



**Purchasing Department
City Hall, 73 Harlow Street
Bangor, Maine 04401
Tel. 207-992-4282**

**Request for Proposals
Emergency Medical Billing
Issue Date: September 15, 2016**

Addendum No. 1

The following questions were submitted. The City's responses to the questions follow in *Italics*.

Q: Who is your current billing vendor?

A: We currently have an in-house program with two clerks.

Q: What is the current cost of their services to you in dollars and percent?

A: Full time employee expenses only.

Q: Does your vendor currently provide you with delinquent account collections?

A: On a limited basis.

Q: If your vendor does not provide delinquent account collections, are you interested in considering bidders to provide collection services?

A: Yes, we will consider all received proposals. We currently use Thomas Agency for our collection agency.

Q: Why are you currently going out to bid?

A: This is a specialized field and we are seeking to improve our revenues.

Q: What is your average revenue per transport?

A: An estimated \$315

Q: Are you looking for new hardware?

A: No.

Q: What is the anticipated start date for this contract?

A: January 2017

Q: What is the length of the contract?

A: This has yet to be determined, however, the standard term for City contracts is three years.

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

A: Yes, for a defined period of time to be determined with the selected vendor.

Q: What is the current level of care that you provide?

A: Paramedic

Q: How many of the 7,930 responses are billable and non-billable?

A: 6647 billable; 1283 non-billable.

Q: Do you bill for residents and non-residents the same?

A: Yes.

Q: What percentage are non-residents?

A: A very small percentage. We do not have a specific number available.

Q: Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

A: No.

Q: Does the City bill for those 1069 intra facility transports. If so, how much?

A: Yes---BLS \$450 / ALS \$1050.

Q: Does the City obtain prior authorization for the intra facility transports through the insurance carrier prior?

A: No.

Q: What were the total contractual adjustment write off for 2015?

A: Approximately \$1,641,287.

Q: What is your anticipated growth or decline in the number of transports for the next few years?

A: Small growth is expected.

Q: What are you charges for the following services?

**A: BLS: \$550
 ALS1: \$685
 ALS2: \$885
 Specialty Care Transport (SCT): N/A
 BLS Non-emergency: \$450
 ALS Non-emergency: @1050**

Mileage: \$17
Air Transport: N/A
No Transport/ Treat at Scene: \$0

Q: What is your average number of loaded miles per transport?

A: Approximately 4-10

Q: Do you bill for no transport?

A: No.

Q: When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

A: They were last changed 2+ years ago. The City will welcome input on potential rate changes from the selected vendor.

Q: Do you charge for base rate mileage only?

A: No.

Q: Does your service itemize other charges?

A: No.

Q: Does your service bill for fire calls?

A: No.

Q: What is your 2015 payer mix based on gross charges?

A: Medicare- 21.9%
Medicaid- 10.4%
Private pay- 2.25%
Private Insurance- 9.2%

Q: Of the 7930 transports, how many were 911 system transports?

A: Approximately 5,500.

Q: What is your 2015 payer mix based on collections?

A: Commercial/ Private- 31.9%
Medicare- 44.9%
Medicaid- 23.1%
Self-pay- 4.4%

Q: What were your gross dollar charges for most recent fiscal year?

A: \$4,183,352 total for calendar year 2015.

Q: What were your gross collections for the most recent fiscal year?

A: \$1,975,848 total for calendar year 2015.

Q: Total mandatory adjustments in dollars?

A: N/A

Q: Does your service have any contracts with insurance carriers other than Medicare and Medicated?

A: No.

Q: Does your service provide or receive any ALS intercepts, and/or engage in combined billing?

A: ALS backups are billed at \$250 per call.

Q: What hospital is the primary hospital used by the City?

A: St. Joseph's Hospital and Eastern Maine Medical Center are nearly equal when considering emergencies and non-emergency.

Q: Of the three EMS Paramedic Transports Units, are there other units available to transport?

A: There are mutual aid agreements and a private provider available.

Q: When was the last time the City completed the Medicare Revalidation?

A: It was completed last year.

Q: Do the crews, when possible, obtain signatures, demographics, and billing information?

A: Yes.

Q: Is your current ePCR system NEMSIS compliant?

A: Yes (Image Tend)

Q: How is your electronic billing information currently extracted using the MEMSRR System?

A: Electronically

Q: Do you have experience using Intergy or Greenway for EMS Billing?

A: Yes.

Q: Will the one-time costs include the software assessment and hardware purchase?

A: No.

Q: Does the City have an established bank lockbox? What bank does the City utilize?

A: The City of Bangor does not have an established lockbox. The City uses Camden National Bank.

Q: Do you have an EPCR provider and, if so, which provider?

A: Image Trend through Maine EMS.

Q: Will the successful bidder be responsible for the delivery of notices of privacy practices?

A: Yes.

Q: Will the successful bidder be responsible for credit card processing fees?

A: Yes.

Q: Can companies outside of the U.S. bid on this?

A: Yes, although it may be difficult to perform the services from abroad. The City will select the proposal that best meets the needs of the City.

Q: Would it be acceptable to submit a redacted copy of our proposals for Open Records requests?

A: No, all submissions are considered public.

Q: Is electronic submission acceptable?

A: Yes.

All other terms, conditions and specifications remain the same.

Please acknowledge this addendum by signing the acknowledgement below and returning this page with your bid. If you have already submitted a bid and would like to make a change reflecting this addendum, you may request in writing your bid be returned to you.

The following Addendum(s) is/are hereby acknowledged:

Addendum No. 1 – Issued September 15, 2016

Business Name

Name (print or type)

Signature