



COUNTY OF FLUVANNA, VIRGINIA
Request for Proposals (RFP) #2021-01
BILLING SERVICES FOR EMERGENCY TRANSPORTATION

ADDENDUM # 1:

Reference – Request for Proposal: RFP #2021-01
Title of Request for Proposal: BILLING SERVICES FOR EMERGENCY TRANSPORTATION
Issue Date: July 22, 2020
Bid Due Date and Time: August 4, 2020 at 2 p.m. EST

The above RFP #2020-01 is hereby amended and modified as follows:

1. Page 1, Due Date shall be changed to “August 4, 2020 @ 2:00 p.m. local prevailing time”; Section 4.a.iv shall be changed to read:

***Due Date:** Sealed copies of the proposal must be received by the Purchasing Officer no later than 2:00 p.m. EST on August 4, 2020.*

2. The following are clarifications from questions received:
 - a. Please provide 2019 contractual adjustments and write-offs.
 - i. Total write-off \$85,876.09
 - b. Deposit criteria? (Will paper payments come into client for deposit or will ImageTrend deposit payments on behalf of client, is a lockbox required?)
 - i. Some payments do come directly to the County. However, the majority goes to the billing company. Yes, lockbox is required.
 - c. Do all agencies consisting of Fluvanna Rescue Squad, Inc. fall under the same NPI or does each agency have a separate NPI?
 - i. Fluvanna Rescue and Lake Monticello have different NPI Numbers
 - d. Who is your current EMS billing vendor? What is their commission rate? Are you satisfied with their performance?
 - i. EMS|MC
 - e. For the last completed fiscal year, please provide the following information:
 - i. Total billable volume (count) by service line item
 1. BLS-EM A0429 **55.9%**
 2. BLS-NE A0428 **0.0%**
 3. ALS-EM A0427 **41.7%**
 4. ALS -NE A0426 **0.0%**
 5. ALS2-EM A0433 **2.4%**
 6. ALS A0432 **41.7%**
 7. SCT 0%

- f. For the last completed fiscal year, please provide the following financial information:
 - i. What was your total Gross Charges (\$)?
 1. \$1,363,368.31
 - ii. What was your total Collections or Deposits (\$)?
 1. \$651,974.58
 - iii. What was your average Cash Per Transport or Revenue/Deposits Per Transport?
 1. \$430
 - iv. What was your average collection rate?
 1. 73%
 - v. Total Gross Charges (\$) by Payer Classification
 1. Medicare \$559,633.30
 2. Medicaid \$33,060.11
 3. Commercial Insurance \$573,882.20
 4. Bill Patient/Self-Pay \$196,792.70
- g. Total Net Collections (\$) by Payer Classification
 1. Medicare \$342,989.96
 2. Medicaid \$7,081.43
 3. Commercial Insurance \$289,667.01
 4. Bill Patient/Self-Pay \$12,236.18
- h. Total Discounts and Write-off (\$) by Payer Classification
 - i. Medicare
 1. Write-off \$5,138.39
 - ii. Medicaid
 1. Write-off \$0.00
 - iii. Commercial Insurance
 1. Write-off \$12,163.76
 - iv. Bill Patient/Self-Pay
 1. Write-off \$68,573.94
- i. Does Fluvanna County currently utilize a lockbox service? What is the preferred method?
- j. YesPlease provide an explanation of the current billing cycle and/or collections placement policy for Fluvanna County?
 - i. [https://www.fluvannacounty.org/sites/default/files/fileattachments/policies_amp_f orms/page/13798/policy_1.3 - ems cost recovery program 2018.pdf](https://www.fluvannacounty.org/sites/default/files/fileattachments/policies_amp_f orms/page/13798/policy_1.3_-_ems_cost_recovery_program_2018.pdf)
 - ii. https://www.fluvannacounty.org/sites/default/files/fileattachments/policies_amp_f orms/page/13269/ems_cost_recovery_trifold_brochure_2017.pdf
- k. Please specify the Computer Aided Dispatch (CAD) software vendor, version, and ownership of said system used by Fluvanna County.
 - i. Motorola Flex – Build Version: Spillman 2020.1.15.1563 – County owned
- l. Are you paying your current billing service a percentage of revenue collected or a flat fee and what is the current fee?
 - i. Percentage; 4.75%
- m. How long has the current billing service been providing services for the County?
 - i. Since 2015

- n. In the RFP, you indicate the current user fees for each level of service, did the city increase the user fee in 2020? If so what were the user fees for all levels of service and mileage charge for 2019?
 - i. We follow the 125% Medicare allowable amounts
- o. Does the County have a rate established for treat no transport? If so, what is that rate?
 - i. No, we do not bill for non-transport
- p. What is the current process for accepting and processing credit card payments? Is your current billing service doing that for the County or does the County have their own credit card processing account?
 - i. Our current billing service provides that for the County.
- q. What is the expected go live date for a billing service to start processing your runs for billing?
 - i. September 1, 2020

Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the bid due date and hour or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Very truly yours,

Cyndi Toler, Purchasing Officer
Fluvanna County, Virginia
132 Main Street
Palmyra, VA 22963
(434) 591-1930

Name of Firm: _____

BY: _____
Signature of duly authorized representative

Title: _____

Date: _____