



East Bay Ambulance

110 High Lake Road
Traverse City, MI 49696
231-947-0299

February 11, 2019

RE: Request for Proposal for Medical Billing Services

Dear Medical Billing Company:

East Bay Ambulance is currently seeking proposals to provide medical billing services.

If interested, please submit either a hard copy or an email of your proposal to East Bay Ambulance at 1965 N. Three Mile Road, Traverse City, MI 49696 no later than Friday, March 1, 2019 at 5:00 P.M. in a sealed envelope clearly marked "East Bay Ambulance Medical Billing Services".

Bids are to be opened and reviewed by the Ambulance Director and East Bay Charter Township Supervisor. A billing service from the RFP will be referred to the East Bay Charter Township Board of Trustees for approval. The successful proposal will be made to the medical billing service which, in the opinion of the Director and EBCT Supervisor, is best qualified to meet the needs of East Bay Ambulance.

East Bay Ambulance reserves the right to reject any or all proposals submitted, to request additional information from any bidder and to waive any irregularities in the bidding process if it is in the best interest of the Authority.

If you have specific questions about the East Bay Ambulance service and current billing or PCR practices, please contact me at 231-499-1400 or email nlemcool@eastbayambulance.org.

Sincerely,

Nick Lemcool
Ambulance Director, East Bay Charter Township



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SUPPLEMENTAL INSTRUCTIONS TO ALL PROPOSERS

1. **PROPOSAL DEADLINE**: In order for a proposal to receive consideration, it must be received prior to the specified time of opening as indicated on the Cover Letter. No proposals will be accepted after the time specified for proposal opening. The Authority reserves the right to postpone the proposal opening for its own convenience. Proposers should use the proposal documents furnished; failure to do so will be considered as an alternate offer and may be cause for rejection.
2. **WITHDRAWAL**: No proposal will be withdrawn for 60 days from its opening date. Proposers may reduce this period if stated so in their proposal; however, they run the risk of being declared non-responsive to the specifications.
3. **RIGHT TO REJECT**: The EBCT reserves the right to waive any irregularity in any proposal, to split awards by items or lots (unless otherwise stipulated either in the specifications or by the proposer) or to award to other than the low proposer, should any of the foregoing be deemed in its best interests.
4. **CHANGE OF SPECIFICATION**: If for sufficient reason you wish to revise the specifications or get an interpretation, your request will receive consideration if presented to us as much in advance of the proposal opening date as possible. If a change in specifications is found desirable, the EBCT will notify all proposers and postpone the proposal opening date, if necessary.
5. **ERRORS OR OMISSIONS**: Proposers are not permitted to take advantage of any errors or omissions in specifications since full instructions will be given should they be called to our attention not less than two working days before the proposals are due.
6. **MOST RESPONSIBLE PROPOSER IS ONE WHO:**
 - Submits no restrictions or qualifications beyond those permitted in the proposal request.
 - Has the skill, quality and ability to conscientiously, faithfully and promptly fulfill the contract to its letter and spirit.
 - Has integrity, judgment, reputation and experience.
 - Has sound financial resources as well as the ability to furnish any and all bonding and insurance documents required.
 - Is able to comply with all terms and conditions stipulated in the proposal requests.
 - Can show the intent and ability to cooperate efficiently and effectively with all Government departments involved in the contractual purchase or service.



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- Has the knowledge of applicable existing laws and ordinances of the [County of Grand Traverse] necessary to provide smooth and efficient relations.
- Has unquestionable ability to provide maintenance and service on the contractual items purchased.

7. NON-COLLUSION CLAUSE: By signing and submitting this proposal, proposer states there proposal is genuine and not collusive or sham; such proposer has not colluded, conspired, connived, or agreed, directly or indirectly, with any proposer or person, to put in a sham bid, or that such other person will refrain from proposing and has not in any manner, directly or indirectly, colluded, conspired, connived, or agreed, with any person, to fix the price of affiant or any other proposer, or to fix any overhead, profit or cost element of said proposal price.



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A. Purpose

- East Bay Ambulance is accepting proposals from firms that specialize in providing ambulance billing services for Emergency Medical Services operations. The successful proposer will be required to **enter into a contract for a two year contract with up to two, one-year renewal options.**

B. Background

- East Bay Ambulance covers 42.3 square miles with a resident population comprised of approximately 10,663.
- East Bay Ambulance responds to approximately 480 calls annually, resulting in 380 transports. We staff 1 ambulance 24 hours 7 days a week with EMT crew.
- East Bay Ambulance is a well-established as BLS transport Agency in northern Michigan and is currently in the process of becoming ALS. Previously, we have done billing in house and have been with our current billing company for a number of years.

C. Provider Responsibilities: The successful company must:

- Perform the duties outlined under the "Scope of Services - Billing and Reporting sections.
- Conduct training for end users as necessary for gathering and transmitting data.
- Conduct informational sessions for management on billing related issues, industry changes, and government mandated procedures.
- Comply with the privacy obligations applicable under the Health Insurance Portability and Accountability Act (HIPPA).
- Provide detailed status reports reflecting billing activity and proceeds collected.

D. Scope of Services -Billing: The successful firm will be required to perform at a minimum the following duties;

- Information Verification
- Insurance Billing
- Private Pay Billing
- Follow-up Billing
- Payment Collection
 - Payment and Reconciliation and Close Out Reports
- Operational Reporting
- Initiating contact and commencing the billing cycle with the patient or other responsible party within 5 business days of receipt of the "run sheet" billing information from EMS.



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- Include in billing statements an insurance questionnaire to obtain information for accurate billing; return envelope for convenience; and provide a toll free telephone number and/or web access for immediate access to job site customer services billing representatives.
 - Provide physical security to protect negotiable instruments and the confidentiality of data at the company's location and with all interfaces.
 - Conduct the daily business of health care claim billing, filing appeals, and responding to demands, updating and continuing to process claims that have not been responded to and making phone contact with self-pay patients for payment purposes in accordance with all applicable laws and regulations regarding collection procedures.
 - Advise the Authority with regard to trends and changes in laws, regulations, policies' and practices effecting emergency medical services relating to billing, including annual charge and reimbursement analysis.
- Provide all supplies and services at bidder's sole cost and expense.
 - Provide a monthly accounting of all remittances.
 - Provide that credit transfers between patient accounts shall be in accordance with billing remittances and shall be matched to appropriate transport with adherence to health care rules and regulations.
 - Ensure that all billings reflect the actual Services rendered for each patient;
 - Provide and document process audits and quality control plans.
 - Provide customer service access from 8a.m. To 6p.m. to receive and address inquiries, billing complaints and payments. Also, maintain a record of all inquiries, complaints and payments.
 - Administer billing "write-offs" in accordance with Authority's designated policy;
 - Maintain and report payer specific collection amounts, ratios and lag periods;
 - Report, research, and resolve all credit balances and unfound cash within thirty (30) days of receipt and report the same.
 - Submit refund request forms on a weekly basis and provide details indicated in the Authority's refund procedure.
 - Certify that in its proposal that upon contract award, the successful Bidder shall provide the East Bay Ambulance with an Operational Disaster Recovery Plan for East Bay Ambulance's approval.



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E. Scope of Services- Reporting: The following is a list of reports desired by East Bay Ambulance, as a minimum.

- A Charge Report that Displays charge details.
- A Financial Analysis Report that includes monthly and year to date receipts and charges for each insurance carrier billed.
 - An Aged Account Receivable Report that displays current outstanding charged balances for each insurance carrier billed.
- A Charged Procedural Code Summary Report that displays monthly and year to date charges based on procedural codes.
 - A Total Accounts Receivable Report that displays each patient alphabetically by last name, account balances, and age of each charge.

F. Bidder Qualifications: Bidders must demonstrate their qualifications and ability to perform the services requested under this proposal.

- Companies must have a minimum of five (5) years' experience providing medical billing services for Michigan EMS Departments.
- Companies must demonstrate knowledge of local state, and federal billing laws and Requirements.
- Companies must have a minimum of five (5) references in Michigan where you are currently providing similar services.
- Provide a list of any contracts in the previous five years that were terminated by the other party to the contract for any reason.
 - Identify any refund(s), voluntarily or involuntary, that Bidder has had to make which resulted from billing errors that resulted in a refund or rescinded payment in excess of \$10,000.
 - List any name changes your firm has had in the past five years.
 - Identify all major subcontractors, partners, members, joint ventures, holding companies, divisions, subsidiaries, parent companies, corporations or other legal entities related to your firm that may become involved with providing any part of the Services in this RFP.
- Indicate whether your company, or any officer, director, principle shareholder, partner, member, joint venture, holding company, division, subsidiary, parent company, corporation, or other related legal entity of bidder was a party at any time during the past five (5) years to any legal activity related to the agency's activities.



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G. Response Format: The proposals should address all of the areas indicated in paragraphs below. Responses should be straightforward, complete, and concise. Organize your response in the exact order listed below using the headings listed for paragraphs as titles for each section. Please submit one hard copy and one disk/thumb drive of your response.

- **Identification Section:** State the full name, address, contact person, telephone, fax number and email address for your organization. Indicate the ownership structure and legal status of your firm (i.e. partnership, corporation, etc.) and include a signature of the person authorized to discuss the terms of this proposal.
- **Qualifications of the Firm:** The proposer should state the size of the firm, the number of employees, and the specialized experience and/or training of the staff. Identify the key personnel that will be assigned to this account. State the number of years your firm has been in business and provide a description of the services offered. Submit any other information not specifically requested that would assist the County in determining qualifications.
- **Scope of Services- Billing and Reporting:** Discuss your firm's ability to meet the scope of services as indicated under points D and E. Provide copies of sample reports you intend to produce for this contract.
- **Project Approach:** Provide a detailed work plan that discusses how these services would be implemented. Indicate the exact steps and/or procedures the Authority would need to perform and the exact steps and/or procedures to be performed by your company beginning with signing the contract through issuing the first bill to forwarding proceeds to White Lake Ambulance. Include copies of any forms the Authority would need to complete and any information the Authority would be required to share. Provide a projected timeline to begin implementation.
- **References:** Provide a list of five (5) Emergency Medical Services clients for which your firm provides similar services. Indicate the organization's name, contact information, a description of the services provided, and term of contract.
- **Financial Information:** Include a copy of your firm's most recent audited financial statement. It may be included in a separate envelope marked "Financial Statements".
- **Cost Proposal:** Please quote any fee(s) for these services. This fee should be quoted to include all direct and indirect costs, along with any additional out of pocket expenses to East Bay Ambulance.

H. Evaluation Criteria: The Authority reserves the right to select the proposal that best meets its needs. The Director and EBCT Supervisor will evaluate all responses.