

September 16, 2016

## QUESTIONS AND ANSWERS

Request for Proposal: RFP # 17-02-07

Description: Billing & Collection Services for Emergency Medical Services

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**Vendor Question #1: What is the anticipated contract start date?**

**City's Answer:** Between 01/01/2017 and 03/01/2017

**Vendor Question #2: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?**

**City's Answer:** For the month of June 2016 - \$10,020.89

**Vendor Question #3: What were your annual gross charges last year?**

**City's Answer:** See Fiscal Year (FY) 2016 (July 1, 2015 through June 30, 2016) Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #4: What were your annual total adjustments for last year?**

**City's Answer:** Revenue adjustments FY16- \$113.30, Refunds FY16- \$6,843.81. Also see Fiscal Year (FY) 2016 (July 1, 2015 through June 30, 2016) Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #5: What were your annual contractual allowance write offs for last year?**

**City's Answer:** See Fiscal Year (FY) 2016 (July 1, 2015 through June 30, 2016) Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #6: What were your annual gross collections last year or for the last 12 months?**

**City's Answer:** See Fiscal Year (FY) 2016 Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #7: What are your specialty care transport charges?**

**City's Answer:** See Section 2 (Background) of RFP 17-02-07

**Vendor Question #8: What are your treatment without transport charges?**

**City's Answer:** See Section 2 (Background) of RFP 17-02-07

**Vendor Question #9: What is your average per-trip charge?**

**City's Answer:** See Fiscal Year (FY) 2016 Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #10: What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?**

**City's Answer:** City residents and non-City residents are not charged differently.

**Vendor Question #11: Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?**

**City's Answer:** No

**Vendor Question #12: What were Roanoke's transports per year for treatment without transport for last year?**

**City's Answer:** Answer is not relevant to RFP.

**Vendor Question #13: What is your payer mix expressed as percentages of 100% billed?**

**City's Answer:** See Fiscal Year (FY) 2016 Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #14: What is your payer remit mix expressed as percentages of 100% of what you typically receive?**

**City's Answer:** See Fiscal Year (FY) 2016 Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #15: How many total transport vehicles do you now operate?**

**City's Answer:** Answer is not relevant to the RFP.

**Vendor Question #16: What is your average revenue per call?**

**City's Answer:** See Fiscal Year (FY) 2016 Collection Fact Chart (Attachment C to RFP 17-02-07)

**Vendor Question #17: Do you have a lockbox provider and, if so, which provider?**

**City's Answer:** The City does not have a lockbox provider. Payments are sent directly to the incumbent billing and collection provider.

**Vendor Question #18:** Do you have a collection agency provider and, if so, which provider?

**City's Answer:** See Section 2 (Background) of RFP 17-02-07

**Vendor Question #19:** Will the City allow the awarded offeror to have EOBs and checks forwarded to the bank for deposit and EOB forwarding by mail or scan?

**City's Answer:** Yes

**Vendor Question #20:** What is the address of the post office box provided by your current provider?

**City's Answer:** Lewisville, NC

**Vendor Question #18:** Does the City of Roanoke currently accept credit card, electronic check, and health savings account payments from patients?

**City's Answer:** Current vendor accepts payments that are tied to a credit/debit card

**Vendor Question #21:** Which local hospitals or care facilities typically receive most of your patients?

**City's Answer:** See Section 2 (Background) of RFP 17-02-07

**Vendor Question #22:** Does the City of Roanoke currently own the Image Trend export feature with an FTP module?

**City's Answer:** It may be site that current vendor owns.

**Vendor Question #23:** Does the City of Roanoke have any special billing contracts in place with any non-governmental agencies?

**City's Answer:** No

**Vendor Question #24:** What is your current billing vendor's rate?

**City's Answer:** 5.28%

**Vendor Question #25:** Will the Awarded Offeror assume responsibility for any backlog of unbilled and/or previously billed accounts?

**City's Answer:** Vendor will assume and bill any runs that haven't been billed as of contract start date.

**Vendor Question #26: Will the Awarded Offeror be responsible for sending out the Notice of Privacy Practices (NPP)?**

**City's Answer:** Current Vendor sends these out with the bills.

**Vendor Question #27: Will the Awarded Offeror be responsible for the cost associated with credit card transactions?**

**City's Answer:** Current vendor charges \$5 fee for customers who wish to use credit/debit cards.