



**REQUEST FOR QUALIFICATIONS
TO PROVIDE
AMBULANCE BILLING SERVICES
DUE DATE: JANUARY 4, 2021 5:00PM**

**FINANCE DEPARTMENT
401 S BALSAM STREET
MOSES LAKE WA 98837
509-764-3732**

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1.0 Information and Instructions

1.1 Invitation to Propose

The City of Moses Lake, Washington, (City) is requesting proposals from qualified firms to provide medical billing services for ambulance services.

1.2 Intent of the City of Moses Lake

The objective of the Request for Proposal (RFP) is to provide sufficient information to enable qualified vendors to submit a written proposal that demonstrates recent experience in ambulance service billing process from the initial billing through, but not including, collection agency services.

The selected vendor is expected to work closely with the City as part of the service team to successfully provide the services requested.

This RFP is not a contractual offer, nor is it a commitment to purchase services. Contents of this RFP and the vendor's submittal will be used as the basis to determine final contractual obligations. It is understood that this RFP and the successful vendor submittal may be attached or included by reference, in part or in whole, to any agreement regarding the services included in this RFP between the City and said vendor.

1.3 Submittal

Interested vendors are required to submit one (1) original and four (4) copies of their physical, sealed submittal. Failure to provide the submittal in the appropriate numbers and formats will result in disqualification. Email or fax submittals are not permitted and will not be accepted. Submit the above to the following address:

CITY OF MOSES LAKE FINANCE DEPARTMENT
ATTN: CITY CLERK
PO BOX 1579
401 S BALSAM STREET
MOSES LAKE, WA 98837

The outside of the envelope must bear the following notation:

**CITY OF MOSES LAKE, WASHINGTON
REQUEST FOR QUALIFICATIONS
AMBULANCE BILLING SERVICE
DUE DATE: JANUARY 4, 2021 AT 5:00PM**

1.4 Late submittals and Modifications

Submittals and modifications thereof received after the stated time of closing will be returned unopened. The City is not responsible for late deliveries. Time of closing will be determined by the Pacific Time Clock at <http://www.time.gov/>.

1.5 Withdrawal of Submittals

Submittals may be withdrawn by written request up to one (1) hour after the stated time of closing, as mentioned above. Determination of the one-hour grace period shall be calculated based on the same reference as in Section 1.4.

1.6 Conditions Affecting the Work

Before submitting a proposal, each submitting vendor is advised to:

- A. Examine the RFP documents thoroughly.
- B. Familiarize himself/herself with federal, state, and local laws, ordinances, rules, and regulations that may – in any manner – affect the cost, progress, or performance of the work.
- C. Study and carefully correlate said vendor’s observations with the RFP.

Failure to do so will not relieve any vendor from any contractual obligations of the work described herein.

1.7 Explanations for Submitting Vendors

There are thirteen (13) pages in this RFP, including the cover sheet and table of contents; each is sequentially numbered in the bottom right corner of the page. It is the responsibility of the submitting vendor to ensure that all pages are included. If any pages are missing, the vendor should immediately request a cop of the missing page(s) by emailing the request to both City Representatives listed in Section 1.8. Please write “Ambulance Billing Services” in the subject line. It is the responsibility of the vendor to procure missing pages; submittals based on incomplete information will not be granted exception for any faults deriving thereof.

Any explanation desired by a submitting vendor regarding the meaning or interpretation of the RFP, or any part thereof, must be requested in writing (via email) and directed to both City Representatives listed in Section 1.8, no less than two business days prior to the time that submittals are due. Any interpretation made will be in the form of an addendum to the RFP, issued by the City and will be posted to the City Website – <http://www.cityofml.com>. It is the sole responsibility of the vendor to obtain any RFP updates or addenda.

1.8 City Representatives

Cindy Jensen, Finance Director
City of Moses Lake – Finance
PO Box 1579
401 S Balsam ST
Moses Lake, WA 98837
cjensen@cityofml.com

Brett Bastian, Fire Chief
City of Moses Lake – Fire
701 E 3rd AVE
Moses Lake, WA 98837
bbastian@cityofml.com

1.9 Form of Submittals

To assist in the evaluation process, submittals shall conform to the following:

1.9.1 General:

- A. The submittal shall be limited to a maximum of 16 numbered pages (8 double-sided pages).
- B. All pages will be counted towards the page total, except for the front cover, back cover, tab pages, resumes, references, and the cover letter. The cover letter shall be limited to a maximum of 1 double-sided page.
- C. All pages shall be printed on 8/12" x 11" size paper and shall be printed double-sided.
- D. Font shall be no smaller than 10 point.

1.10 Basis for Selection

- 1.1.1 General: the selection will be based on demonstrated qualifications for similar services provide. For the purpose of this RFP, "similar services" shall mean the services involved in ambulance billing services; the services were of similar complexity; and the services were of a similar type or scope. The vendor must also demonstrate the ability to work closely with City Finance and Fire Department.
- 1.1.2 Selection Committee: The Selection Committee shall be made up of 5 City Staff members.
- 1.1.3 Ranking:
 - A. Submittals will be ranked based on the following categories:
 - a. Requested services understanding and approach
 - b. Service team experience and qualifications

- c. Presentation, organization, and clarity of RFP Submittal.
- B. Final Selection:
 - a. The vendor judged to be the most qualified based on all the information presented and evaluated will be selected.
 - b. The selected vendor shall be notified in writing. No other method shall be official notification of selection by the city.
 - c. The selection of the committee shall be final.

The City reserves the right to reject any or all the submittals. If the City elects to select one of the submitting vendors, the City will have the right to negotiate with said submitting vendor over the final terms and conditions of the contract in the best interest of the City. The primary objective of the negotiations is to maximize the City's ability to obtain the best value, based on the requirements and evaluations relating to this RFP. If an agreement cannot be reached, the negotiations will be terminated and similar negotiations will occur with the second ranked submitting vendor.

1.11 Professional Services Agreement

The successful vendor will be required to sign the City's Professional Services Agreement, a copy of which can be obtained from the City Representatives listed in Section 1.8. Please write "AMBULANCE BILLING SERVICES" in the subject line. All submitting vendors are directed to carefully review the Professional Services Agreement before preparing their submittal, as the successful vendor will not be allowed to modify the wording of the City's Professional Services Agreement. The successful vendor's refusal to sign the City's Professional Services Agreement will render their submission nonresponsive, all dialogues will be immediately terminated, and negotiations will begin with the second ranked submitting vendor.

2.0 Scope of Work

2.1 Background

The City provides fire, emergency medical, technical rescue, hazardous materials, prevention, and investigations services. The City realizes that not all aspects of the billing system can be adequately described within this request for proposal. The City will work closely with the successful proposer to develop any other necessary criteria for the most efficient system of billing.

During the calendar year for 2018, there were approximately 1,942 patients transported by ambulance. This represents approximately \$2,498,000 in billable revenue. During calendar year 2019, there were approximately 2,034 patients transported by ambulance. This represents approximately \$2,860,000 in billable revenue. The City of Moses Lake is a participant in the Ground Emergency Medical Transport program through the State for supplemental Medicaid cost recovery. The City of Moses Lake also participates in cost recovery for vehicle accidents and hazardous materials incidents. The total billable revenue for these two areas during calendar year 2019 was approximately \$17,000.

The City does not warrant or guarantee these numbers. The actual number of patients transported or received non-transport medical attention may be higher or lower.

2.2 Scope Components

- 2.2.1 The vendor may release information on billing only to the patient or legal guardian, the patient's insurer or other insurers as may be required for claim processing or payment, or as may be required by law.
- 2.2.2 The City shall provide the vendor with a current list of charges and notify the vendor within five working days of any changes to those charges.
- 2.2.3 The City will provide the most accurate and complete patient information they can. The vendor must realize that the ambulance crews may not be able to acquire all of the needed information; therefore, the vendor shall be responsible for making a reasonable attempt to acquire any missing information necessary to bill the patient.
- 2.2.4 The vendor shall provide pre-printed Health Care Financing Administration (HCFA) billing forms, mailing envelopes, and invoices for use by the City and shall work with the City to develop or modify forms as needed. The vendor shall be responsible for maintaining an adequate supply of forms.
- 2.2.5 The vendor is responsible for all other labor, materials including postage, delivery charges, software, computer equipment, and telephone costs, supervision, and other incidentals necessary for the performance under this agreement. The vendor shall be responsible for keeping accurate and up to date records of all bills, payments, and correspondence related to the billing system. The City reserves the right, with two working days' notice, to perform an audit of said records at the vendor's place of

business during normal business hours and may require vendor's attendance at certain council meetings.

- 2.2.6 The vendor shall prepare and mail an original itemized bill for each patient within five working days of receipt of the patient record. Thereafter, an invoice showing at least the date of service and billing, amount owed, any payment received, and any request for additional information shall be mailed out as per Washington State and City laws.
- 2.2.7 If the patient or other person responsible for the payment of the bill has been deemed delinquent as per City's codes and state law, the vendor shall pull these accounts and send them back to the City for collection purposes.
- 2.2.8 If the initial bill or subsequent invoice is returned as undeliverable by the post office and the vendor, after making reasonable attempts to locate the person, is unable to do so, the vendor shall pull that account and return it to the city for collection processing.
- 2.2.9 The vendor shall be available at least six hours per day Pacific Time between 8am and 5pm, Monday through Friday, excluding holidays, on a fixed schedule approved by the City to answer inquiries concerning accounts due. During remaining hours when the vendor is not available, the vendor must provide a dedicated phone line with answering service. The vendor shall, at their expense, maintain a toll-free number, available from Washington, to facilitate patient inquiries.
- 2.2.10 The City will have the sole authority to determine which of their accounts will be sent to collection, which will be waived, and which will stay in the billing process. The City may allow for a time payment schedule for their accounts. The City shall have the sole authority to set any interest charges on their overdue accounts.
- 2.2.11 The vendor will be responsible for dealing with, negotiating with, and handling dispute resolution, and all appeals with Medicare, Medicaid, and all other insurance payers.
- 2.2.12 The vendor shall adhere to all Federal and State of Washington laws regarding billing payers, collectible balances and required write offs. All legally collectible balances are to be billed to applicable payers, in the necessary order, until all applicable payer options have been exhausted. The vendor is prohibited from discounting or adjusting any fee outside of the required contractual write off unless approved by an authorized representative at the City. The amounts of all write offs shall be reported monthly to the City.

- 2.2.13 The vendor will be expected to acquire an assignment of benefits from the patient and bill the insurance provider directly where insurance is available and identified.
- 2.2.14 Where the vendor provides billing services for both the City and another medical care provider to the same patient, all non-designated payments shall be applied to City billings first, until the City accounts are paid in full, prior to the application of any portion of the payment to the other accounts. Vendor shall mail ambulance billings separately from any other accounts handled by the vendor.
- 2.2.15 The vendor shall, on a weekly or on an as needed basis, deposit all receipts received for ambulance service collections in a designated City account.
- 2.2.16 The City shall receive the following information in a report format monthly. Reports will be submitted to the City Finance Department. The vendor shall document how they intend to provide this information.
 - A. Names of patients billed
 - B. Type of insurance (i.e., HCA, Medicare/Medicaid)
 - C. Dates of service
 - D. Dates of billing
 - E. Dates payments are received
 - F. Amount of charges by patient
 - G. Outstanding balances by patient
 - H. Outstanding balances by age of account by patient
 - I. Outstanding balances by age of account by payer
 - J. Accounts received from third party payers
 - K. Total amount collected for the month
 - L. Accounts for collection including history of billing
 - M. Amount of write off per patient and per payer
- 2.2.17 The vendor shall submit a monthly itemized statement of their charges. Payment by the City will be made within 30 days of receipt of such invoice.
- 2.2.18 The vendor shall be responsible for transferring and setting up in their accounts payable system the current accounts at the beginning of the contract.
- 2.2.19 The vendor must have the ability to accept electronic patient care reports (Epcr). The City currently utilizes ESO reporting software for our Epcr's.

Related Services

Any contract award resulting from this solicitation may be expanded to cover related items provided that such services are normally furnished by the vendor.

3.0 Requirements and Qualifications

3.1 Submittal Requirements

Formatting of the submittal shall be set for in section 1.9 of this RFP. In addition to these formatting requirements, per Section 4.1 the following items, at a minimum, must be included in the submittal:

3.1.1 Service Understanding & Approach:

A. Provide a statement of understanding the services requested which shall cover but not be limited to:

1. Understanding of need of the services requested
2. Challenges, pitfalls, and issues involved in the services requested.
3. Level of commitment the vendor believes is necessary for the services requested.

B. Provide a description of the firm's ability to develop creative solutions utilizing examples from previous work that had similar challenges, pitfalls, and issues as example.

3.1.2 Service Team Experience & Qualifications:

A. Documentation of qualifications of the proposed service team members on previous work of similar size and complexity. Provide documentation which substantiates your firm's ability to satisfy the qualifications listed above.

B. Identify at least two examples of previous work where submitting firms served as the ambulance billing service and which contain scope components that mimic or are similar in nature to those outlined in Section 2.0. Scoring of this requirement will be weighted in favor of referenced previous work which closely resemble the City's services requested objectives. For each example identified, provide the following:

1. Client name;
2. Description of the services provided;
3. Role of the firm in delivering the services;
4. Cost magnitude of services provided;
5. Year services performed

- C. Submitted resumes shall not exceed one page in length per team member. Resumes are not counted in the overall page total. DO NOT submit resumes for employees who will not actively work with the City.
- D. Service History Matrix:
 - a. List of in progress/completed provided services of similar size and complexity with the last 5 years.
 - b. Include the proposed service team member's roles.
 - c. Client name and phone number.
- E. Include a listing of proposed sub-contractors with their portion of the work identified and a demonstration of the appropriate sub-contractor qualifications. Provide sub-contractor references with phone numbers.
- F. References: Provide names and phone numbers of a minimum of three references. References should have direct experience with the Service Manager and other proposed key team members on services of similar complexity and size. The references are not included in the sheet count for the submittal.
- G. Service Management: Provide documentation of effective service management, cost control, and communications on services provided of similar nature and scope.

3.2 Vendor Qualifications

The required minimum qualifications for submitting contracting firms are as follows:

- 3.2.1 Staff shown in the organization chart should currently possess all applicable certifications and licensing from the State of Washington to provide the service.
- 3.2.2 Knowledge of all applicable federal, state, and local regulations and standards.
- 3.2.3 Licensed to do business in the State of Washington.
- 3.2.4 The vendor must have certified ambulance coders on staff who are familiar with billing compliance issues. Must provide names and certifications of billers.
- 3.2.5 Provide company details for HIPAA compliance /security measures and include employee training requirements.
- 3.2.6 May not have had any disciplinary actions taken against them by a professional licensing agency of a state or federal government, for fraud or other charges by a government or private insurer. State any open investigations, if any.

- 3.2.7 Experience with medical billing services with ambulance services.
- A. At least three years of medical billing for either ambulance, clinic, physician, or hospital billings.
 - B. At least three years of experience in medical insurance filing to include manual and electronic billing methods.
 - C. At least three years' experience in dealing with, negotiating with, handling dispute resolution with Medicare, Medicaid, and other insurance payers.

4.0 Vendor Selection Procedures

4.1 Evaluation Criteria

Submittals received by the City of Moses Lake will be reviewed by the selection committee, and will be evaluated based upon criteria including, but not limited to, the following:

Category	Points
<p>Understanding & Approach:</p> <ul style="list-style-type: none"> a) Indication that the submitting vendor has a clear understanding of the services requested specifically what they view to be the biggest challenges. (20 points) b) Describe the firm's capacity to recognize issues and develop creative solutions to address them. Provide examples of challenges and resulting solutions from previous work. (15 points) 	35
<p>Service Team Experience & Qualifications</p> <ul style="list-style-type: none"> a) Summarize the relevant experience and qualifications of your service manager, and other key personnel, including sub-contractor. Discuss the ways in which the experience and qualifications of these individuals would benefit the City. Please note that determination of qualification will be based on the collective team's experience (15 points) b) Provide comprehensive information regarding the track record of the firm in providing relevant services within the last five years. Provided detailed descriptions and discuss the size and complexity of the services provided, the special issues and the technical challenges that were addressed. Identify the team member's roles in the services provided (15 points) c) Describe the involvement and the duties of the service manager and team, with a clear description of the ways in which the services will be kept on budget. Describe the availability of team members to provide the services. Indicate current and upcoming commitments for the time shown on the schedule. (25 points) 	55

<p>Presentation, Organization, and clarity of RFP Submittal The organization of the RFP submittal and the manner in which information is presented in the submittal will be evaluated as an indication of the Vendor’s ability to assemble clear and concise documents and to present the services to the City.</p>	<p>10</p>
<p>Total</p>	<p>100</p>

4.2 Interview Criteria

The City reserves the right to select based solely on the information in the statement of qualifications. If no clear choice can be made based on the submittals, the City reserves the right to either interview selected vendors or request additional information to help in determining the most qualified vendor.

4.2.1 Interview:

- A. Interview format (if used):
 - 1. 20-minute presentation
 - 2. 10 minutes for questions and answers
 - 3. The proposed Service Manager shall lead the presentation.
 - 4. Presentation team shall have a maximum of three (3) members.
- B. Presentation: The objective of the interview will be to clearly demonstrate the Vendor’s qualifications to provide services to the satisfaction of the City. The presentation shall be brief and concise and shall include but shall not be limited to:
 - 1. A demonstration of understanding, objectives, and challenges.
 - 2. A presentation of how the team proposes to manage the services and successfully keep on schedule and under budget.
 - 3. A description of how the Service Manager and the team proposes to work and communicate with the City.
 - 4. Following a review of the submittals, the City reserves the right to establish specific requirements and content for the interview to further aid in the determination of the Vendor’s qualifications.
 - 5. Questions: The selection team may prepare a list of standard questions for the interview. Additional questions may be developed based on the vendor’s proposal to clarify information submitted.

The City will then negotiate a specific scope of services, fees, and schedule with the selected vendor. If an agreement cannot be reached with the first selected vendor, the City will terminate negotiations with said firm and open negotiations with the second ranked vendor. The compensation discussed with one firm will not be discussed or disclosed with others.