

VILLAGE OF BRIDGEVIEW



REQUEST FOR PROPOSALS FOR AMBULANCE BILLING SERVICES

ISSUE DATE: JUNE 18, 2020

PROPOSAL DUE DATE: JULY 31, 2020

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I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the "Village") is requesting proposals from firms with demonstrated experience in the provision of ambulance or similar billing services. It is the intent of the Village to award this contract based on the evaluation criteria in this RFP along with the assistance of the Evaluation Committee.

Responses to this RFP will be used during the evaluation process to select and negotiate with a qualified firm(s) to deliver the described product(s). Written proposals submitted in response to this RFP shall comply with the instructions and procedures set forth herein.

This RFP is available on the Village of Bridgeview website at <http://www.bridgeview-il.gov> Parties interested in receiving a hard copy of this RFP must provide a contact name, address, telephone number and email address to the Village.

B. Purpose and Background. The Village seeks a qualified firm to provide to provide ambulance billing collection, financial reporting and analytical services for ambulance services rendered by the Village of Bridgeview Fire Department for Advanced Life Support ("ALS") and Basic Life Support ("BLS") calls that will include the complete management of the billing process from patient transport to account closure (the "Services"). The Village intends to evaluate the experience, the proposed solutions and associated costs presented by the responding firms. The Village intends to select a firm that provides the most advantageous solution, per the evaluation criteria specified in the RFP. Terms, conditions, services and costs are subject to negotiation as specified in the RFP.

The Village maintains 2 fire stations which serve over 16,000 residents within its 4.5 square mile corporate boundaries. The Bridgeview Fire Department provides fire and EMS services to a portion of unincorporated Cook County, known as Nottingham Park. Each year, the Village's emergency personnel respond to approximately 2,800 EMS incidents transporting approximately 1,900 patients.

Currently, the Village charges for residents are as follows:

ALS Level I	\$825.00
ALS Level II	\$1,025.00
BLS	\$625.00
Per mile per trip	\$15.00

Current charges for non-residents are as follows:

ALS Level I	\$1,150.00
ALS Level II	\$1,450.00
BLS	\$800.00
Per mile per trip	\$15.00

In addition to the currently established fees, the Village may determine periodically to modify existing fee schedules or implement other operational support fees.

Payment for these services is paid primarily by Medicare, Medicaid, private insurance and self- payment. Revenue for the reporting period of January 1, 2019 through December 31, 2019 was \$1,819,645.00 billed and \$649,777.00 actual receipts or approximately 35.7% collection rate.

Revenue for the reporting period of January 1, 2018 through December 31, 2018 was \$1,503,620.00 billed and \$599,170.00 actual receipts or approximately 39.8% collection rate.

Percentage of incidents experienced show an average of 25% Medicare, 35.7% Medicaid, 22.7% private insurance and 16.6% patient pay. Previous records indicate the department receives similar revenue numbers annually.

The Village's Fire Department routinely transports patients to the following hospitals: Advocate Christ Medical Center (4.5 miles), Amita Health Adventist Medical Center (LaGrange) (10 miles), OSF Little company of Mary Medical Center (6.5 miles), MacNeal Hospital (7.7 miles) and Palos Health Hospital (5.2 miles)

The Village does not bill for non-transport.

The Village has completed a Medicare Revalidation within the last two years.

Delinquent accounts are currently handled by the Village's billing contractor as follows: The delinquent account is sent up to three notices requesting payment of the balance. If payment is not received, the account is turned over to a collection agency.

The successful firm will not be required to assume responsibility for any existing unbilled and/or previously billed accounts.

Village electronic EMS patient care reports (ESO) are provided to the vendor. Insurance information is not currently collected within the patient care report and is left to the discretion and ability of the billing contractor to obtain.

The department owns and uses Windows based laptops for electronic patient care reporting. The Village's fiscal year begins January 1.

The Village currently uses Medical Reimbursement Services, LLC of Orland Park, IL.

The selected firm shall perform and oversee all aspects of the Services. A detailed discussion of the Services is to be found below in Section II. The Village reserves the sole and exclusive right to reject all proposals submitted in whole or in part. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFP in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947 and is interesting and diverse, offering a blend of residential, commercial, and industrial development. The Village has a population of 16,791 with a median age of 38 years. The population within a three-mile radius of the Village is approximately 115,457. The general boundaries of the Village include 65th Street on the north and 103rd Street on the south. It encompasses 4.5 square miles, and is 16 miles southeast of Downtown Chicago, 5.8 miles from Midway Airport and 19 miles from O'Hare Airport.

D. Response Format. Proposals sent in response to this RFP must include the name of the entity and the name of the person submitting the response. Proposals should follow the format as outlined in the Section III of this RFP. All responses must be signed by a representative authorized to make a binding commitment on behalf of the entity submitting the response.

E. Instructions. The Village must receive three (3) hard copies and one (1) electronic PDF copy (in searchable format) of all proposals no later than 2:00 p.m. on July 31, 2020. Late responses will not be accepted. Responses submitted by facsimile will not be accepted. All responses should be delivered as addressed below:

Village of Bridgeview
RFP for Medical Billing Services for Ambulance
Attn: Mr. Jessie Martin
7500 South Oketo Avenue
Bridgeview, Illinois 60455

All questions regarding the RFP should be sent to the RFP Contact: Mark Jamil at mjamil@bbp-chicago.com Any and all questions pertaining to this RFP must be submitted in writing and must be submitted on or before 4:00 PM (CST), July 20, 2020. All questions and responses will be posted on the Village’s website.

F. Communications. The Proposers considering responding to this RFP are strictly prohibited from communicating with any member of the Village, Village Board or staff of the Village with regard to this RFP, as well as any and all questions, should be directed to the RFP Contact identified in Section E above.

G. Remuneration. Interested parties are to present a pricing proposal in connection with the presented services as specified in Section II of this RFP.

H. Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFP. The Village may, in its sole and absolute discretion, request interviews to allow the most qualified candidates to clarify their proposals or further define their offer. All interviews shall be at the expense of the party granted the interview.

I. Proposal Timetable. The Village anticipates a timely completion of the RFP process resulting in the successful negotiation of a contract. The Village reserves the right, in its sole and absolute discretion, to make adjustments to the timetable below as required throughout the process.

RFP Issue Date:	June 18, 2020
Questions Deadline:	July 20, 2020, 4:00 PM (CST)
Proposal Due Date:	July 31, 2020, 2:00 PM (CST)
Interviews:	Anticipated on or around the week of August 17, 2020
Selection Date:	Anticipated on or around the week of August 31, 2020

J. Public Records. Any proposal received in response to this RFP constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act (“FOIA”) (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

K. Amendment. This RFP shall be modified only by written amendment issued by the Village. It is the responsibility of the Proposers to verify that they have received, and incorporated into their proposals, all changes to this RFP due to amendments.

II. GENERAL REQUIREMENTS

This section provides the minimal requirements that may be expected from the proposing entity pertaining to the needs of the Village. Proposing entities not meeting the minimum requirements may be eliminated from further consideration.

A. Scope of Services.

The Village seeks proposals from qualified entities to provide the following Services:

1. Provide all personnel, materials, and services necessary to perform and accomplish all requirements for this proposal.
2. Provide a full-time program manager for the duration of the contract.
3. Please provide the span of control the individual assigned would have within the company, identifying the number of clients the individual would manage.
4. Ensure all required documentation and agreements with payers are properly filed and maintained on behalf of the Village.
5. Obtain pre-approval from the Village of all forms used in the execution of the Services.
6. Provide samples of all paperwork to be used including, but not limited to forms, invoices and correspondences utilized in the billing process.
7. Upon receipt of the ambulance report data, review, prepare and mail invoices according to the rates established by the Village to the patient within 3 business days. This mailing shall include all necessary forms for payment processing, along with a return envelope.
8. Ability to bill for selected Fire and Rescue services as specified by the Village.
9. Upon receipt of patient claim information, if required, electronically submit Medicare, Medicaid, and insurance claims within 3 business days. Manual submission of claims is acceptable only if electronic submission is not available.
10. Utilize current diagnostic coding to ensure compliance with federal, state, and local regulations.
11. Ensure proper security and confidentiality of patient information and records, including, but not limited to executing a business associate agreement and maintain as required by the Health Insurance Portability & Accountability Act of 1996 (HIPAA), as amended. Provide a detailed description, inclusive of all policy limits and exclusions, of any cyber liability insurance policies covering potential data breaches.

12. Resubmit or resolve denied or disallowed claims.
13. Accept responsibility for patient billing inquiries and complaints during regular business hours.
14. Provide the tracking of submitted claims to ensure timely payments.
15. Provide monthly statements to allow patients to be aware of outstanding balances.
16. Will work cooperatively with any vendor retained by the Village performing ground emergency medical transport fund recovery or billing (GEMT)
17. Maintain generally accepted accounting procedures and practices for the reconciling of all financial transactions.
18. Facilitate the daily posting of revenues and provide daily document retrieval through a lock-box arrangement with the Village's banking institution. Deposit all funds collected directly into the Village's account on a daily basis, followed by invoicing the Village for the amount applicant claims it is owed by the Village for the fixed fee for its services.
19. Provide prompt, accurate monthly reporting which shall include, but not limited to:
 - a. Gross charges billed for the month minus contractual allowances, write-offs (abatement, dismissals, bankruptcies, and settlements), refunds, payments and indigence cost of care rolling up to the net ending accounts receivable balance due. Include on this report the number of trips per month, number of patients per month, gross charges per trip, cash collected per trip and net collection percentage per trip. This report to be submitted by the 10th day of each subsequent month.
 - b. Charge and Credit report showing Contractual Allowances
 - c. Aging reports
 - d. Trips by Incident Number
 - e. Payment Report of Accounts
 - f. Prepare a financial summary showing "period to date" and "year to date" totals for charges, receipts, adjustments, net accounts receivable, total accounts, receivable and collection percentage, and aging reports.
 - g. A detailed report showing each activity that has taken place during the day that includes receipts, charges, adjustments and total accounts receivable. This report should note any exceptions to standard chargeable amounts.
20. Prepare a report showing all transactions that affect the General Ledger. This report shall be available in either detail or summary form.
21. Pursue non-payment by all resident and non-resident ambulance users with Village approved collection agency.
22. Forward monthly reports, including account status, to a collection agency.

23. Utilize billing and data systems compatible with, or which complements ESO, the Village Fire Department's Patient Collection software.
24. Be capable of electronic integration by exporting electronic patient care report (ePCR) data from ESO and Firehouse software platforms.
25. Ensure that all data collection, reporting, and billing methods comply with all current State and Federal Regulations.
26. Provide pre-claim submission error trapping process to reduce denials.
27. The vendor shall make on-line bill paying and credit card payments available to clients. Any fee associated with on-line bill payments shall be negotiated and approved prior to the implementation of this contract. Any associated transaction fees of any particular credit card company shall be the sole responsibility of the card user. The Village shall not be responsible for any fees associated with on-line payments or credit card usage of any client.
28. Ability to research and obtain missing insurance information before generating claims or invoices.
29. Provide 24-hour remote and secure access to billing system.
30. Provide any additional custom or managerial reports requested by the Village.
31. Postage is to be included in the medical billing contractor's fee.

III. RFP RESPONSE

A. Background.

(1) Please describe the proposing entity's history, ownership, financial condition and client base including, but not limited to: 1) years in business; 2) total number of employees in the proposing entity or related entities; 3) management and organizational structure; 4) latest annual report/financial statements.

(2) Please indicate the total number of your public sector clients, and a provide summary of services provided to the same. Please provide information regarding the name, address, contact person, and length of service. Provide a detailed description of the services provided.

B. Service Team.

(1) Describe the proposing entity's expertise in the delivery of the Services.

(2) Describe the exact individuals that would be assigned by you to undertake and perform the Services. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the Services.

(3) Describe the number of workers that will be deployed to perform the Services including any and all labor and supervisory personnel.

(4) Years in business.

(5) Annual sales.

(6) Active litigation with public entities.

C. Delivery/Project Schedule

(1) The selected firm(s) must be able to commence the Services by October 1, 2020.

(2) Provide a sample implementation plan with projected activities and timelines, including all scheduled milestones. Identify the most critical issues that must be satisfactorily addressed to assure this contract will be successfully implemented,

(3) A description of the entire billing and collection process used by the billing service. Please be sure to include a description as to the timing of sending late notices, whether telephone call follow up is used, how Medicare accounts are administered, and whether the billing service has the ability to submit claims with third-party insurance carriers.

(4) Provide your agency's delinquent account collection process including what the Village can financially anticipate as a result of your agency managing the collection aspect of medical billing, The Village reserves the right to utilize its own collection agency to seek funds from delinquent accounts.

(5) A description as to the procedures and controls related to receiving payments on accounts.

(6) Sample invoices, late notices, and reports as required in the Scope of Services.

(7) A description of the procedures relating to record retention and types of records maintained as well as how FOIA requests are handled.

(8) Provide any comments regarding medical billing services which have not been addressed in these detailed specifications.

(9) Selected firm(s) is responsible to comply with any/all required permits required by applicable local authorities and ordinances.

(10) Provide detailed sequence/schedule of work, with starting and ending times

D. Pricing Proposal.

Provide an explanation of the amount, which will be charged for the services requested in these detailed specifications for your firm's medical billing services. The Village prefers to pay a percentage of fees collected for this service. If this method of compensation is utilized, identify what percentage of fees collected will be assessed prior to the disbursement of revenue to the Village. Your pricing should include detailed descriptions of the services provided and the itemized costs for these services. Please submit pricing with annual financial amounts.

Your pricing proposal should breakout all anticipated start-up and on-going costs including, but not limited to the following:

- (1) License fees for all required software Implementation
- (2) Data conversions Data updates Report production
- (3) System maintenance costs, annual schedule Support
- (4) Training Costs Annual Fees

Please sign and date cost proposal and provide and estimated time of completion for the project. The Village will require performance guarantees to be discussed prior to the final selection.

IV. EVALUATION CRITERIA

Pricing will not be the only factor upon which the Village will make its selection. The following factors will be used to determine a proposing entity's qualifications to service the Village. The order of the following factors does not determine any relative ranking:

- (1) The proposing entity meets all of the Village's requirements;
- (2) Demonstrated knowledge and experience, project history;
- (3) Conformance with specifications of the RFP;
- (4) The proposing entity's ability to provide the products and services that are in the best interests of the Village;
- (5) References; and
- (6) Other matters not herein specifically enumerated.

Selection does not guarantee the award of a contract. This RFP shall not create any legal obligation of the Village to evaluate any proposal that is submitted or to enter into any contract or any other agreement with an individual or party who submits a proposal except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. The Village reserves the right to

award the services to multiple vendors. All proposals should contain an affirmative statement that there is no “conflict of interest” with the Village and the proposing entity and its principals.

The Village reserves the right to cancel at any time for any reason this RFP and to reject all proposals received and the right to waive non-material formalities and technicalities according to the best interests of the Village. The Village shall not have any liability to any Proposer arising out of such cancellation or rejection. The Village reserves the right to waive variations in the selection process. Any proposals submitted shall be binding for one hundred twenty (120) days following the Village’s opening and review of the same. The Village reserves the right to select one party or multiple parties to satisfy the services sought. The Village reserves the right to terminate the services provided by the successful Proposer. In-person interviews may be scheduled to finalize the selection.

By submitting a response, the entity providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.

The Village assumes no responsibility for the costs incurred in the preparation, submission, presentation, or negotiation of the proposals in response to or agreements arising out of this RFP, including negotiation of any management agreement that results therefrom.

V. TERMS AND CONDITIONS

A. Any contract or agreement resulting from the acceptance of this proposal by the Village shall be on forms either supplied by or approved by the Village and shall contain, as a minimum, applicable provisions of this Request for Proposal. The Village reserves the right to reject any agreement that does not conform to the Request for Proposal and any Village requirements for agreements and contracts.

B. If, through any cause, the selected firm fails to fulfill any of the obligations agreed to in a timely and proper manner, the Village shall have the right to terminate the contract by notifying the firm in writing of such termination at least 30 calendar days in advance of such termination.

C. The Village reserves the right to request clarification of information submitted and request additional information as needed.

D. The term of the agreement will be for two (2) years beginning October 1, 2020, with three (3) separate one-year options to renew at the Village’s sole discretion. These costs will be fixed during the first two years of the contract. The Village and the firm may mutually agree to price adjustments for an optional third, fourth, and fifth year. If a firm elects to fix prices for the entire five-year term, it should be so stated. The firm may pass along costs which increase due to federally mandated regulations upon submitting written notice of such increase to the Village’s Fire Chief two months prior to such proposed increase taking effect, and upon demonstration of such mandate.

E. The Village shall retain any and all data collected or utilized by the selected firm during the performance of the Services. At the expiration or termination of the contract, or at the written request of the Village from time to time during the term of the contract, or any extension thereof, the selected firm shall provide any and all data pertaining to the Services to the Village.