

ADDENDUM NO. 1

RFP For Out Source Ambulance Billing and Collection Services for CITY OF WALLA WALLA

Addendum No.1 to the Request for Proposal dated August 30, 2016. Frequently asked Questions are addressed below.

Q: *What were your total transports for your most current fiscal year?*

A: 3,540

Q: *What was your gross revenue from transports for your most current full fiscal year?*

A: 2015 total payments received = \$1,644,386.48

Q: *What were your gross charges for transports for your most current full fiscal year?*

A: 2015 charges = \$3,315,857.71

Q: *What were your total adjustments for last year or for the last 12 months?*

A: 2015 Adjustments = \$1,415,238.88

Q: *What were your annual contractual allowance write-offs for last year or for the last 12 months?*

A: 2015 Write-offs = \$113,973.48

Q: *What are your ALS/BLS Charges?*

A: ALS: \$882 County Resident/\$1,074 Out of County Resident (Total of 101 in 2015)

ALS1: \$884 County Resident/\$1,114 Out of County Resident (Total of 1,869 in 2015)

ALS2: \$962 County Resident/\$1,188 Out of County Resident (Total of 126 in 2015)

BLS: \$758 County Resident/\$962 Out of County Resident (Total of 190 in 2015)

BLS-E: \$796 County Resident/\$1,012 Out of County Resident (Total of 1,206 in 2015)

Specialty Care: N/A

Treatment without Transport: \$75 if medications given (Total of 48 in 2015)

Q: *When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?*

A: Greater than 5 years ago, and we have no plans to change rates.

Q: *Are there any other charges you assess not otherwise listed?*

A: No

Q: *For your most current full fiscal year, what was your organization's transport payer mix (percentage) for **charges** as follows:*

A: Medicare = 61.33%
Medicaid = 17.96%
Private Insurance = 10.06%
Self-Pay = 2.64%

Q: *For your most current full fiscal year, what was your organization's transport payer mix (percentage) for **payments** as follows:*

A: Medicare = 49.14%
Medicaid = 8.05%
Private Insurance = 10.36%
Self-Pay = 6.52%

Q: *What is the average loaded mileage distance within the area you cover?*

A: 2.87 miles

Q: *What percentage of your patients are residents vs. non-residents?*

A: Walla Walla County = 91.75%, Non-County residents = 8.25%

Q: *Are all transport vehicles ALS-staffed?*

A: Yes

Q: *Do you operate any shared services agreements with any other municipal or county governments in the region and , if so, with whom?*

A: No

Q: *What is your current medical billing vendor?*

A: We currently perform billing functions in house utilizing TriTech billing software; this will be the first time we have out sourced this service.

Q: *What percentage or fee does your current vendor charge you for service?*

A: N/A. In house billing currently.

Q: *What are your primary transport hospitals?*

A: Providence St. Mary Medical Center (PSMMC)
Walla Walla General Hospital (WWGH)

Q: *In 2015, what percentage of all transports went to each hospital?*

A: Approximately 65% = PSMCC

Approximately 35% = WWGH

Q: *Is it acceptable to provide pricing as a percentage of net collections (as long as it remains an all-inclusive based fee)?*

A: We believe that an all-inclusive rate based on a flat fee better fits the needs of the City. We will not consider pricing as a percentage of net collections.

Q: *When is the anticipated start date?*

A: After City Council approval, set for October 26, 2016.

Q: *Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?*

A: The City shall make the award to the responsible Proposer whose proposal will be most advantageous to the City with respect to price, conformance to the specifications, quality, and other factors as evaluated by the City. The City is not required or constrained to award the Agreement to the Proposer proposing the lowest price.

The City may award an Agreement on the basis of initial offers received without discussion; therefore, each initial offer should contain the proposer's best terms from a cost and technical standpoint.

Q: *How many total transport vehicles do you now operate?*

A: 6

Q: *Do you have an ePCR provider and, if so, which provider?*

A: ESO Solutions

Q: *Do you have a collection agency provider and, if so, which provider?*

A: Walla Walla Credit Bureau

Q: *3 -1 paragraph r – Please provide clarification in how paragraph “r” might apply to an EMS billing service as compared to a bank, and how it differs from the entire disaster recovery plan being provided per paragraph “j”.*

A: This was an error, we are looking for the disaster recovery plan for you system as referenced in paragraph “j”, not the bank.

Q: *2 – 2 RFP response Outline – RFP Outline – paragraph B: In this section, it is asking us to provide “brief biographies of bank personnel.” I am assuming that you mean our personnel who would be in contact with you for the execution of these services, is that correct?*

A: This was an error, instead of “Bank” personnel it should be “your personnel”.

Q: *3-1 Eligibility Requirements – paragraph I. In this section it is asking us to describe our experience and familiarity the Tritech and a proposal to “manage collection for this program”. As Tritech is an EMS billing application, which you may currently be using, I am assuming you would like a proposal on how we would manage assumption of any remaining open AR accounts.*

A: Yes, we currently use Tritech for our accounts receivable and are looking for how you would manage any open AR accounts within the program.

Submitted by:

Brad Morris, Deputy Fire Chief

Walla Walla Fire Department

DATE: 9/6/2016
