



Request for Qualifications & Proposals
Seabrook Fire-Rescue Ambulance Billing Services
B2016-FD-02

Town of Seabrook, New Hampshire

**Fire Department
Chief William Edwards**



Ambulance Billing Services

REQUEST FOR QUALIFICATIONS & PROPOSALS # B2016-FD-02

You are cordially invited to submit qualifications and price proposals for ambulance billing services in accordance with the attached specifications, terms and conditions. Prospective respondents are advised to read this information over carefully prior to submitting.

Five (5) copies each of the Qualifications & Price Proposals must be submitted in two separate sealed envelopes, plainly marked RFQ #B2016-FD-02a for qualifications & RFP #B2016-FD-02b for price proposals, and addressed to:

*Town Managers Office
Town of Seabrook
c/o Shaylia Marquis
99 Lafayette Road
Seabrook, NH 03874*

All submissions must be received no later than 2:00pm on May 5th, 2016 by the office of the Town Manager



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I. REQUEST FOR QUALIFICATIONS.

The intent of this notification is to have the various companies prepare a Statement of Qualifications (SOQ) for review by the Town of Seabrook.

The Town of Seabrook intends to make its selection from the companies that submit a SOQ package that consists of the following:

II. PURPOSE OF PROPOSAL

The Town of Seabrook NH Fire Department is soliciting proposals from professional agencies interested in providing medical billing services as set forth in the attached specifications. The requested services include planning, design, development, integration and implementation of a third party billing service. The Proposal must contain all information pertaining to the billing service such as; method of billing, initiation of billing procedures, application for, and time table for, the respective applications for provider numbers for Medicare, Medicaid, Blue Cross and other insurance company carriers and take whatever steps necessary in order to submit claims to various carriers for ambulance services rendered by the Town of Seabrook.

III. PROPOSAL TERMS

The Town of Seabrook reserves the right to select or reject any and all proposals received as a result of this RFQ&P. If a proposal is selected it will be the most advantageous regarding quality of service, the agencies qualifications and capabilities to provide the specific service. Proposals will be evaluated upon the basis of the Minimum Qualifications; the Comparative Evaluation Criteria for Selection set forth; prices and other appropriate factors. This may not necessarily be the low price bidder.

A proposer may correct, modify or withdraw a proposal by written request prior to the closing of the bid. There will be no reimbursement to any candidate if the selection process is terminated. The Town of Seabrook reserves the right to waive defects and informalities of the RFQ&P's.

In the event it becomes necessary to revise any part of the RFQ&P, addenda will be posted on the procurement page on the Town of Seabrook website at www.seabrooknh.info/procurement. Deadlines for submission of RFQ&P's may be adjusted to allow for revisions. To be considered, original proposals with amended proposals must be submitted before the date and time specified.

Responses should reflect detailed considerations of the issues and opportunities presented by this specific project. Any additional information or tasks that are felt to be relevant by the applicant should be included together with the submittal requirements.

a. Insurance Requirements.

All insurance (Worker's Compensation, Comprehensive General Liability, and/or Automobile) shall be maintained at the expense of the contractor during the term of this contract. Certificate of insurance shall be included with the RFQ&P submission in the qualifications section.



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b. Compliance with Laws and Regulations.

The contractor will comply with all federal, state and local laws and regulations.

c. Interest of Contractor.

The contractor promises that it has no interest which would conflict with the performance of services required by the contract. The contractor also promises that, in the performance of this contract, no officer, agency, employee of the Town, or member of its governing bodies, may participate in any decision relating to this contract which effects his/her personal interest or interest of any corporation, partnership or association in which he/she is directly or indirectly interested, or has any personal or pecuniary interest.

IV. ANTICIPATED SERVICES

The Town of Seabrook Fire Department operates an ambulance service that is licensed for Basic Life Support Services. In the last calendar year this service performed approximately 1,200 calls. Three Ambulances are in service. These medical incidents resulted in approximately 1,000 ambulance transports. The Town also requires the following of the Third Party Billing service:

- Provide, Complete and Submit all billing, recertification statements and/or contracts with all public and or private insurance agencies on behalf of the Town.
- Monitor Medicare billing I.D. and N.P.I. numbers and recertify them on behalf of the Town.
- Use more than one source to determine addresses of parties being transported if the one supplied by Seabrook Fire Department is a "Bad Address".
- Must "turn around" billing request for motor vehicle accidents in less than 24 hours from time of PCR receipt.
- If allowed by Medicare the use of Google to determine loaded mileage.
- Provide real time accesses to claim status to Seabrook Fire Department and provide any software needed.
- Provide a Billing contact and a Billing Manager for Seabrook Fire Department that can be contacted as needed.
- Provide in house training and feedback of PCR completeness and improvements.
- Provide monthly billing statements and individual insurance collection rates, in PDF and Excel Formats.

V. STATEMENT OF SERVICES

1. Term of Contract

The contract shall be for a three (3) year period and will have a fixed percentage rate for the entire three (3) year term. The contract can be terminated for cause at any time, or terminated on the annual anniversary by the Town of Seabrook if the Town deems termination appropriate.



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2. Collection and Deposits

All amounts received by the billing service will be recorded and the proceeds deposited in an account at the bank providing municipal banking services to the Town of Seabrook during the period of the contract. The Town of Seabrook will designate the account in the contract. At the expiration of each month, the billing service shall bill the Town of Seabrook for collection charges due the billing service for actual collections made that month, in accordance with the terms of the contract.

3. Expenses

A. **Refunds:** All expenses directly or indirectly related to the collection of the Town of Seabrook patient accounts shall be borne by the billing agent. Other refunds due the patient, as a result of an error on the part of the Town of Seabrook, or overpayment or any other cause, not the fault of the billing agent, will be paid by the Town of Seabrook.

B. **Except:** As otherwise specifically provided herein, the billing service will not incur expenses on behalf of or without the Town of Seabrook's prior consent.

4. Other

A. It is understood that the Town of Seabrook accepts assignment of Mass Health, Medicare and Medicare/MassHealth. Accordingly, the billing services will make the required contractual adjustments when applicable and will be reported on the monthly revenue statement.

B. Write offs and/or reductions of charges will be handled by the Town on an abatement basis at their discretion. Requests for abatements or adjustments from patients will be sent in writing to the billing agent, and then sent to the Town of Seabrook. This would be applicable to any patient who signs for an abatement or waiver after being billed by the service.

5. Records and Reports

The billing service will furnish to Town of Seabrook the following reports, in both PDF and Excel Spreadsheet Formats.

A. A report of all collections together with a copy of the deposit slip evidencing the deposit to the Town of Seabrook's bank account.

B. A monthly recap of reports including an aging report at end of month reflecting balance of open receivables.

C. At a minimum, the following reports are required: Commitment listings, listing of write offs, adjustment credits, any other report determined necessary to be able to prove balance from month to month.

D. All records and correspondence relating to the Town of Seabrook's accounts receivable and the billing services collection efforts will be kept at the billing service's office and shall be available for examination by Town of Seabrook or authorized representatives.

E. All correspondence and inquiries for waiver applications will be directed to the billing agent's mailing address. All payments will be directed to the Town of Seabrook.



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6. Miscellaneous

- A. The billing service will collect accounts receivable of the Town of Seabrook under the name of Ambulance Billing Service Town of Seabrook.
- B. The billing service shall delegate an authorized representative for receiving notices and day to day contract administration.
- C. The billing service shall adhere to the collections procedures and time tables set by the Town of Seabrook.

NAME OF REPRESENTATIVE _____

7. Termination

This agreement may be terminated by the Town of Seabrook at any time upon ninety days (90) written notice of termination to the billing service, and by the billing service on the anniversary date of the contract upon ninety days (90) written notice to the Town of Seabrook. Upon termination of the agreement, for whatever reason, the billing service shall deliver up all records and pertinent correspondence concerning the accounts and collection thereto to the Town of Seabrook, and the billing service will otherwise cooperate with the Town of Seabrook or their assignees to affect an orderly transfer of the collection of the Town of Seabrook's accounts receivable. If the Town of Seabrook should terminate this agreement, the billing service shall be entitled to receive from the Town of Seabrook, any and all commission due to the billing service up to and including the actual date of termination and transfer of accounts receivable, as well as reimbursement from of all expenses incurred by the billing service which shall be reimbursable under the contract and which remain unpaid at the date of termination. The billing service must turn over all records and have them delivered to a location designated by the Town of Seabrook upon termination of the contract.

8. Provision

Seabrook Fire Department is to provide the billing agency with a copy (paper or electronic) of the Patient Care Report Form (PCR) to include the patient's name, address and the date and time of transport to area hospitals or any other pertinent information required for billing purposes. This form will have the mileage of the call clearly noted to allow the billing service to bill mileage appropriately based on the rate structure outlined. In addition, Seabrook Fire personnel will provide a reasonable effort to gather any additional information such as the responsible insurance company information, date of birth of the patient, and all patient signature requirements.

9. Stipulations

- A. The contract shall be governed by and shall be construed in accordance with the laws of the State of New Hampshire.
- B. In the event of any conflict or any inconsistency between the State of New Hampshire RSA's, as amended, and the provisions of this contract, the New Hampshire RSA's shall control. If any of the provisions of this agreement are held to be invalid, such provision or provisions shall be deemed stricken from the agreement and at the option of the Town of Seabrook, the remaining provisions shall remain in full force and effect.



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C. The billing service shall hold the Town of Seabrook free and harmless from all claims, liability and losses caused by the actions or failures to act on the part of the billing service, and the billing service shall fully indemnify the Town of Seabrook for all such claims, liability and losses if they should occur.

D. The billing service shall have workman’s compensation insurance in accordance with the New Hampshire Law, as well as Seabrook Town Ordinances, and the billing service shall furnish the Town of Seabrook with evidence of this coverage before the execution of the contract.

10. Waiver Handling Policy

Although the Town wishes to maximize ambulance collections, we do wish to have compassion for those with financial hardships. A strict waiver policy will be formulated by, and administered by, the Town of Seabrook. Please outline your capabilities in dealing with clients that express hardship. Provide copies of internal policies to reinforce this response along with any waiver policies that you have dealt with, or are dealing with presently.

VI. MINIMUM QUALIFICATIONS CRITERIA

In addition to addressing each of the items in the specifications, the Proposer must submit, as part of their non-price proposal, the following minimum qualification criteria: Initial the appropriate response to each criterion, and include the required documentation in the Non-Price (technical) proposal envelope.

1. A letter of transmittal signed by the individual authorized to negotiate for and contractually bind the Contractor, stating that the offer is effective for at least ninety (90) calendar days from the deadline for the submission of proposals.

Comply _____ Do Not Comply _____

2. A list of municipalities, ambulance services, or other private clients for which the contractor has provided ambulance billing service over the past year. This list is to include a current name, address, and contact person and phone number of references for the Procurement Office to assess. The quality of such references will play a significant role in evaluation of the Non-Price proposal.

Comply _____ Do Not Comply _____

3. A dishonesty bond for the (minimum) amount of \$100,000 (one hundred thousand) and an errors and omissions (E+O) bond for the (minimum) amount of \$1,000,000 (one million) naming the Town of Seabrook as an additional insured are to be posted by the winning bidder. These bonds must be kept in effect for the life of the contract.

Comply _____ Do Not Comply _____



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4. The Town of Seabrook, through the actions of Town Meeting and its Board of Selectmen, has established a billing policy that exempts non-insured Seabrook residents from being billed for ambulance service. Town policy also does not allow for "balance billing" of insured Seabrook residents. To that end the billing agency must recognize that, in their dealings with recipients of ambulance service, every effort towards courteous and compassionate handling of patients will be the rule. The Billing Agency will have made every attempt to determine if primary and/or secondary insurance exists through inquiry to recipients of the service and computer screening, prior to bills being sent to individuals, and the primary and secondary insurance carriers billed where appropriate.

Comply _____ Do Not Comply _____

5. Bidders must provide a toll free number for the Town's use and for the use of citizens making inquiries.

Comply _____ Do Not Comply _____

6. List any litigation, with the appropriate explanation, against your firm in the past five years, from 2011 to the present.

Comply _____ Do Not Comply _____

7. Bidders must provide documentation of licensing as a collection agency under New Hampshire law.

Comply _____ Do Not Comply _____

8. Bidders must have experience with hospital information systems and have the technical ability to receive electronic demographic information.

Comply _____ Do Not Comply _____

I hereby state that I understand the minimum evaluation criteria and that I have initialed all of the appropriate sections.

Signature _____

Name and Title _____

VII. COMPARATIVE EVALUATION CRITERIA

A contractor shall be deemed unacceptable if the Minimum Evaluation Criteria is not met. However, once it has been determined that the contractor has met all the minimum evaluation criteria the proposals will be further evaluated by the Town of Seabrook using the following Comparative Evaluation Criteria. The ratings of "**Highly Advantageous**", "**Advantageous**", "**Not Advantageous**", and "**Unacceptable**" will be used to evaluate the following features of each proposal.



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1. Contractors compute linkage to billing information and method of collecting data for billing.
 - a. Unacceptable:** All billing information to be provided by the SEABROOK Fire Department ambulance personnel.
 - b. Not Advantageous:** Most billing information to be provided by SEABROOK Fire Department Personnel. Ambulance personnel having to secure the name of insurance carrier and insurance policy numbers.
 - c. Advantageous:** Access to patient information at the definitive care facility, SEABROOK Fire Department attendants having to fill out only medical necessity forms and secure physicians signatures.
 - d. Highly Advantageous:** Total billing information secured and all medical necessity forms filled out by billing service with no charge to operation for Seabrook Fire Department personnel. Personnel having to complete SARF forms and obtain hospital attendant's signature. Any additional information will be obtained by the billing company.

2. How many years experience does your firm have in billing for municipal ambulance services?
 - a. Unacceptable:** Less than three years experience.
 - b. Not Advantageous:** More than three years experience but less than three years experience.
 - c. Advantageous:** More than three years experience but less than five years experience.
 - d. Highly Advantageous:** Greater than five years experience.

3. How many municipal ambulance services does your firm presently represent? List the Municipalities represented along with the name and phone number of the representative from the community.
 - a. Unacceptable:** None
 - b. Not Advantageous:** Between three and five municipal or private ambulance services.
 - c. Advantageous:** Between five and seven municipal or private ambulance services.
 - d. Highly Advantageous:** More than seven municipal or private ambulance services.

4. Collection percentage: The vendor should provide documentation as proof that they can achieve collection percentage of between 85% and 95%. The percentage shall reflect the collection rate of insured patients. (The Town of Seabrook is interested in a firm with the expertise and efficiency to perform at this level).



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- a. Unacceptable:** No documentation of collection percentage.
- b. Not Advantageous:** Documentation of collection percentage less than 85%.
- c. Advantageous:** At least one municipality serviced and documented at a rate of 90% collection rate.
- d. Highly Advantageous:** Two or more municipalities serviced and documented at rates of 90% or greater.
5. The billing agency will bill direct to carriers as opposed to billing recipients of the service. If clients need be billed, due to a lack of insurance information, the billing agency should be willing to assist the client and fill out the forms on their behalf. Provide documentation on the form provided.
- a. Unacceptable:** Process only Medicare/MassHealth claims, mail all others to client.
- b. Not Advantageous:** Process only Medicare/MassHealth and major carriers (i.e. BC/BS).
- c. Advantageous:** Process Medicare/MassHealth, major carriers and secondary insurance if applicable.
- d. Highly Advantageous:** Process claims to all insurance carriers, automobile insurance, worker's compensation, home owners insurance, etc.
6. Contractors are required to have experience in reconciling the ambulance account on a monthly basis.
- a. Unacceptable:** No experience in ambulance reconciliation.
- b. Not Advantageous:** Reconciles one or less ambulance or private billing accounts.
- c. Advantageous:** Reconciles between five and ten ambulance or private billing accounts.
- d. Highly Advantageous:** Reconciles more than ten ambulance or private billing accounts.
7. Contractors are required to have experience in submitting combined BLS/ALS (two tiered) ambulance claims.
- a. Unacceptable:** No experience in submitting BLS/ALS claims.
- b. Not Advantageous:** Less than five years experience submitting BLS/ALS claims.
- c. Advantageous:** Between five and seven years experience submitting BLS/ALS claims.
- d. Highly Advantageous:** More than seven years experience submitting BLS/ALS claims.



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8. Contractors are required to have Certified Professional Coders CPCs on staff.
- a. Unacceptable** No Certified Professional Coders/Certified Ambulance Coders or Professional Chart Auditors on staff.
 - b. Not Advantageous** One Professional Certified Coder/Certified Ambulance Coders or Professional Chart Auditors on staff.
 - c. Advantageous** Five to seven Certified Professional Coders/Certified Ambulance Coders or Professional Chart Auditors on staff.
 - d. Highly Advantageous** Seven or more Certified Professional Coders/Certified Ambulance Coders or Professional Chart Auditors on staff.
9. Contractors are required to perform an all encompassing scope of emergency services billing.
- a. Unacceptable** No professional hospital based emergency medicine providers.
 - b. Not advantageous** Up to ten hospital based professional emergency medicine providers.
 - c. Advantageous** Ten to twenty nine hospital based professional emergency medicine providers.
 - d. Highly Advantageous** Thirty or more professional hospital based emergency medicine providers.

VIII. SUBMISSIONS

Interested agencies who wish to be considered for this work shall provide Five (5) copies each of the Qualifications & Price Proposals and must be submitted in two separate sealed envelopes, plainly marked RFQ #B2016-FD-02a for qualifications & RFP #B2016-FD-02b for price proposals, and addressed to:

*Town Managers Office
Town of Seabrook
c/o Shaylia Marquis
99 Lafayette Road
Seabrook, NH 03874*

All submissions must be received no later than 2:00pm on May 5th, 2016 by the Town Managers office. No telephone, email or facsimile proposals will be accepted. All submissions received after the deadline will be returned unopened.



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Please include the following information in your RFQ Proposal;

- Letter of Introduction and Statement of Qualifications of the firm;
- An outline and description of the agencies experience with similar efforts and the intended approach envisioned to meet requirements of the Anticipated Services;
- Identification of the key personnel to be assigned and the hourly rate charged for their services along with any associated cost for travel time, mileage and/or per diem expenses;
- At least five references for on-going and/or recently completed similar GIS work (including contact person and phone number/e-mail);
- Any additional information that will assist in evaluating the qualifications of the agency.

Proposals must provide a clear description of tasks to be completed, a detailed approach in how such tasks will be completed, in addition to proposed deliverables.

Questions regarding the submission requirements for proposals may be directed to the Chief Procurement Officer at smarquis@seabrooknh.org via *email only* (telephone inquiries related to proposal requirements shall not receive a response).

Proposals must be signed by an official authorized to bind the contractor to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

“The undersigned certifies under penalties of perjury that this bid is in all respects bona fide, fair and made without collusion or fraud with any other person. As used in this section the word “person” means any natural person, joint venture, partnership, corporation or other business or legal entity.”

(Authorized Signature)

(Date)

(Company) & (Title)

The Town will not reimburse any applicant for costs incurred in the preparation of a proposal in response to this RFQ&P. Submission costs shall be the sole responsibility of the applicant submitting the proposal.



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IX. SELECTION OF FINAL BIDDERS

After review and analysis of the Proposals, the Town Manager may select one or more firms or individuals for interview with the intent of selecting one with whom to negotiate a definitive service agreement.

*The Town of Seabrook is a Tax Exempt Organization.

X. TIMELINE

May 5th, 2016

Submissions due at Seabrook Town Hall; 2:00pm

RFQ&P's will be evaluated immediately thereafter. During this time we may require interviews at our office with our evaluation team on or before April 29th, 2016. You will be notified if this is requested.

Approved By:

William M. Manzi III,
Town Manager

Date



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PRICE PROPOSAL SHEET

PROPOSAL TO BE AS A FLAT RATE OF ACTUAL RECEIPTS DELIVERED TO THE TOWN OF SEABROOK AS FOLLOWS:

\$ _____

ANY ADDITIONAL INFORMATION SHALL BE EXPLAINED IN THIS SPACE.

Authorized Signature: _____
Title: _____
Company name: _____
Address: _____
City, state, zip: _____
Telephone number: _____
Date: _____