TOWN OF TIVERTON, RHODE ISLAND
REQUEST FOR PROPOSALS
EMERGENCY MEDICAL BILLING SERVICES

The Town of Tiverton's Fire Rescue Department/Service is seeking proposals from qualified vendors to perform emergency medical billing services for reimbursement of the Town's Emergency Medical Services for a thirty-six month period, with optional thirty-six month extensions.

The vendor must possess a minimum of three years' experience with EMS billing or the management of such. Relevant experience will be weighed heavily in determining an award.

The "Scope of the Project" along with more detailed information and instructions are available on the Town of Tiverton website, www.tiverton.ri.gov/onlinedocuments, or at the Town Clerk's office in Town Hall. Any questions should be referred to Fire Chief Joseph Mollo @ 401-625-6707.

Proposals must be submitted by 2:00 PM on Wednesday, February 19, 2020, in a sealed package, clearly marked on the outside: "MEDICAL BILLING SERVICES". Submittals must include one (1) original and three (3) copies of the proposal addressed to:

Town Clerk
Tiverton Town Hall
343 Highland Road
Tiverton, RI 02878

REQUEST FOR PROPOSAL
EMERGENCY MEDICAL SERVICES BILLING

INTRODUCTION

The Fire / Rescue Department is a full-service emergency medical service agency that provides basic and advanced life support.

The Department's Emergency Medical Services (EMS) Division responds to over **2500** calls per year and utilizes an electronic patient care reporting system provided by **Image Trend.**

The **Tiverton Fire Rescue Department** seeks proposals from qualified vendors to perform emergency medical billing services. Qualified vendors are encouraged to submit a proposal in accordance to the following requirements.

SCOPE OF PROJECT

The **Town of Tiverton's Fire Rescue Department/Service** (herein after, the "Town") is soliciting the services of an experienced emergency medical billing services company (herein after, the "Vendor") to seek reimbursement for the Town's Emergency Medical Services for a thirty-six (36) month period, with optional thirty-six (36) month extensions.

The vendor must possess a minimum of three years experience with EMS billing or the management of such. Relevant experience will be weighed heavily in determining an award.

Vendors will be responsible for and must include all of the items listed below in their pricing.

1. Monthly reporting to the Town that details the activity for the month, as well as the type of services provided. In addition, the vendor must provide reports on as "as needed basis" as determined solely by the Town at no additional charge.
2. Provide monthly statistical reports to allow the Town to accurately track and manage its EMS activity.
3. A system of receiving reports from the Town on a daily basis and rapid verification of information on the reports to ensure billing can be quickly and efficiently accomplished.
4. Vendor must have access to a database which includes all diagnostic codes and procedure codes including newly established codes and fee schedules created under the Affordable Health Care Act in order to sequence each rescue run properly and receive the maximum payment.
5. Vendor must possess an ICD.10 diagnosis code database that includes the entire volume of available diagnosis codes (over 55,000 codes). The vendor must also possess the ability to sequence these codes based upon their relative value to ensure maximum reimbursement and minimize exposure to an insurance audit.
6. Vendor must establish a process by which all rejected claims for payment are quickly reviewed, corrected and resubmitted.
7. The Town will retain complete discretion of all administrative decisions regarding the management and billing of and/or receiving of payments for emergency medical services.
8. Vendor must provide training to all Town personnel necessary to implement this billing process, (i.e., rescue personnel, other fire department personnel, finance personnel, etc.).
9. Vendor will deposit all payments directly into a special account set up by the Town.
10. Vendor must ensure that Electronic Claims Interface with Rhode Island Medicare, Blue Cross/ Blue Shield of Rhode Island, United Healthcare, and Rhode Island Medicaid and that the process is operational and functional.
11. Vendor will be required to provide proof of "Errors and Omissions" insurance coverage in the aggregate amount of one million dollars ($1,000,000) and a Certificate of Insurance indicating the **"The Town of Tiverton Fire Rescue Service/Town of Tiverton"** as additional insured and as an insurance certificate holder.
12. Vendor must have the ability to retrieve patient demographic and insurance electronically from the local hospitals affiliated with our service delivery.
13. Vendor must make recommendations to increase the Town's EMS revenue generating capability.

14. Vendor must submit a complete listing and description of the information that each EMT must record on a billing incident report following a rescue run in order to fulfill the vendor's billing requirement.
15. Vendor must submit a listing of all current EMS departments, for whom the vendor is currently performing these services within the State of Rhode Island.
16. Vendor must submit a complete explanation of how the complete billing incident report reaches the office.
17. Vendor must submit a detailed plan of how the billing process will work. This aspect is extremely important in that this system must be completely operational upon the execution of a contract.
18. Vendor must submit a complete explanation of their fee structure.
19. Vendor must submit a sample patient statement (bill) generated for a rescue run.

Prospective vendor must have actual experience with other EMS agencies that are comparable in calls for service as to the **"Town's"** EMS Division. Prospective vendor will supply project and agency contact information for the sites that meet the above listed criteria.

REFERENCES

Please provide at least three (3) customer references from fire departments where you have completed and/or scheduled to provide services similar to what is specified herein.

EVALUATION CRITERIA

The major criteria, which will be used in evaluating each proposal, are presented below:

- Vendor reputation from reference accounts similar in scope and nature to the needs of the **"Town"**, references which can be contacted and/or visited). And from all written responses to the RFP.
- Ability and reliability of the vendor to meet the functional requirements defined in this RFP.
- Quality of vendor's staff to provide the proposed services.
- Vendor's established reputation for providing professional service and the history of their collection rates.
- The Town of Tiverton may, at its sole discretion, reject any and all bids submitted that it believes do not comply with the requirements of the RPD, are otherwise non-responsive, untimely, and reserved the right to re-bid for said serves if it is deemed in the best interest of the Town.