City of Clayton

REQUEST FOR PROPOSAL
FOR
EMERGENCY MEDICAL SERVICES
BILLING

Date:
7th of April thru April 22nd until 9:00 AM

Bid Opening: 9:00 AM
Tuesday, April 23, 2019

CONTACT:

City of Clayton
Office of the City Manager
6996 Taywood Rd.
Englewood, Ohio 45322

INTRODUCTION AND GENERAL INFORMATION

The City of Clayton Purchasing Department will receive sealed proposals until **Monday the 22nd of April 2019, 9:00 AM**, for a qualified third-party billing service to handle 911 pre-hospital Emergency Medical Services (EMS) billing services. As this is a formal sealed proposal, no faxed proposals will be accepted. Any responses received after the above date and time will be returned unopened to the Offeror. The Bid Opening is scheduled for Tuesday, April 23, 2019 at 9:00 AM at the Clayton Government Center, 6996 Taywood Road, Englewood, OH 45322.

The purpose and intent of this Request for Proposal (RFP) is to solicit sealed proposals to provide professional services through competitive negotiations for a third-party billing service for the City of Clayton, hereinafter referred to as City of Clayton.

INQUIRIES

As it is expected that each firm may have different needs for information, it is incumbent on each firm to make whatever inquiries it deems necessary in order to respond to the RFP. The City of Clayton assumes no responsibility for oral instructions, suggestions or interpretations. Any material change will be submitted to all offerors through issuance of an addendum by the Purchasing Department. It is the responsibility of the proposed offeror to inquire, in writing, about any portion of this invitation that the offeror does not understand. All inquiries concerning this invitation should be submitted not less than 7 days prior to the closing date, to:

City of Clayton
Office of the City Manager
6996 Taywood Road
Englewood, Ohio 45322

The City of Clayton shall provide the mechanism for the evaluation of all information received. The evaluation will be based on predetermined criteria including, but not limited to, cost, experience, services provided, organization size, structure, stability, proximity to City of Clayton, and acceptability of service requested.

The City of Clayton reserves the right to accept or reject any or all proposals; to waive any informalities or irregularities in the bids received and to award the contract to the lowest and best responsive bid submitted by a responsible bidder whose proposal is deemed most favorable to the City of Clayton.

The City of Clayton, Ohio

REQUEST FOR PROPOSAL
EMERGENCY MEDICAL SERVICES
BILLING

PURPOSE

The City of Clayton Purchasing Department will receive sealed proposals until **Monday the 22nd of April 2019, 9:00 AM**. for a qualified third-party billing service to handle 911 pre-hospital Emergency Medical Services (EMS) billing services.

BACKGROUND OF FIRE/EMS SERVICES

Fire and Emergency Medical Services in City of Clayton are provided by a combination of full and part time personnel providing both ALS and BLS transportation. The department is currently comprised of 9 Emergency Medical Technician-Basics (EMT-B) and 21 Emergency Medical Technicians-Paramedics (EMT-P) responding 24 hours a day, seven days a week. During 2018 the City of Clayton transported approximately 1500 patients to the hospital.

OVERVIEW OF BILLING PROCESS

The City of Clayton Fire/Rescue Squads and the City of Clayton will utilize all applicable resources to ensure honest, ethical and lawful billing practices. This includes but is not limited to HIPAA regulations, federal, state and local requirements, insurance and accounting practices. Currently all of the EMS transporting personnel use a laptop with mobile EMS software. This is used to collect and document the activities as related to patient care. This information is transferred by a wireless sync into Firehouse Software® licensed by the City of Clayton and will be transmitted electronically via a firewall protected file transfer protocol to the billing services provider. Payments will be submitted to the City of Clayton accounts that have been established with our financial institution. The billing services provider will receive payment information and post it to the appropriate accounts and provide posting documentation to the City of Clayton Finance / Accounting Department via a Firewall Protected Internet Based Reporting System. The billing services provider will provide a firewall protected HIPAA Compliant method by which the City of Clayton can send Protected Health Information (PHI) regarding transported patients.

SCOPE OF WORK

1. The Billing Services Provider will prepare and submit accurate and complete insurance claims electronically to include but not limited to Medicare, Medicaid, Anthem, UHC, Tri-Care, Medical Mutual, and any other applicable carriers including both commercial and private insurances. Claims submitted with complete and accurate information will be filed with third party entities in timely manner (usually 2 days) upon receipt from the City of Clayton.

2. Verification and Missing Information Follow-Up: The EMS Billing Services Provider will provide all labor, materials and equipment for verification of the downloaded transport information and patient information. The EMS Billing Services Provider will gather missing patient information by, but not limited to, gathering electronic patient information from the hospital, search the billing service provider's billing data base; contacting the medical facility; interfacing with insurance provider's data systems, or by direct patient, family member or responsible party contact. When contact is made with the appropriate party, the EMS Billing Services Provider will verify and correct all patient information. To the extent permitted under HIPAA and other laws, the billing services provider shall not unduly withhold information from the City of Clayton EMS Agency's designated representatives when such information is needed to complete the billing process.

3. Prepare and mail invoices to patients responsible for co-pays and/or deductibles, private pay, and uninsured patients.

4. Post payments to the appropriate accounts and provide payment posting and revenue reports to the City of Clayton via a Firewall Protected Internet Based Reporting System.

5. Provide the City of Clayton with an itemized report of all invoices and claims billed, monies collected and outstanding balances via a Firewall Protected Internet Based Reporting System.

6. Provide the City of Clayton with additional reports regarding write-off via a Firewall Protected Internet Based Reporting System.

7. Invoice the City of Clayton monthly for services rendered based on a percentage of monies collected.

8. Provide the appropriate training to ensure that all the City of Clayton Fire & Rescue personnel involved in the billing process will have the necessary skills, knowledge and abilities to accurately prepare and enter the "Run Sheet" and to ensure completion and completeness of the "Run Sheet" in the electronic collection system of choice. The City of Clayton will provide the training facilities and supplies (limited) for the fire and rescue personnel. The EMS Billing Services Provider will be responsible for providing all instructors and training material. All training will be conducted at a City of Clayton designated site. Day and evening training sessions will be necessary.

9. Provide the City of Clayton Fire & Rescue personnel with appropriate training concerning documentation, charges and requirements of applicable health care laws and regulations.

10. Customer Service: The EMS Billing Services Provider will provide a staff of Customer Service Representatives who will provide patient account information Monday through Friday, during normal business hours, excluding the City of Clayton Holidays. (Please specify hours of available customer service). A local or toll-free customer service number must be provided.

11. The EMS Billing Services Provider acting on behalf of the City of Clayton will remain respectful and mindful of the needs of its citizens and patients:

    a) The City of Clayton will operate under a compassionate billing program (with respect to Office of Inspector General interpretations for local government billing practices).

    b) Weekly or monthly installment payment plans will be offered to patients with outstanding balances and will be managed by the Billing Services Provider.

    c) All collection procedures with respect to the City of Clayton EMS Billing must be approved by the City of Clayton.

12. Patients will receive a bill for each month for three (3) months. If bill has not been paid in full within 120 days, the patient shall be notified by letter and/or telephone of the delinquent amount.

13. The EMS Billing provider will report which accounts have been determined to be uncollectible via a Firewall Protected Internet Based Reporting System. The criteria for uncollectible accounts will be approved by the City of Clayton.

14. The City of Clayton reserves the right to recall accounts from the EMS Billing Services Provider upon written notice.

15. The City of Clayton reserves the right to return accounts from the EMS Billing Services Provider if the EMS Billing Services Provider has failed to file proper insurance or to follow up on outstanding insurance claims.

16. The EMS Billing Services Provider is responsible for providing all materials and resources required for the performance of the contract including, but not limited to, facilities, equipment, statements, postage and personnel.

ADDITIONAL REQUIRED INFORMATION

1. EMS Billing Services Provider must provide a history of the firm, qualifications and years of experience in 911-ambulance billing.

2. EMS Billing Services Providers must describe their capability to provide automated claims submission to applicable insurance carriers.

3. EMS Billing Services Providers are to provide references from five (5) current 911-based EMS entities. These references must contain the number of runs and the average revenue per run for calendar years 2017 and 2018. These references will also include the name, address and telephone number of the Department Chief and the Finance Director of the government entity. These references should reflect an EMS Billing program similar to that of the City of Clayton.

4. EMS Billing services providers must also provide references from five (5) current EMS Service providers who submit their runs to the Billing Services Provider via a firewall protected electronic interface from Firehouse Software®. These references will include the name, address and telephone number of the Department Chief and the total number of billable transports submitted electronically in 2017 and 2018. These references may be the same or different from the references submitted in response to #3 above.

5. EMS Billing Services provider will provide a detailed project plan for the implementation of the City of Clayton EMS Billing Project including a scheduled demonstration of the electronic interface with Firehouse Software®.

6. EMS Billing Services Providers should provide information on the availability and description of reports that can be generated on request via a secure connection to the Billing Services Provider's Internet Site. If applicable, please also indicate whether said reports can be saved to a variety of file formats (Microsoft Word, Excel or Adobe Portable Document Format) and provide samples.

7. EMS Billing Services Providers should provide information regarding their use of current and/or emerging technology to provide the City of Clayton access to error reports, call reports, and financial reports.

8. EMS Billing Services Providers shall provide a copy of their SAS-70 Audit report dated on or after July 1 and to be completed once a year.

9. EMS Billing Services Providers should confirm that they have developed and implemented a compliance plan to identify activities among employees that could be considered fraudulent or abusive with respect to billing practices. The EMS Billing Services Provider shall provide to representatives of the City of Clayton a hot line number to report suspected instances of fraudulent or abusive billing practices. Further, the EMS Billing Services Provider shall provide the name and title of service's compliance officer.

10. EMS Billing Services Provider shall confirm that, to the best of their knowledge, they are not presently the subject of any federal or state investigation involving fraudulent or abusive billing practices, and if such investigations are ongoing or have occurred within

the past five (5) years, the EMS Billing Services Provider shall provide the nature and outcome of such investigations with the responses to this RFP.

11. The City of Clayton or its Agent reserves the right to audit the records of the vendor selected during normal business hours upon giving reasonable notice of intent to do so.

12. This contract will be for a period of three (3) years from the initial date of signing with the option to renew at the discretion of the City of Clayton for two (2) additional one-year terms.

SUBMISSION OF PROPOSALS

All submittals shall be sent to the following address and must be submitted **no later than Monday the 22nd of April 2019*, 9:00 AM*.**

City of Clayton
Office of the City Manager
6996 Taywood Road
Englewood, Ohio 45322

Each vendor must submit **one (1) original and four (4) copies** of its proposal in a sealed envelope appropriately marked ***"EMERGENCY MEDICAL SERVICES BILLING – RFP # FD1-325***, which must be received at the above address by the deadline of **April the 22nd of April 2019*, 9:00 AM***. All proposals must remain firm for one hundred twenty-one (121) days following the date of submission of the sealed proposals with an approximate proposed start date of ***June 1st*, 2019.** Proposals that are not delivered as described in this paragraph will be discarded and will not be considered.

EACH PROPOSAL SHALL ALSO PROVIDE THE FOLLOWING INFORMATION:

1. The name of every company bearing an interest in the proposed services.

2. The name, title, address and telephone number of individuals with authority to contractually bind the vendor; and

3. A designated person(s) who can be contacted for prompt contract administration upon award of the contract. This information shall include the person's name, title, address and telephone number.

4. The signer of the proposal must declare that all persons, companies or parties interested in the contract as principals are named therein; that the proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and that the signer of the proposal has authority to contractually bind the vendor.

If the successful offeror is a corporation, the corporation must be registered to do business in the State of Ohio.

QUESTIONS AND ADDENDUMS

Vendors shall carefully examine this RFP and any addenda. Vendors should seek clarification of any ambiguity, conflict, omission or other error in this RFP in writing.

For information regarding RFP contact: The City of Clayton Fire Chief Brian Garver. If the answer to any question materially affects the RFP, the information will be incorporated into an addendum and distributed to vendors.

Oral comments do not form a part of this RFP.

PROPOSAL PREPARATION GUIDANCE

The Proposal response must address the items included in the Scope of Work and Additional Required Information. It is expected that the Proposal conforms to the following format:

Proposals should be prepared simply and economically, providing a straightforward, concise description of the capabilities of their offering. Unnecessarily elaborated brochures or other presentations beyond those sufficient to prepare a complete and concise proposal are not desired.

Proposal should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirements as it appears in the RFP. If a response covers more than one page, the proposal should contain a table of contents, which cross-references the RFP requirements. Information, which the Offeror desires to present, that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

Oral Presentations: Billing Companies who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the City of Clayton. This provides an opportunity for the Billing Companies to clarify or elaborate on the proposal. This would be a fact finding and explanation session only and will not include negotiations. The City of Clayton will schedule a time and location of these presentations. Oral presentations are an option of the City of Clayton and may not be conducted.

Proposals should be as thorough and as detailed as possible so that the City of Clayton may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following information/items as a complete proposal:

EMS Billing Services Provider Qualification Summary Sheet

1. A written narrative statement describing the Billing Company's organization data, including size and structure of the company, and overall EMS Billing experience.

2. A description of the Billing Company's history in providing the required services.

3. A description of your method and plan for providing the service(s) described herein.

4. Listing of the Billing Company's management and staff personnel to be used for this project detailing qualifications and current experience relative to the services described herein.

5. Detailed description of current technology employed to provide increased revenue and access to client specific financial data.

6. Any other information that you believe is relevant in evaluating your proposal.

7. A written, non-binding estimate of the cost to provide these services.

EVALUATION CRITERIA

1. Qualifications and experience of the firm.

2. Understanding of the Scope of Work.

3. Use of technology.

4. Reference checks and evidence of collection rates.

5. History of compliance with accepted billing and standardized accounting practices.

6. Must have an office in Ohio.

7. Cost of transition to a new billing company.

METHOD OF AWARD

A bid cannot be modified after it has been submitted, but a bidder may, upon written notification filed with the City Clerk, withdraw its bid unopened prior to the time set for the opening of bids.

The City of Clayton will evaluate all proposals in accordance with the Evaluation Criteria contained herein. Should the City of Clayton determine that only one Billing Company is fully qualified, or that one Billing Company is clearly, more highly qualified and suitable than the

others under consideration, a contract may be awarded to that Billing Company. The City of Clayton may also solicit oral presentations from vendors deemed fully qualified to provide the EMS Billing Services identified in this RFP. In that case, upon conclusion of the presentations, the City of Clayton will award the contract to the Billing Company deemed most qualified for this EMS Billing effort.

The bid shall be awarded after approval by a majority vote of Council to the lowest and best responsive bid submitted by a responsible bidder.

DOCUMENTS INCLUDED

The following documents are included with this Request for Proposal:

1. Non-Collusion Affidavit;

2. Pay-to-Play Affidavit.

These documents along with all other information requested herein shall be timely submitted with the bidders' proposal. Failure to do so may result in rejection of bid.

COSTS INCURRED IN RESPONDING

This request does not commit the City of Clayton to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs for the preparation thereof, nor to procure or contract for services.

PRIME VENDOR RESPONSIBILITIES

The vendor will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all requirements of this RFP.

INVOICING REQUIREMENTS

The City of Clayton will authorize payment to the EMS Billing Services Provider on a basis for satisfactory performance and receipt of EMS Billing Services Provider's correct invoice for services rendered. Invoices shall be sent to:

The City of Clayton
6996 Taywood Rd.
Englewood, Ohio 45322

DISQUALIFICATION OF VENDOR OR PROPOSAL

Awards will not be made to any person, firm, or company in default of a contract with the City, State of Ohio, or the Federal Government. This includes default upon the payment of any financial obligation. Please check with the City of Clayton Finance Department, (937) 836-3500, in the event you are concerned about this possibility.

NON-DISCRIMINATION/COMPLIANCE WITH APPLICABLE LAWS

The vendor, as a term of the Contract, shall comply with Civil Rights Act of 1964, the Federal Rehabilitation Act of 1973, any and all applicable Federal Executive Orders, any and all applicable Ohio Governor Executive Orders, and any and all other statutes, rules and regulations pertaining to non-discrimination. The vendor further agrees that he/she/it is in compliance with the non-discrimination, affirmative action requirements of Ohio Revised Code Section 125.111.

FINDING FOR RECOVERY

The Vendor affirmatively represents to the City of Clayton that it is not subject to a finding for recovery under Ohio Revised Code §9.24, or that it has taken the appropriate remedial steps required under §9.24 or otherwise qualifies under that section. The Vendor agrees that if this representation is deemed to be false, the contract shall be void *ab initio* as between the parties to this contract, and any funds paid by the City of Clayton hereunder shall be immediately repaid to the City, or an action for recovery may be immediately commenced by the City of Clayton for recovery of said funds.