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*OFFICIAL ADDENDUM*

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EMS BILLING SERVICES REQUEST  
FOR PROPOSALS (RFP)

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Proposals Due: October 7, 2013

The City of Canton Fire Department

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THE CITY OF  
**CANTON**  
WILLIAM J. HEALY II, MAYOR

September 25, 2013

**TO: Potential EMS Billing Services RFP Respondents**

**FROM: Randy Dublikar, CPPB, City of Canton Director of Purchasing**

**RE: ADDENDUM (Questions and Answers)**

Please find the answers to questions submitted as part of the RFP process for EMS Billing Services for the City of Canton Fire Department. The questions were consolidated, so as not to include repeat questions.

As you will see in the following pages, the answers to many of the questions can be found on the yearly reports (2011, 2012 and year-to-date) that are included as part of this addendum.

Proposals are due Monday, October 7 at 12:00 noon (local time).

Respectfully yours,

Randall F. Dublikar, CPPB  
Director of Purchasing

Enclosures

**Questions Submitted for EMS Billing RFP**

Answers due Tuesday, September 24

1. Who is the incumbent billing service? **OHIO BILLING INC** How long have they been the contractor for the City? **19 YEARS**

2. What current hardware & software is utilized to provide billing services? (This will allow us to know how we may interface with the system) **FIREHOUSE**

3. What rate or percentage is the City currently charged? **\$15.00 /RUN**

4. When was your last increase of EMS Billing Rates? **2010**

5. What were the total billable calls in 2012? **See attached**

6. Charge / Revenue Questions: **See attached**

a) Gross Charges for 2011, 2012, 2013-YTD?

b) Net revenue for 2011, 2012, 2013-YTD?

c) Adjustment for 2011, 2012, 2013-YTD?

d) Write Offs for 2011, 2012, 2013-YTD?

e) Medicare Revenue for 2011, 2012, 2013-YTD?

f) Medicaid Revenue for 2011, 2012, 2013-YTD?

g) Commercial Insurance Revenue 2011, 2012, 2013-YTD??

h) Self-Pay Revenue 2011, 2012, 2013-YTD?

7. What was the percentage of collections in 2012 (net/gross)? **See attached**

8. Payer Mix: Could you please provide the payer mix (percentage breakdown of billing types) for 2012? **See attached**

Medicare: %

Medicaid: %

Private insurance: %

Self-Pay: %

Other: %

9. Service Rates (2011, 2012, and Current)

ALS Emergency: \$ **650.00**

ALS Non-Emergency: \$ **650.00**

BLS Emergency: \$ **450.00**

BLS Non-Emergency: \$ **N/A**

Mileage: \$ **12.00**

No Transport/At Scene: \$ **N/A**

Air Care: \$ **N/A**

10. Total Miles or Average miles per transport billed? **0 – 10 MILES**

11. Number of annual transports for 2011, 2012, 2013-YTD

BLS: **2011 (2288), 2012 (3971), YTD (3227)**

ALS 1 & 2 TOTALS: **2011 (4719), 2012 (4450), YTD (3060)**

BLS Non-Emergency: **N/A**

ALS Non-Emergency: **N/A**

Air Care: **N/A**

12. Call Volume Information 2012 Calls for EMS Service

Non-Emergent \_\_\_\_\_

Emergency \_\_\_\_\_

Total 13,749

13. What are your current billing policies?

a. Soft bill all patients equally?

b. Insurance only billing for residents and soft bill non-residents?

c. **Hard billing and collections for all patients?**

- d. Bill only non-residents?
14. Which collection agency does the City currently work with? **Credit Bureau of Stark County (CBSC)**
15. In reference to item 3.3.1.2.5 on page 5, how many individuals will need to be trained? **Approx 100 paramedics**
16. How long/how often will training be needed? **Annually**
17. Do you currently use ePCR equipment for entering patient information; such as Toughbooks, tablets, iPads? **Yes, desktops at the hospitals**
- a. How many Station Houses? **8**
  - b. How many ambulances? **10**
  - c. How many Toughbooks, tablets, iPads? **Yes, desktops at the hospitals (2/hospital)**
18. Will a lock box be provided? **Yes**
19. Do pages 14 to 18 need to be included with the RFP submission or must they be sent prior to submission?
- a. If they are to be included with the RFP submission, may it be located in a "References" section?
  - b. In regards to a RFP format, we will include pages 2 through 12 in the RFP submission. May we add a cover page and company information as well or would it be preferred to have that separately?
20. If it is required to subcontract with minority business enterprises, may you provide the source where we may obtain these companies?

19. Do pages 14 to 18 need to be included with the RFP submission or must they be sent prior to submission? **They can be submitted with the proposal.**

a. If they are to be included with the RFP submission, may it be located in a "References" section? **As long as they are in the proposal, and easily found, it does not matter where they are located.**

b. In regards to a RFP format, we will include pages 2 through 12 in the RFP submission. May we add a cover page and company information as well or would it be preferred to have that separately? **Including a cover page and company information is acceptable.**

20. If it is required to subcontract with minority business enterprises, may you provide the source where we may obtain these companies? **It is not required to subcontract with MBE's.**

# City of Canton Fire Department

## 2011 Annual Report

<u>Payment Description</u>	<u>Payment</u>	<u>Adjustment</u>
Payment Auto Insurance	\$50,107.80	
Payment Collections	\$40,893.08	
Payment Contract	\$90.28	
Payment Insurance	\$220,872.17	
Payment Medicaid/HMO	\$364,148.65	
Payment Medicaid/NH/Bundling	\$3,919.71	
Payment Medicare/MC HMO/Railroad	\$764,947.14	
Payment Private Cash/Check	\$99,537.85	
Payment Special Source	\$6,933.56	
Payment United Mine Workers Adm.	\$1,481.00	
Payment Veteran's Admin.	\$16,559.39	
Payment Visa/Mastercard	\$6,411.80	
Payment Workers Compensation	<u>\$15,078.97</u>	
<b>Total Payments</b>	<b>\$1,590,981.40</b>	

\* All revenue goes directly to City of Canton's lock box and/or City of Canton's Treasurer's Office.

### Provider Contractual Disallowances

*(Money not going to get and don't expect to get)*

Adjustment Contract Discount	\$1,707.74
Adjustment Discount (Law Dept)	\$141.96
Adjustment Insurance	\$41,493.48
Adjustment Medicaid/WF HMO	\$1,037,191.31
Adjustment Medicare/MC HMO/RR	\$506,415.38
Adjustment Refund	(\$7,344.41)
Adjustment UMWA	\$802.41
Adjustment VA	\$9,358.29
Adjustment Workers Compensation	<u>\$3,170.23</u>
<b>Total Disallowances</b>	<b>\$1,592,936.39</b>

### Bad Debts/Other Write Offs

*(Money don't get but would like to get)*

Write Off Status Report	\$4.58
Write Off Collection / Sent	(\$82.60)
Write Off Bad Debt	\$0.00
Write Off Bankruptcy	\$8,013.18
Write Off Collection Expense	(\$1,253.46)
Write Off Per Management	<u>\$16,360.13</u>
<b>Total Bad Debts/Write Offs</b>	<b>\$23,041.83</b>

<b>Total amount billed</b>	6,771 runs billed	<b>\$3,925,932.55</b>	
<b>Provider contractual disallowances</b>		<b><u>\$1,592,936.39</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$2,332,996.16</b>	
<b>Revenue collected</b>		<b>\$1,590,981.40</b>	
<b>Collection percentage</b>		<b>0.6819477</b>	<b>68%</b>

<b>Total amount billed</b>		<b>\$3,925,932.55</b>	
<b>Provider contractual disallowances &amp; bad debts/write offs</b>		<b><u>\$1,615,978.22</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$2,309,954.33</b>	
<b>Revenue collected</b>		<b>\$1,590,981.40</b>	
<b>Collection percentage</b>		<b>0.6887502</b>	<b>69%</b>

# City of Canton Fire Department

## 2012 Annual Report

<u>Payment Description</u>	<u>Payment</u>	<u>Adjustment</u>
Payment Auto Insurance	\$45,549.43	
Payment Collections	\$45,879.35	
Payment Contract	\$2,278.19	
Payment Insurance	269760.21	
Payment Medicaid/HMO	\$430,508.43	
Payment Medicaid/NH/Bundling	\$2,582.56	
Payment Medicare/MC HMO/Railroad	\$860,287.69	
Payment Private Cash/Check	\$112,369.40	
Payment Special Source	\$13,634.06	
Payment United Mine Workers Adm.	\$0.00	
Payment Veteran's Admin.	\$11,866.51	
Payment Visa/Mastercard	\$6,455.38	
Payment Workers Compensation	<u>\$18,657.98</u>	
<b>Total Payments</b>	<b>\$1,819,829.19</b>	

\* All revenue goes directly to City of Canton's lock box and/or City of Canton's Treasurer's Office.

### Provider Contractual Disallowances

*(Money not going to get and don't expect to get)*

Adjustment Discount	\$127.81
Adjustment Insurance	\$49,168.82
Adjustment Medicaid/WF HMO	\$1,299,165.42
Adjustment Medicare/MC HMO/RR	\$591,457.61
Adjustment Refund	(\$8,236.48)
Adjustment UMWA	\$0.00
Adjustment VA	\$10,929.50
Adjustment Workers Compensation	<u>\$2,743.80</u>
<b>Total Disallowances</b>	<b>\$1,945,356.48</b>

### Bad Debts/Other Write Offs

*(Money don't get but would like to get)*

Write Off Status Report	\$22,968.59
Write Off Collection / Sent	(\$756.61)
Write Off Small Balance	\$1.02
Write Off Bankruptcy	\$11,169.96
Write Off Collection Expense	(\$35.39)
Write Off Per Management	<u>\$6,005.61</u>
<b>Total Bad Debts/Write Offs</b>	<b>\$39,353.18</b>

<b>Total amount billed</b>	8,428 runs billed	<b>\$4,861,980.66</b>	
<b>Provider contractual disallowances</b>		<b><u>\$1,945,356.48</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$2,916,624.18</b>	
<b>Revenue collected</b>		<b>\$1,819,829.19</b>	
<b>Collection percentage</b>		<b>0.6239505</b>	<b>62%</b>

<b>Total amount billed</b>		<b>\$4,861,980.66</b>	
<b>Provider contractual disallowances &amp; bad debts/write offs</b>		<b><u>\$1,984,709.66</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$2,877,271.00</b>	
<b>Revenue collected</b>		<b>\$1,819,829.19</b>	
<b>Collection percentage</b>		<b>0.6324845</b>	<b>63%</b>

# City of Canton Fire Department

Jan - Aug 31, 2013 Billing & Credit Report

<u>Payment Description</u>	<u>Payment</u>	<u>Adjustment</u>
Insurance	\$274,707.53	
Medicaid	\$240,039.14	
Medicare	\$577,801.60	
Private Pay	<u>\$191,328.88</u>	
<b>Total Payments</b>	<b>\$1,283,877.15</b>	

**Provider Contractual Disallowances**

*(Money not going to get and don't expect to get)*

Insurance	\$58,694.63
Medicaid	\$881,235.91
Medicare	<u>\$430,025.02</u>
<b>Total Disallowances</b>	<b>\$1,369,955.56</b>

**Bad Debts/Other Write Offs**

*(Money don't get but would like to get)*

Total Write offs	<u>\$405,648.41</u>
<b>Total Bad Debts/Write Offs</b>	<b>\$405,648.41</b>

<b>Total amount billed</b>	5,757 runs billed	<b>\$3,299,615.96</b>	
<b>Provider contractual disallowances</b>		<b><u>\$1,369,955.56</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$1,929,660.40</b>	
<b>Revenue collected</b>		<b>\$1,283,877.15</b>	
<b>Collection percentage</b>		<b>0.6653384</b>	<b>67%</b>

<b>Total amount billed</b>		<b>\$3,299,616.96</b>	
<b>Provider contractual disallowances &amp; bad debts/write offs</b>		<b><u>\$1,775,603.97</u></b>	
<b>Amount billed minus disallowances</b>		<b>\$1,524,012.99</b>	
<b>Revenue collected</b>		<b>\$1,283,877.15</b>	
<b>Collection percentage</b>		<b>0.8424319</b>	<b>84%</b>