



City of Three Rivers Fire Department

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Three Rivers, MI 49093

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Request for Proposal
Ambulance Billing Services
Three Rivers Fire Department

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Introduction: The Three Rivers Fire Department is seeking proposals from qualified third-party vendors to provide EMS ambulance billing services. Our department has been handling these services in-house for over 8 years and is now looking to outsource this function to a specialized agency. We aim to enhance efficiency, accuracy, and revenue collection while ensuring compliance with all relevant regulations and standards.

Scope of Services: The selected vendor will be responsible for the following:

1. The following reports shall be submitted to Three Rivers Fire Department on a monthly basis:

- Distribution of Charges and Collections – This report will track the charges, payments and financial class mix of all patients for a given month or other specified period.
- Ages Receivable Report – This report will have outstanding invoices sorted by date or account for thirty, sixty, ninety, one hundred twenty, and over one hundred twenty days. This report will also provide totals for these categories.
- Patient Alpha Listing – This report lists all patients alphabetically by patient last name.
- Monthly Payment Listing – This report lists payments, required charge offs (contractual adjustments), and refunds posted to each patient’s account.
- Overpayment (refund request) Report – This report lists all patient’s due refunds as a result of overpayment on account.
- Non-Sufficient Funds (NSF) Report – This report lists all non-sufficient fund checks that have been returned to Three Rivers Fire Department to pursue collection.
- Total emergency and non-emergency requests; total ALS and BLS requests, total nonbillable and patient refusal requests and total requests being transported outside of Emmet County sorted by time of day and level of service.

2. Real-Time Feedback on PCR Submissions:

- Offer real-time feedback on all Patient Care Reports (PCRs) submitted to ensure accuracy and completeness, thereby optimizing billing efficiency.

3. Department Audits Handling:

- Manage all department audits related to EMS ambulance billing.

4. Training on PCR Narratives:

- Conduct training sessions for department staff on crafting proper PCR narratives to maximize billable calls and revenue generation.

Services to be Provided:

Successful bidders shall provide the following services:

- Mail an invoice to each patient transported, at the rates established by the City for EMS transportation services.
- File all insurance claim forms for all patients based upon information received from the patient or obtained from successful bidder's research done at referring and/or receiving health care facilities.
- Send copies of patient care reports and Physician Certification Statements to Medicare, Medicaid, insurance companies, or any other third party payers (when requested) to obtain payment.
- Comply with attorney requests for billing charges in a timely manner.
- Any claim denials for medically necessary transports shall be resubmitted properly and within the time frame provided and additional information provided within the resubmission to show validity of the claim for maximum benefit.
- Follow-up on electronically submitted and mailed claims for which payment has not been received at thirty (30), sixty (60), and ninety (90) days following initial submittal. Follow up efforts and results must be documented and available to Three Rivers Fire Department for review.
- Record customer payments and refunds. The successful bidder will provide Three Rivers Fire Department with necessary refund request including all pertinent information relating to refund payments to patients and/or insurance companies, indicating the refund payee's name, address and reason for refund.
- Refunds will be sent to and approved by the City Administrative Billing Staff and the Three Rivers Fire Department Chief. Successful bidders will pay the approved refund and then will be reimbursed by City of Three Rivers on the next approved billing cycle.
- Prepare monthly management/financial reports as stated above.
- When a billed account has become past due (an account older than the date of transport plus one hundred twenty days (120), that has a balance larger than zero), return the account to Three Rivers Fire Department by providing the City of Three Rivers with a listing of these past due accounts including all pertinent facts regarding attempted collection efforts. However, Three Rivers Fire Department at its option may leave selected accounts with the Successful Bidder for a longer period of time or turn the accounts over to a collection agency.
- Three Rivers Fire Department currently uses in house billing which after 160 days are sent to collections. All accounts considered in "write off" status will be sent to Three Rivers Fire Department for review. All accounts must contain "biller's notes" showing reasonable attempts to collect and details of the claim progress, including noting conversations with patient, insurance company etc.

- The successful bidder shall also be responsible, for keeping up to date, all credentialing contracts with insurance providers. All credentialing contracts will be approved and signed by the Three Rivers Fire Department Chief and City Finance Manager.
- Any other services as agreed to by the parties in order to effectively collect transport fees.
- Vendor shall submit a proposed Scope of Service statement with the RFP response.
- The successful bidder will cooperate with the Three Rivers Fire Department in all billing issues resulting in a lawsuit filed by the City or the patient.

All applicable City, State, Federal laws, rules and regulations are to be fully observed by the successful bidder:

The successful bidder will be required to follow all federal and state laws regarding collection services, including, but not necessarily limited to the following federal and state laws, and regulations related thereto:

- The Fair Debt Collection Practices Act, 15 USC 1692 et seq
- The Fair and Accurate Credit Transactions Act, 15 USC 1681m et seq
- The Fair Credit Reporting Act, 15 USC 1681 et seq
- The Health Insurance Portability and Accountability Act (HIPAA), 42 USC 1320d et seq
- The Telephone Consumer Protection Act, 47 USC 227
- The Electronic Fund Transfer Act, 15 USC 1693a
- The Michigan Regulation of Collection Practices Act, MCL 445.251 et seq
- The Michigan Consumer Protection Act, MCL 445.901
- The Michigan Occupation Code, MCL 339.901 et seq

Proposal Requirements: Interested vendors are requested to submit proposals addressing the following points:

1. Company Background:
 - Provide an overview of your company, including experience in providing EMS ambulance billing services and any relevant certifications or accreditations.
2. Proposed Approach:
 - Describe your approach to managing EMS ambulance billing, including the methods used for ensuring accuracy, compliance, and revenue optimization.
3. Reporting Capabilities:
 - Detail the types of monthly reports you will provide and how they will be delivered to the department.

4. Technology and Infrastructure:

- Outline the technological tools and infrastructure utilized for real-time feedback on PCR submissions and any other relevant aspects of service delivery.

5. Training Plan:

- Provide a training plan for department staff on proper PCR narratives and any other relevant training initiatives.

6. Staff Qualifications:

- Provide information on the qualifications and experience of staff members who will be involved in providing services to the department.

7. Bidder's Fee for Services Provided:

- Three Rivers Fire Department desires an all-inclusive rate for performing billing and collection services. The bidder's fee for services to be provided will be a flat rate per claim billed during the contract period. The rate can be based on a cost per claim or percentage of collection. If bidder has options for fees indicate all options.

8. References:

- Furnish references from current or past clients who have utilized your EMS ambulance billing services.

9. Workers' Compensation:

- The billing service shall have Workers' Compensation Insurance in accordance with the Michigan State Law and billing service shall furnish the City with evidence of this coverage before the execution of the contract.

Submission Guidelines: Proposals must be submitted in writing no later than 2:00 PM local time on Thursday, May 2nd at the City Clerk's Office. Late submissions will not be considered.

Evaluation Criteria: Proposals will be evaluated based on the following criteria:

1. Experience and Reputation of the Vendor.
2. Proposed Approach and Methodology.
3. Reporting Capabilities.
4. Training Plan.
5. Cost-effectiveness.
6. References and Client Feedback.

Contact Information: For inquiries and submission of proposals, please contact:

Mark Williams Deputy Fire Chief Three Rivers Fire Department mwilliams@threeriversmi.org.

Disclaimer: The Three Rivers Fire Department reserves the right to reject any or all proposals received, to waive any irregularities or informalities in the proposals received, and to accept or reject any items or combination of items of any proposal. This RFP does not commit the department to award a contract or pay any costs incurred in the preparation of a response to this request.