

City of Whitefish Fire Department
also serving the Whitefish Fire Service Area
275 Flathead Avenue - Whitefish, Montana 59937

January 4, 2018

To Whom It May Concern:

The City of Whitefish Fire Department (the “City”) is accepting proposals from qualified Vendors (“Vendor”) to provide ambulance billing, collection, financial reporting, and analytical services. This includes complete management of the billing process from receiving patient care reports to account closure. Minimum proposal specifications are enclosed. It is not the intent of the City to favor one vendor; however, we do, from time to time, rely on vendors’ help in writing specifications. We will accept all proposals with exceptions to our specifications clearly noted, and all proposals will be given consideration.

Proposals will be opened on Friday, January 26, 2018. Proposals should be submitted in a sealed envelope to the Whitefish City Clerk Michelle Howke, 418 E 2nd Street, PO Box 158, Whitefish, Montana 59937. Each envelope shall be plainly marked: “Proposal – WFD Ambulance Billing - 2018”. No proposal shall be valid unless signed. No proposal shall be accepted by FAX or e-mail.

The City of Whitefish reserves the right to reject any and/or all proposals, to waive technicalities or informalities, and to accept any proposal deemed to be in the best interest of the City of Whitefish Fire Department.

If you have any questions, please e-mail Fire Chief Joe Page at jpage@cityofwhitefish.org. All questions must be submitted in writing prior to 4:30 p.m. MST on January 22, 2018. No addenda will be issued within 48 hours of the proposal opening date and time.

Sincerely,

Fire Chief Joe Page
jpage@cityofwhitefish.org
406-253-3473

Enclosed

City of Whitefish Fire Department

also serving the Whitefish Fire Service Area

275 Flathead Avenue - Whitefish, Montana 59937

EMS Billing and Collection Service Proposal Specifications

The City of Whitefish Fire Department provides ALS ambulance service to the City of Whitefish, Montana and the surrounding area as part of Flathead County's EMS services. We respond to about 1250 calls for medical services annually with a career staff of fourteen Firefighter/Paramedics and one Firefighter/AEMT supported by a small volunteer staff. Our EMS response includes both emergency calls and inter-facility patient transfers.

The purpose of this proposal specification is to establish the minimum contract requirements and qualifications for ambulance billing, collection, reporting, and analytical services. The City desires to pursue a partnership that will build an optimal revenue cycle.

Minimum Requirements:

- 1- The Vendor will retrieve the electronic Patient Care Reports (ePCR) and related information from the City via Montana's EMS web-based program supported by the State's Image Trend system.
- 2- The Vendor will prepare and submit accurate and complete insurance claims according to the rates established by the City, guidelines and procedures established by the Vendor and the City, and all applicable laws and regulations including those for Medicare and Medicaid, and any other applicable carriers including both commercial and private insurances.
- 3- The Vendor will provide all labor, materials, and equipment for verification of the downloaded transport and patient information. The Vendor will promptly notify the appropriate City staff regarding any missing information required to complete the billing process. The Vendor will work with the City's Fire Department's staff to ensure all required information is obtained so as to complete the billing process starting from the initial PCR and ending with the individual payer's account considered paid in full or uncollectable.
- 4- The Vendor will file any claim reviews and represent the City in Medicare/Medicaid appeals.

- 5- The Vendor will provide and publish on all correspondence a toll-free number and respond to any billing or collection questions during normal business hours, Monday through Friday, excluding holidays recognized by the Vendor. These hours shall be 8:00 a.m. to 4:00 p.m. MST.
- 6- The Vendor will prepare and mail invoices to patient/parties responsible for co-pay and/or deductibles, private pay, and uninsured patients, or as directed by the City's Fire Chief.
- 7- The Vendor will manage the City's "Rescue Care Program" including subscriber renewals.
- 8- The Vendor will post all payments to the appropriate accounts and provide reports to the City's Finance Director, or designee, as described below. The Vendor will ensure that all payments are deposited into the City's bank account of choice. As deposits are made into the City's specified bank account, the Vendor shall send an electronic confirmation of the transaction to the City's Finance Director, or designee, that includes a scanned copy of the deposit slip and all checks deposited.
- 9- At a minimum, the following reports are to be furnished via email to both the City's Finance Director and Fire Chief on a monthly basis:
 - a. Monthly Invoice Listing
 - b. Monthly Call Summary
 - c. Rescue Care Report
 - d. Change Detail
 - e. Change Summary
 - f. Credit Detail
 - g. Credit Summary
 - h. Aging Detail
 - i. Aging Summary
 - j. Accounts Receivable Balance
- 10- The Vendor will provide the City with additional reports regarding uncollectable accounts and payment plan status as required by and in the format required by the City's Finance Director.
- 11- The Vendor will act as a consultant regarding medical billing and provide feedback to the City's staff with annual training for the Fire Department's three shifts to improve documentation.
- 12- The vendor will act as a consultant regarding the selection of a collection services, that shall be approved by the City's Finance Director and Fire Chief.

- 13- The Vendor acting on behalf of the City will remain respectful and mindful of the needs of the City's citizens and patients and may make available weekly or monthly installment payment plans.
- 14- The Vendor, in extreme hardship cases, may collect patient financial information and present to the City's Fire Chief requests for adjustments or relief of charges incurred.
- 15- The Vendor agrees to employ NAAC (National Academy of Ambulance Coders) certified ambulance coders with a certified Compliance Officer on staff who shall stay current on billing practices and attend organized training regularly.
- 16- The Vendor will provide daily back-up of all data with protection of individuals' personal health information that is created, received, used, or maintained and shall comply with the HIPAA Security Rule, 45 CFR Part 160 and Subparts A and C of Part 164.
- 17- The Vendor will see that patients receive a bill each month for (3) months if not paid. If a bill is not paid within 120 days, the patient shall be notified of the delinquent amount. The Vendor will report which accounts have been determined to be uncollectible to both the City's Finance Director and Fire Chief.
- 18- The contract shall be for a period on one (1) year from the initial date of signing with the option to renew at the discretion of the City for two (2) additional years.

The proposal shall include:

- 1- Description of Vendor's qualifications as an ambulance billing service which is experienced and competent in the billing and collection process.
- 2- The fee charged per collections.
- 3- Any additional charges for statements.
- 4- The collection agency proposed and their rate schedule.
- 5- Three ambulance service references we can contact.