take caution if U.S. Mail or other carriers are to be used for submission of proposals. Mailing should be made in sufficient time for proposals to arrive at the District’s Office prior to the time and date specified above.

K. CONTACT PERSON

Please provide name and telephone number of your agency’s contact person:

Name: ___________________________ Phone No.: _________________________

III. EVALUATION AND SELECTION CRITERIA

A. PROPOSAL/BID EVALUATION PROCESS

Only those proposals providing sufficient information for the District to evaluate the criteria set forth in Section II-D will be deemed responsive. Award will be made to the proposer whose proposal will best serve the needs and interests of Canby Fire District.

The District’s Evaluation Committee will be made up of the CFO, the Fire Chief, the Division Chief of EMS. The Evaluation Committee shall rank and score responsive bids and present the Committee’s recommendation for award to the District Board of Directors on or before Wednesday, October 26, 2016.

B. CONTRACT AWARD

Submittal of a proposal indicates proposer’s intent to be bound by the contract terms. The District will enter contract negotiations with the highest-rated proposer. During negotiations the District may require any additional information that it deems necessary in order to clarify the proposer’s approach and District understanding of the offered services. Any changes agreed to will become part of the final contract. Negotiations will identify a level of work and associated fee that best represents the service required. If the District is unable to negotiate contract terms with the highest-rated proposer, discussions shall be terminated and negotiations will begin with the next highest-rated proposer. The District may reinitiate negotiations with any proposer, or may reject any and all proposals at any time at its sole discretion.
INTER-LOCAL AGREEMENT OREGON

Pursuant to the Oregon Revised Statute 279A.215 [Formerly ORS 279.015(1)(g)] any purchasing contracting agency or agencies in Oregon may establish contracts or price agreements under the terms, conditions, and prices of this contract without competitive bidding, provided that the purchasing contracting agency complied with all competitive bidding requirements, and no material change is made with the purchasing contracting agency in the terms, conditions or prices of the original contract. The contractor agrees to extend the terms, conditions and prices of the original contract to such purchasing contracting agency or agencies during the period from the effective date of the original contract, if the original contract is extended by mutual agreement by the parties thereto.

INTER-STATE AGREEMENT

Public or purchasing agencies from Oregon and Washington may utilize this contract of interstate cooperative procurements, according to the requirements of ORS 279A.220 and RCW 39.34.

IV. TECHNICAL SPECIFICATIONS – EMS BILLING SERVICES

A. SCOPE

Sealed bids are requested by Canby Fire District, for a Third Party Administrator (TPA) to provide Emergency Medical Service (EMS) billing services & future GEMT billing services for the District. The TPA will provide professional and technical assistance in connection with the operation and maintenance of the program. Work shall include, but not be limited to, comprehensive billing and collection services, data base administration, record keeping, customer service, documentation, preparation for financial and management reports, and all associated annual audit documentation.

The District is currently pursuing Community Paramedic programs and contracts with local hospitals. The TPA needs to be prepared to provide billing for those services. Canby Fire District currently uses ESO Solutions EHR chart writing system. TPA must have a system in place to accept ESO Solutions EHR chart writing system.
B. CANBY FIRE DISTRICT BACKGROUND

Canby Fire District provides ambulance transport and EMS for the citizens and visitors of Canby Fire District. The population of Canby Rural Fire District is approximately 30,000, and covers approximately 54 square miles. In 2015, the Fire District responded to 1255 EMS calls for service and transported 1085. During the same time period, other EMS agencies transported 170 times. Canby Fire District’s goal is to transport over 50% of those other EMS agency calls with increased staffing from operating levy after January 1, 2017 with a second medic unit. The District also signed an agreement with Tualatin Valley Fire & Rescue for the development of GEMT within the State of Oregon.

C. RATES

Current rates charged by Canby Rural Fire District for EMS calls:

- BLS: $1,150.00
- ALS 1: $1,150.00
- ALS 2: $1,250.00
- Mileage: $22.00 per loaded mile

D. ELECTRONIC CHARTING DATA

The District will give billing extract access to all public safety data information required for billing purposes. The TPA will set up and service the accounts from set-up to maintaining required records per Oregon Records Retention Laws after an account is either paid in full or written off as bad debt. The TPA will maintain the EMS accounts on its system.

E. COLLECTIONS AND SUBSCRIPTION SERVICES

The District sends accounts to collection as necessary. The District provides an EMS subscription service that allows participants to not be billed for any amounts above collectable insurance amounts.

F. MINIMUM REQUIREMENTS

1. The successful proposer shall provide billing service for all billable transports and billable non-transport and GEMT.
2. Proposer shall use software that accepts electronic uploads of patient demographic data and patient narratives from the District’s software. The final determination of whether or not the software meets the needs of the District shall rest with the District.
3. Proposer shall provide a system that allows for all EMS account information to be made available to the District for monitoring billing activities.
4. Proposer will accept responsibility for all EMS customer billing inquiries and retrieval of medical records for affiliated agencies.
5. Proposer will accept responsibility for all EMS customer complaints and compliments by providing information in hard copy or by electronic media, including follow-up results, to the District Administration no later than four (4) business days.

6. Proposer shall maintain the software and hardware necessary to adhere to all of these requirements.

7. Proposer shall provide Canby Fire District with financial reports, monthly or on an as needed basis.

8. Proposer guarantees that EMS administration will receive hard copy documents concerning procedure changes relating to the Medicare B and Medicaid of Oregon coverage for ambulances, and any other commercial/individual insurance carrier changes that develop throughout the course of this contract.

9. All business costs (personnel, forms, fees, etc.) shall be included in the monthly collection fee.

10. Proposer shall post all payments to accounts and process refunds and adjustments in a correct and timely manner based on date and/or District alarm number.

11. Proposer agrees to store billing and financial records from the date of treatment, and will maintain a record of account transactions on tape backup (or microfiche, hard copy, or another method). Proposer will provide these records to the District upon request, and/or at termination of the contract.

12. Proposer agrees to negotiate in good faith with the District at the termination of the contract, the best manner to transition active accounts. Proposer agrees to deliver to the District or District’s representative a computerized file of active accounts, if requested, in a format agreeable to the District.

13. Proposer agrees to sign the District’s Business Associate Agreement - HIPPA.

14. Proposer must submit a system disaster recovery plan, as well as, a full description of system backup and recovery plans.

15. Proposer must describe experience and familiarity with Fire Med programs, and a proposal to manage collections for this program.

16. Proposer must assign sufficient experienced qualified personnel to conduct the services in an efficient and professional manner.

17. Proposer must have experience filing claims with governmental programs such as Medicare, and Medicaid as well as health insurance programs (HMOs and PPOs) and, Oregon DMAP, PIP Insurance, etc.

18. Proposer must maintain an office that operates, at a minimum, during normal business hours of 8:00 am to 5:00 pm Monday through Friday, excluding holidays, and have a toll free number for billing inquiries.

19. Proposer must interact with the receiving medical facility to obtain additional data to complete the billing process.

20. Proposer must promptly address issues that may arise in connection with this agreement and/or day to day billing questions from the District.
G. NARRATIVE

Please provide a narrative for each of the following questions/statements. Each narrative should be numbered to correspond with the numbers below.

1. Identify the cost your company will charge Canby Fire District for EMS transport billing service. This cost will include all charges for the one (1) year contract period, including billing software, hardware, and business costs.

2. Identify and detail any additional fees/charges that your company will submit to the District, or that may be available to the District.

3. Customer service is an extremely critical aspect of Canby Fire District EMS billing. Please detail your company’s philosophy as it pertains to customer service.

4. Describe and provide samples of the patient statements. Who, when, why, and what does the patient receive, and at what frequency?

5. Discuss in detail the billing to payment cycle to include, but not be limited to, retrieval of data for billing insurance company, actual billing process, billing turnaround time, payment to the District, and billing/claim follow-up process, etc.

6. Discuss your firm’s collection practices.

7. Identify companies you provide EMS billing services for. Please provide contact information for references.

8. Provide a sample of monthly reports that you will provide to District, including:

   a. Call detail
   b. Charge detail
   c. Charge summary
   d. Payment detail
   e. Payment summary
   f. Adjustment summary
   g. Billable transports
   h. Billing summary
   i. Charges by call type
   j. Net revenue
   k. Patient account info

9. Describe any characteristics or capabilities which may make your company uniquely qualified to provide EMS medical billing service and account receivable activities. What sets your company apart from other billing companies?

10. Submit with your proposal a copy of your standard contract form.