

**BOCC APPROVAL NOVEMBER 14, 2018**  
**BOARD OF BIDS AND CONTRACTS NOVEMBER 8, 2018**

**8. EMS BILLING SERVICES -- DIVISION OF FINANCE AND EMERGENCY MEDICAL SERVICES (EMS)**

**FUNDING -- DIVISION OF FINANCE AND EMS**

(Request sent to 53 vendors)

RFP #18-0055 Contract

	Advanced Data Processing, Inc. (Intermedix)	LifeQuest Services	Digitech Computer, Inc.	Change Healthcare Technology Enabled Services LLC	Integra Connect
Monthly percentage of collection basis	<b>*3.25% of net collections</b>	Ambulance Billing Services: 5.25% (net dollars collected) Delinquent Account Collection: 20.00% (net dollars collected)	4.5% of net collections	Option 1: 4.00% (includes a shared client manager) Option 2: 4.75% (includes a County-dedicated client manager)	4.25% of net collections
Start-up costs, installation fees, and conversion of existing accounts	<b>Included</b>	Included	Included	6% fee for gross collections of previous accounts receivable	Included
Any additional fees/charges	<b>No</b>	No	No	No	No
Time required for implementation	<b>Meet January 1, 2019 deadline</b>	Meet January 1, 2019 deadline	Meet January 1, 2019 deadline	45-90 days	60 days
	Orion Healthcare Technology, Inc.	Fire Recovery EMS, LLC	RPM Billing LLC	EMS Management & Consultants, Inc.	Quick Med Claims, LLC
Monthly percentage of collection basis	<b>**2.5% per month</b>	5.49% of dollars collected	6.5% of collected revenues for dates of service starting January 1, 2019	4.2% effective 1/1/19	4.95% of net collected revenue
Start-up costs, installation fees, and conversion of existing accounts	\$1,500.00	Prefer to not take any accounts that have already been billed to an insurance provider	All previous dates of services at 9.5% of collected revenues	5% for accounts receivable with dates of service 7/1/18 - 12/31/18	7% of net collected revenue with a date of service on or before 12/31/18
Any additional fees/charges	<b>***Options (see below)</b>	No	No	No	No
Time required for implementation	9-15 weeks	45 days	Meet January 1, 2019 deadline	60 days	60-90 days
No Bid	UMB Bank	EMS Billing Services, Inc.	Kansas Counselors, Inc.	Intrust Bank	Bank of the West
	911 Billing Services	Management Services Network	Superior Financial Services	Tritech Software Systems	MGT of America
	Allen, Gibbs & Houlik, L.C.				

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**\*Negotiated cost**

On the recommendation of Joe Thomas, on behalf of the Division of Finance and Emergency Medical Services (EMS), Tim Myers moved to **accept the proposal from Advanced Data Processing, Inc. (Intermedix) per rates shown for a period of three (3) years with options to renew for two (2) additional one (1) year terms.** Jennifer Dombaugh seconded the motion. The motion passed unanimously.

A committee comprised of Dennis Mauk - EMS, Tracy Lolley - COMCARE, Rick Nuss - IT, Marty Hughes, Melissa Slaughter, and Hope Hernandez - Accounting, Lindsay Poe-Rousseau - Finance, and Joe Thomas - Purchasing evaluated all responses based on experience, qualifications, approach to billing and collection projects, and overall cost of their solutions. Advanced Data Processing, Inc. (Intermedix) received the highest overall score and was unanimously recommended for award.

When a citizen calls 9-1-1, the dispatcher asks pertinent questions concerning the patient's status and general condition, and then an ambulance is dispatched to the scene. Information is entered by the 9-1-1 dispatcher to the county's Northrup Grumman CommandPoint CAD system. Paramedics arrive at the scene, provide a patient assessment, and begin medical treatment. Once the patient is stabilized and the decision is made to transport to a medical facility, the patient is questioned for billing information. This billing information, along with all medical information regarding treatment administered to the patient, is entered into the Sansio HealthEMS system.. The case number entered by the 9-1-1 dispatcher and the information supplied by the paramedics are interfaced at the time of the call.

Patient care records, dispatch information, and account information are then reviewed to ensure completeness and accuracy by the EMS Quality Control staff. Following this review, all accounts with their corresponding patient care records are made available for export to a qualified EMS Billing Service for processing the claim or billing for the service. This billing process begins with having a qualified vendor that is certified and licensed for ICD-10 (International Classification of Diseases) coding and A/R billing functions.

Through an interface connection, the service data is transmitted to the billing company and an account is setup for the run that includes all appropriate information needed to bill the responsible party, be it the patient, insurance, or another party. This process includes HCPCS (Healthcare Common Procedure Coding System) and ICD-10 coding completed by Certified Ambulance Coders (CAC) of the EMS services provided, which will enable the billing company to be able to process electronic and paper claims filing, which will generate payment through a lockbox account with our bank or with a credit card payment. This payment information is transferred to the billing company daily to be posted to the account, followed by secondary and tertiary claims filing as needed and rejected claim resolution. Additionally, patient statements will be mailed to the responsible party for payment or additional billing information.

The billing company will also provide periodic reports to the county summarizing the activity completed and daily confirmation reports to verify charge activity received from EMS and payments posted to the accounts. Once an account has been billed for six (6) months or longer and remains with an open balance, the account will be forwarded to the county for follow-up collection activity.

The awarded billing company will have a Quality Control and Assurance program to verify accuracy in coding and recording of charges and claims processing. Additionally, the billing company will comply with all CMS (Centers for Medicare & Medicaid Services) and HIPAA (Health Insurance Portability and Accountability Act of 1996) regulations, as well as provide the county with an annual independent audit and a SSAE 16, SOC 1 (Service Organization Controls Report) annually.

**Notes:**

**\*\*The percentage is based on all payments received and reported to Orion for the month by Sedgwick County EMS on patient accounts. The final monthly cost at 3% will be invoiced and sent at the end of each month for payment by the 10th of the following month.**

**\*\*\* (Options)**

Orion Billing Software and Document Management: \$125.00/month.

Custom Interface with Sansio Health EMS: \$17,590.00.

Custom Interface with NEMSIS 3: \$9,450.00.

On-site training, implementation, and orientation fee: \$3,000.00.

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***Questions and Answers***

Linda Kizzire: Who do we currently use?

Tom Stolz: We're currently in-house and we're migrating to a third party. It looks like Orion is charging 2.5% versus the 3.25% by Intermedix. I know there is way more to the complexity of this than dollars. Would Orion be less money?

Dennis Mauk: With interfaces and those types of things, no they would not. The other companies don't have those kinds of interfaces they have to develop. They already exist.