

**Village of Bridgeview, Illinois
RFP for Ambulance Billing Services
Submitted Questions and Answers, Set #1
Posted July 24, 2020**

Question #1: When was the last time your fees were updated

Answer: January, 2020.

Question #2: What is your average loaded mileage

Answer: The average loaded mileage is approximately 8 miles.

Question #3: Please provide the following for each payor category (most recent fiscal year):

Answer:

Payor Category	Gross Charges	Net Charges	Net Collections
Medicare		N/A	166,690.26
Medicaid		N/A	121,315.42
Commercial		N/A	293,624.00
Self--Pay		N/A	33,141.08
Total	\$1,819,645.50	N/A	\$614,715.36

Question #4: What is the current pricing of the incumbent vendor?

Answer: \$19.00 per call, flat rate.

Question #5: Please describe the Village’s current process of presenting HIPAA Notices of Privacy Practices to patients.

Answer: The current NPP is signed by the patient or representative in the field. All HIPPA based requests are handled via our FOIA Officer and may be reviewed by legal counsel.

Question #6: Given that the Village of Bridgewater crews do not collect insurance information, do the hospitals listed in this RFP cooperate by providing information after-the-fact?

Answer: The insurance information is gathered by the billing vendor. Cooperation varies from each hospital. We will attempt to gather as much information as necessary by the selected vendor. We currently gather identifiers that enable our current vendor to research insurance carriers to seek payment.

Question #7: Currently the Village does not collect insurance information – is the selected Firm to bill the patient first to receive that information or access portals to try and obtain insurance information?

Answer: The selected firm will seek insurance information from the patient. If access to a portal is more efficient, or more information is desirable, we will work with the vendor to accomplish this.

Question #8: General Requirement #7 and #9: If we are reading this correctly, you first bill the patient, wait for insurance information, then bill the insurance as necessary?

Answer: Correct:, that is the current method. We wish to utilize the most efficient method of recovery as possible. If there is a method that will increase the speed and amount collected, we will alter our procedure as necessary.

Question #9: Do Village crew members obtain signatures from patients and/or patient representatives on Assignment of Benefit statements in the field?

Answer: No, the Village crew members do not currently obtain signatures from patients and/or patient representatives on Assignment of Benefit statements in the field.

Question #10: Does the Village pay all bank locked box associated fees or is it the Village's expectation of the successful vendor to cover this cost?

Answer: The Village does not pay any lock box fees. A break-down of the specific lock-box fees associated with collections is not available.

Question #11: General Requirement #18: It states that daily document retrieval through a lock-box arrangement with the Village's banking institution. Do you have a banking institution available in every state? Is the Village comfortable with providing the selected Firm with the bank's login credentials to post deposits?

Answer: Details of this requirement will be discussed upon award. Funds are currently deposited into the Village's account from insurers on a regular basis.

Question #12: Will the successful bidder have access to bank statement information and be expected to justify deposits to bank statements each month?

Answer: Yes.

Question #13: What is the name of the GEMT vendor the Village partners with?

Answer: Public Consulting Group

Question #14: Is it the intent of the Village that the successful bidder include the cost of the ESO Solutions ePCR pricing into the bid?

Answer: No.

Question #15: With regards to Data Conversion, will the successful vendor be required to import and convert data from the incumbent billing vendor upon implementation?

Answer: Yes, the selected vendor will be required to import and convert data from the incumbent billing vendor upon implementation. There are Approximately 400 in process.

Question #16: What is the name of the collection agency currently being utilized by the Village for bad debt collection?

- a. Is the Village satisfied with the current collection agency's results?
- b. Is the Village interested in choosing a new collection agency at this time?

Answer: The collection agency currently being utilized by the Village is Northwest Collectors. We would be willing to entertain the option of selecting a new collection agency if the collection agency integrated with the chosen vendor resulting in increased revenue

Question #17: Can you provide the number of trips billed in 2018 and 2019, corresponding to the revenue indicated for these years in the RFP?

Answer: 2018: 1846 trips
2018 Revenue Collected: \$599,170.99
2019: 1939 trips
2019 Revenue Collected: \$614,715.36

Question #18: Currently the Village charges for residents and non-residents. What is the current method used to distinguish the difference between the two?

Answer: The current method used to distinguish the difference between residents and non-residents are the addresses of the individual patients

Question #19: General Requirement #29: Our Firm can only allow access to the billing system during certain hours and not the 24-hours as requested. Can this be accommodated?

Answer: Yes.

Question #20: Delivery/Project Schedule #4: Are you requiring that the Firm you choose also act as the Collection Agency or can one be chosen separate from this RFP by the Village?

Answer: The Village currently utilizes Northwest Collectors and we would entertain the option of utilizing the selected vendor with these duties.

Question #21: Medicare and Medicaid usually have a 6-week implementation time period, with Medicare approval first, then Medicaid. The RFP states this needs to be completed during the 30-day implementation. How is this possible?

Answer: We ask that each requirement is adhered to, exceptions are certainly a consideration given the timeline concerns you have represented.

Question #22: How does the Village propose data transfers?

Answer: ePCR transfers are accomplished automatically as a function of the software.

Question #23: Can you provide more information regarding the current contract with the incumbent? Specifically: Current charges? Explanation for the greater than 4% decrease in the collection rate? Is it anticipated that the incumbent will bid the new contract?

Answer: The current charges by the incumbent is \$19 per call. We are attempting to bridge the gap and increase the percentage collected while providing an incentive to the vendor to increase collections. We are not dissatisfied with the current vendor; however, the Village is exploring ways to increase our revenue or value for services provided. It is anticipated that the incumbent will submit a proposal.

Question #24: Is the Village asking for an invoice daily? Or is the Village asking for funds to be posted daily and for the firm to provide a monthly invoice broken out daily?

Answer: The Village is asking for funds to be posted daily with a monthly invoice.

Question #25: Please clarify. Does sentence #1 refer to the billing and collection activities in the first 90 days? And then, does sentence #2 refer to the

collection efforts after 90 days whereby an account deemed to be delinquent is then forwarded to a different agency? As page 3 indicates that delinquent accounts are currently turned over to a collection agency, are you asking for an alternative to the current process?

Answer: Delinquent accounts will be turned over to Collections after 90 days as outlined and will involve a collection agency.

Question #26: Provide detailed sequence/schedule of work, with starting and ending times. Please clarify. Are you asking about regular business day hours? Or specifically, at what time of day, or day of week, the required tasks of the contract would be executed?

Answer: Normal business hours are expected. There are no exceptional expectations on delivery of services.

Question #27: Is the Fire Department is utilizing ESO's Solutions HDE with any of the local hospitals to obtain insurance information?

Answer: No.

Question #28: As part of the contract is the new vendor required to mail Notice of Privacy Practices to patients?

Answer: No.

Question #29: Does the Village of Bridgeview participate in any supplemental payment programs?

a. If so, can you describe the role and payment structure arrangement?

Answer: GEMT is in process. The Village may explore billing for other services provided by the fire department.

Question #30: What are the top three attributes you look for in a biller?

Answer: The top three attributes the Village is looking for is responsiveness to the customer and our patients, data security and accountability.

Question #31: What is the one area you wish was improved from your current biller?

Answer: The area where we would like to see improvement is in percentage of collections, (increase). Our current arrangement is not structured in this way, so this is not an improvement over our current vendor, but rather in the method of collections and invoicing.