



Jasper County
Jasper County Fire-Rescue
1509 Grays Highway
Ridgeland, SC 29936
(843) 726-7607
Fax: (843) 726-7966



Jasper County
Request for Proposal (RFP #2024-22)
Ambulance Billing Services
On Behalf of
Jasper County Fire-Rescue

Introduction: Jasper County is seeking proposals on behalf of Jasper County Fire-Rescue from qualified third-party vendors to provide EMS ambulance billing services. Jasper County Fire-Rescue has been handling these services in-house for over 20 years and is now looking to outsource this function to a specialized agency. We aim to enhance efficiency, accuracy, and revenue collection while ensuring compliance with all relevant regulations and standards.

Scope of Services: The selected vendor will be responsible for the following:

1. Evaluation and Recommendation:

- The contracted vendor will evaluate current practices and make recommendations for improved opportunities regarding potential revenues.

2. The following reports shall be submitted to Jasper County Fire-Rescue monthly:

- Distribution of Charges and Collections – This report will track the charges, payments and financial class mix of all patients for a given month or other specified period.
- Aged Receivable Report – This report will have outstanding invoices sorted by date of account for thirty (30), sixty (60), ninety (90), one-hundred and twenty (120), and over one-hundred and twenty days (120+). This report will also provide totals for these categories.
- Patient Alpha Listing – This report lists all patients alphabetically by patient last name and include the amount owed.
- Monthly Payment Listing – This report lists payments, required charge-offs (contractual adjustments), and refunds posted to each patient’s account.
- Overpayment (refund request) Report – This report lists all patients who are due refunds or were paid reimbursement because of overpayment on account.
- Non-Sufficient Funds (NSF) Report – This report lists all non-sufficient fund checks, with payee and account detail that have been returned to Jasper County Fire-Rescue to pursue collection.
- Total emergency and non-emergency requests; total ALS and BLS requests, total non-billable and patient refusal requests and total requests being transported outside of Jasper County sorted by time-of-day and level-of-service.

3. Real-Time Feedback on PCR Submissions:

- Offer real-time feedback on all Patient Care Reports (PCRs) submitted to ensure accuracy and completeness, thereby optimizing billing efficiency.

4. Department Audits Handling:

- Manage all department audits related to EMS ambulance billing.

5. Training on PCR Narratives:

- Conduct training sessions for department staff empowering improved PCR narratives / documentation to maximize billable calls and revenue generation.

6. Interface with Current NEMESIS Reporting Software

- The servicing vendor shall identify and work with our current ePCR vendor and information and technology divisions for interfacing and ePCR exports prudent and necessary to execute delivery of services contracted.

Services to be Provided:

Successful bidders shall provide the following services:

- Mail an invoice to each patient transported, at the rates established by CMS, Medicare, Medicaid for 911 EMS transportation services.
- File all insurance claim forms for all patients based upon information received from the patient or obtained from successful bidder's research done at referring and/or receiving health care facilities.
- Send copies of patient care reports and Physician Certification Statements to Medicare, Medicaid, insurance companies, or any other third-party payers (when requested) to obtain payment.
- Comply with attorney requests for billing charges & medical records in a timely manner.
- Any claim denials for medically necessary transport shall be resubmitted properly and within the timeframe provided and additional information provided within the resubmission to show validity of the claim for maximum benefit.
- Follow-up on electronically submitted and mailed claims for which payment has not been received at thirty (30), sixty (60), and ninety (90) days following initial submittal. Follow-up efforts and results must be documented and available to Jasper County Fire-Rescue for review.
- Record customer payments and refunds. The successful bidder will provide Jasper County Fire-Rescue with necessary refund requests including all pertinent information relating to refund payments to patients and/or insurance companies, indicating the refund payee's name, address, and reason for refund.
- Refunds will be sent to and approved by the Jasper County Fire-Rescue Chief. Successful bidders will pay the approved refund and then will be reimbursed by Jasper County on the next approved billing cycle with proof of payment.
- Prepare monthly management/financial reports as stated above.
- When a billed account has become past due (an account older than the date of transport plus, one-hundred and twenty days (120), with a balance larger than zero, successful proposer will initiate collections processes in accordance with the proposer's processes identified in the award.
- The successful proposer shall also be responsible for keeping up to date, all credentialing contracts with insurance providers. All credentialing contracts will be approved and signed by the appropriate party as provided in the Jasper County Purchasing and Contracting Ordinance.
- Any other services as agreed upon by both parties to effectively collect transport fees.

- Vendor shall submit a proposed Scope of Service statement with the RFP response.
- The successful bidder will cooperate with the Jasper County Fire-Rescue in all billing issues resulting in a lawsuit filed by the County or the patient.

All applicable County, State, Federal laws, rules and regulations are to be fully observed by the successful bidder:

The successful bidder will be required to follow all federal and state laws regarding collection services, including, but not necessarily limited to the following federal and state laws, and regulations related thereto:

- The Fair Debt Collection Practices Act, 15 USC 1692 et seq
- The Fair and Accurate Credit Transactions Act, 15 USC 1681m et seq
- The Fair Credit Reporting Act, 15 USC 1681 et seq
- The Health Insurance Portability and Accountability Act (HIPAA), 42 USC 1320d et seq
- The Telephone Consumer Protection Act, 47 USC 227
- The Electronic Fund Transfer Act, 15 USC 1693 et seq
- The South Carolina Consumer Protection Code Title 37
- The South Carolina Setoff Debt Collection Act §12-56 et al

Proposal Requirements: Interested vendors are requested to submit proposals addressing the following points:

1. Company Background:
 - Provide an overview of your company, including experience in providing EMS ambulance billing services and any relevant certifications or accreditations.
2. Proposed Approach:
 - Describe your approach to managing EMS ambulance billing, including the methods used for ensuring accuracy, compliance, and revenue optimization.
3. Reporting Capabilities:
 - Detail the types of monthly reports you will provide and how they will be delivered to the department.
4. Technology and Infrastructure:
 - Outline the technological tools and infrastructure utilized for real-time feedback on PCR submissions and any other relevant aspects of service delivery.
5. Training Plan:
 - Provide a training plan for department staff on proper PCR narratives and any other relevant training initiatives.

6. Staff Qualifications:

- Provide information on the qualifications and experience of staff members who will be involved in providing services to the department.

7. Proposer's Fee for Services Provided:

- Jasper County Fire-Rescue desires an all-inclusive rate for performing billing and collection services. The proposer's fee for services to be provided will be a flat rate per claim billed during the contract period. The rate can be based on a cost-per-claim or percentage of collection. If the proposer has options for fees indicate all options.

8. References:

- Furnish references from current or past clients who have utilized your EMS ambulance billing services.

9. Insurance Requirements:

- Workers' Compensation - The vendor shall provide coverage for its employees with statutory workers' compensation limits, and no less than \$1,000,000.00 for Employers' Liability. Said coverage shall include a waiver of subrogation in favor of the OWNER and its agents, employees and officials.
- Commercial General Liability - The vendor shall provide coverage for all operations including, but not limited to Contractual, Products and Completed Operations, and Personal Injury. The limits shall be no less than \$ 1,000,000.00, per occurrence, with a \$2,000,000.00 aggregate.
- Professional Liability (Errors & Omissions) - The vendor shall provide coverage for all claims arising out of the services performed with limits not less than \$1,000,000.00 per claim. The aggregate limit shall either apply separately to this contract or shall be at least twice the required per claim limit.
- The successful proposer shall furnish the County with evidence of this coverage before the execution of the contract.

Submission Guidelines: Proposals must be submitted in writing no later than 2:00 PM local time on January 16, 2025, to the Jasper County Chief Procurement Officer, Kimberly Burgess, 358 Third Avenue, Suite 304, P. O. Box 1149, Ridgeland, SC 29936. Late submissions will not be considered.

Evaluation Criteria: Proposals will be evaluated based on the following criteria:

1. Experience, References, and Client Feedback —20%
2. Proposed Approach and Methodology—20%
3. Reporting Capabilities—20%
4. Training Plan—20%
5. Pricing—20%

Contact Information: For inquiries and submission of proposals, please contact:

- Chief Russell Wells, Director of Emergency Services: rwells@jaspercountysc.gov

- Kim Burgess, Chief Procurement Officer: kburgess@jaspercountysc.gov

Jasper County reserves the right to reject any or all proposals received, to waive any irregularities or informalities in the proposals received, and to accept or reject any items or combination of items of any proposal. This RFP does not commit Jasper County or Jasper County Fire-Rescue to award a contract or pay any costs incurred in the preparation of a response to this request.