



**SEDGWICK COUNTY, KANSAS
FINANCE DEPARTMENT**

Purchasing Section

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**ADDENDUM #1
RFP #18-0055
EMS BILLING SERVICES**

September 10, 2018

The following is to ensure that proposers have complete information prior to submitting a proposal response. Here are clarifications regarding our request.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

1. Can companies from outside the United States apply for this?

Answer: We will review all proposals submitted.

2. Will there be a need to attend on-site meetings?

Answer: There may be times we would expect face to face meetings. We anticipate at least on a quarterly basis after the contract is complete and initial work is completed, which may require more frequent meetings. We would also expect contact during normal U.S. hours with decision makers and would expect our clients to have access for questions as well.

3. Can we perform the tasks (related to the RFP) outside the United States?

Answer: We are under U.S. laws, rules, and regulations and would expect the vendor to be in compliance with all applicable rules and regulations.

4. Can we submit proposals via e-mail?

Answer: Per page 4 of the RFP under IV. Submittals, submit one (1) original (paper) and one (1) electronic copy (.pdf/Word supplied on a flash drive).

5. How do you and/or the current EMS billing vendor obtain patient demographic and insurance information? From hospital? Some other means? What company currently provides EMS billing services for the County? What does that company charge the County for services? Please provide a copy of the County's current contract with its EMS billing vendor.

Answer: We provide as much demographic information as we can obtain through inquiring of the patient and facilities, electronic access into 2 major hospital systems and access to CSnap, Accurint, Availity, and/or Medicaid. Currently in house billing, no contract. COMCARE is able to access some database information from Via Christi and receives daily files from Wesley with patient data. This allows our billing rep to ensure he or she is using the most accurate patient data.

6. Will the County provide a 90 day work down of open A/R? Does the County require the successful vendor to convert and collect open A/R at contract completion? If so, are there any projections the County can share regarding the number of accounts that will need to be converted?

Answer: It is our intention that the successful vendor will be responsible for billing and collecting on new services after a contract has been completed and a start date established. However we may include dates of service prior to the contract date subject to separate negotiation.

7. Please provide the payer mix for charges billed in the years 2016 & 2017 (receipts by carrier are included in the attachment but not charges by carrier).

Answer: Charges by primary payor for 2016 transports: Medicare (traditional) = \$276,203.00, Medicare (Advantage) = \$544,407.80, Medicaid = \$7,195,609.30, Insurance = \$14,701,920.90, Self-Pay = \$11,415,308.90. Charges by primary payor for 2017 transports: Medicare (traditional) = \$465,507.70, Medicare (Advantage) = \$519,819.10, Medicaid = \$7,014,200.90, Insurance = \$14,542,242.30, Self-Pay = \$11,558,867.10.

8. Please include the contracted rates for receipts included in the “Other” category.

Answer: Please see Attachment 1 included with this addendum.

9. Please specify what type of audit is being requested. Is this a financial audit or a coding audit or some other type of audit?

Answer: Disregard this item under Section VI. 10. It is covered by the item under Section VI.11.

10. Please provide the number of current staff members providing the service including their function.

Answer: Team Lead plus seven (7) Patient Billing Representatives who process claims and post payments.

11. Please provide a list of your transport hospitals and the associated transport volume.

*Answer: Via Christi Behavioral Health – 46, Wesley on Woodlawn – 1,608, Kansas Medical Center – 213, Via Christi St. Francis – 10,427, Via Christi St. Joseph – 4,004, Veteran’s Administration – 434, Wesley Medical Center – 10,140 – Wesley West ED – 217, Newton Medical Center – 27, Via Christi St. Teresa – 597, Wesley Derby ED – 202, KS Medical Center Webb ED – 21, **Total Transports: 27,936.***

12. Please provide your current ePCR software vendor.

Answer: We are in transition from HealthEMS Ver 4.11 by Sansio to HealthEMS Mobile Touch by Sansio.

13. Please provide your current CAD vendor.

Answer: Northrup Grumman Command Point.

14. Can you please confirm total billable transports for 2017?

Answer: 2017 transports totaled 43,228.

15. Does Sedgwick County utilize a collections agency?

Answer: We do not use a collection agency, unpaid bills go to the Kansas Set Off program.

16. Does the County have any special write-off policies that would impact revenue?

Answer: We do not send them an account of \$25.00 or less.

17. Does the County participate in an Area Resident or subscriber programs?

Answer: We have no resident or subscriber programs.

18. What is the average loaded miles per transport?

Answer: Our average miles per transport for 2017 is approximately 5.8 miles.

19. Please provide a breakdown of FY2017 transports by primary payor for the following categories: a) Medicare (Traditional), b) Medicare Advantage, c) Medicaid, d) Insurance and e) Self-Pay.

Answer: Medicare (Traditional) – 573, Medicare Advantage – 640, Medicaid – 8,558, Insurance – 19,810 and Self-Pay – 13,647.

20. Section VII – B15 – Please clarify the product name and function of your “reporting system”?

Answer: We are in transition in using HealthEMS 4.11 moving to HealthEMS Mobile Touch by Sansio, not Physio Control. The reporting system function is our patient care reporting system or our patient care charts for our calls.

21. Will the performance bond be required at award or during submission?

Answer: Performance bond will have to be provided prior to award of contract.

22. Please clarify, “Allow first hire offers to at least 5 county staff members currently performing these services.” Does this imply the vendor will hire 5 county staff members?

Answer: Please note the first paragraph in Section VII – B. Minimum Firm Qualifications. Also note the number of points assigned in Section VII – C. Evaluation Criteria (d). Please provide us with detailed options.

23. Please clarify, “compliance plan”

Answer: The compliance plan referred to is how your organization complies with HIPAA requirements in the use and protection of PHI and how your organization measures its compliance with CMS rules and regulations such as billing correct patients, amounts and how do you detect/deal with overpayments.

24. Please clarify, “provide any information that your company has on based rate policy instead of the pay tax and service mix.”

Answer: Please remove this statement from the RFP (Section VIII Required Response Content – 5). No longer valid.

25. Please clarify, “Be responsible for invoicing approved payments (in the form of a Purchase Order) from the VA (Veteran’s Administration) via a specific invoicing website, supplemental process to billing the VA for services rendered.”

Answer: Please describe your experience, acknowledge your responsibility in billing VA for services and following up allowed charges with the PO process required by the VA.

26. Section VII – B13, is the successful vendor required to purchase a total of six (6) new workstations as part of the bid? If so, can the County provide specs for those workstations?

Answer: It is mandatory to provide remote access, not for purchasing workstations. Section VII – B15 states to provide software and hardware as necessary.

27. Section VII – B16, what is the name of the bank that manages the County’s current lockbox? What is the approximate monthly charge for County lockbox services?

Answer: We use INTRUST Bank, but we have not charged the billing vendor for any of the County’s fees for that. \$450.00 is the monthly charge.

28. Section VII – G indicates “a performance bond equal to 100% of the contract values shall be provided by the successful proposer.” This is not typically the industry standard when it comes to EMS billing and will certainly add a very costly component to any company’s proposal amount. Is the County certain it would like to maintain this requirement? If so, please advise how “100% of the contract value” is to be determined in advance when the County’s trip totals and billing amounts will change from year to year.

Answer: Please provide the County with multiple options for consideration. These options can include performance bonding or no performance bonding. All options will be evaluated. The County's interest is in maximizing performance in billings and collections.

29. The RFP indicates the County's current lockbox requirements. Is the County interested in alternative processes that are both cheaper and more efficient than the current lockbox process?

Answer: Please provide any and all options in your proposal. We will evaluate all options.

30. Who is your delinquent account collection agency? What is the current cost of their services?

Answer: We are letting the ARSI contract expire so we have no delinquent account collection agency.

31. Are you interested in receiving an additional bid for delinquent account collection services?

Answer: Please make any offers part of your proposal response.

32. Why are you currently going out to bid?

Answer: Please refer to Section II – Background in our RFP.

33. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

Answer: Please refer to the answer for Question 6.

34. Please provide your mandatory adjustment amount for a recent 12 month period.

Answer: Mandatory adjustments for July '17 through June '18 for Medicare, Medicaid, Tricare and BC&BS was \$17,390,225.00.

35. Do you accept credit cards?

Answer: We accept credit cards.

36. Are you open to another posting option other than a lockbox account?

Answer: No.

37. Do you have a service level agreement with your lockbox account?

Answer: Yes.

38. How many copies of the proposal would you like?

Answer: Please refer to first paragraph of Section IV. Submittals.

39. Please describe what type and frequency of errors you have experienced with the use of a lockbox?

Answer: We have very few issues and those that we have had, have been resolved immediately.

40. Please advise collection rates by destination hospital and zip code for the last 3 years.

Answer: This information is not available.

41. Why is Sedgwick County transitioning away from in-house billing?

Answer: Please refer to Section II – Background in our RFP.

42. Does current billing staff have experience with MAC's other than NGS?

Answer: Yes.

43. PLEASE NOTE: The due date for responses has been changed from Tuesday, September 18, 2018 to Tuesday, September 25, 2018. All proposals are due no later than 1:45 pm CDT.

Submittals are due **NO LATER THAN 1:45 p.m., CDT, Tuesday, September 25, 2018**. Late proposals will not be accepted and will not be considered for award recommendation.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE BID RESPONSE PAGE.

Joseph Thomas, CPSM, C.P.M.
Purchasing Director

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