



Emergency Medical Services Treatment/Transport
Billing and Collection Services RFP

Questions and Answers - January 10,2020

All Prospective Proposers: In reference to the proposal solicitation, the following questions and inquiries were submitted, and receive a response from Boston Public Health Commission below.

1. **Question:** Can you please confirm the electronic patient care (ePCR) reporting system used? Are you interested in different ePCR options?

Answer: Boston EMS uses ESO SafetyPAD and is not interested in alternative ePCR options at this point.

2. **Question:** Will the vendor be financially responsible for the cost of your ePCR software and hardware?

Answer: The selected vendor will not be required to be financially responsible for the ePCR software and hardware, although if a vendor would like to propose ePCR software and/or hardware as option, they are welcome to do so.

3. **Question:** Please provide the net charges for fiscal 2018?

Answer: For Fiscal Year 2018 (July 2017 through June 2018) net charges were \$44,077,686

4. **Question:** Please provide the total collections for 2018?

Answer: For Fiscal Year 2018 (July 2017 through June 2018) net collections were \$32,134,982.

5. **Question:** Please provide the average revenue collected per transport for fiscal year 2018?

Answer: For Fiscal Year 2018 (July 2017 through June 2018) average net collections was \$386

6. **Question:** Please provide a breakdown of FY 2018 transports by primary payer for the following categories?

Answer: For Fiscal Year 2018 (July 2017 through June 2018)

- a. Medicare: 23,407 (28.2%)
 - b. Medicaid: 38,532 (46.1%)
 - c. Commercial Insurance: 14,017 (16.8%)
 - d. Patient Pay: 7,415 (8.9%)
7. **Question:** Please provide the average loaded mileage per transport?

Answer: As shown in the chart below the average mileage per transport is approximately 1.9 miles.

8. Question: Please provide the number of transports for each call type for fiscal year 2018?

Answer: Boston EMS does not provide non-emergency or specialty transport. Below are the counts for billed transports by level of service:

- a. ALS Emergency: 6,909
- b. ALS Non-Emergency: Not Applicable
- c. BLS Emergency: 75,934
- d. BLS Non-Emergency: Not Applicable
- e. ALS 2: 477
- f. SCT: Not Applicable

9. Question: Please provide the current charges for each level of service?

Answer: Rates are as of January 1, 2020 for all levels of service Boston EMS currently bills for:

- a. ALS Emergency (A0427): \$1,615
- b. BLS Emergency (A0429): \$1,385
- c. ALS 2 (A0433): \$2,192
- d. Mileage (A0425): \$25.96

10. Question: Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

Answer: The successful vendor will manage and be responsible for mailing the Notice of Privacy Practice mailings.

11. Question: Do you currently use a lockbox for all payments and correspondence? If so, who will be responsible for the cost of the lockbox?

Answer: Boston EMS does use a lockbox. The vendor is not responsible for the cost of the lockbox.

12. Question: The RFP is requesting financials from the bidding companies. As we are a private company, we are inquiring how this information is handled. Does it remain confidential and is it possible to have a non-disclosure agreement signed?

Answer: Anything submitted to the Boston Public Health Commission/Boston EMS will eventually become a public record after the contract has been awarded.

13. Question: [Section F, 11] Please provide further clarification on performance reports – what is being reported on and how performance is defined? We would like to understand if these reports relate to AR collections, clinical performance or other activities.

Answer: Please see Section F, bullet 4, which outlines reporting expectations.

14. Question: [Section F.1.5] Please provide an example to the current master diagnosis table so we better understand this requirement.

Answer: The vendor shall use the International Statistical Classification of Disease and Related Health Problems (currently ICD-10) diagnosis codes for processing ambulance claims. The vendor shall work with Boston EMS to ensure the utmost accuracy and compliance with coding.

15. Question: [Section F.1.8] Is the successful vendor expected to assist patients with enrolling in Health Safety Net or only identifying patients that were enrolled in health Safety Net? If the former, what resources would the vendor work with in BPHC.

Answer: The successful vendor would not be expected to assist patients with enrolling in Health Safety Net. The successful vendor *would* be expected to develop data interfaces with the Boston receiving hospitals to validate demographic information for patients transported. If a patient is enrolled in Health Safety Net, this would be included in the data provided by the hospital.

16. Question: [Section F.2.2] Please list any contracts maintained with commercial carriers outside of Medicaid and Medicare contracts. Please provide the contracted fee along with the contract effective date.

Answer: Boston EMS does not have any contracts with commercial carriers.

17. Question: [Section F.2.2] Is BPHC / EMS contracted with Anthem or are you nonparticipating with Anthem whereby the carrier is sending some payments directly to the patient?

Answer: Boston EMS is not contracted with Anthem and, as a municipal service, is able to bill and be paid by Anthem Blue Cross directly.

18. Question: Please complete the attached request for EMS billing performance spanning the prior 4 fiscal years and current YTD. Please specify if these reports are based on Date of Service or Post Date?

Answer: Based on date of service.

	2015 (Jul - Dec)	2016	2017	2018	YTD 2019
Annual Transport Mix: (# billed)					
BLS	38,295	77,711	76,635	75,097	68,597
BLS - NE	NA	NA	NA	NA	NA
ALS	3,864	7,840	7,684	6,201	5,538
ALS - NE	NA	NA	NA	NA	NA
ALS 2	257	416	437	487	462
ALS 2 - NE	NA	NA	NA	NA	NA
Treatment W/O Transport	NA	NA	NA	NA	NA
Total Runs Billed	42,416	85,967	84,756	81,785	74,597
Total Annual Loaded Miles (or avg. mile per transport)	2.21	2.16	1.91	1.88	1.9
Charge Mix: (Total charges by dollars)					
LOCAL HMO/PPO	\$ 5,733,100	\$ 12,302,729	\$ 11,338,277	\$ 11,579,713	\$ 13,365,977
MEDICAID AND MEDICAID MCO	\$ 22,285,000	\$ 47,680,102	\$ 46,292,406	\$ 41,292,850	\$ 41,273,283
MEDICARE AND MEDICARE MCO	\$ 16,327,900	\$ 35,096,080	\$ 35,194,334	\$ 37,160,115	\$ 37,502,315
NATIONAL HMO/PPO	\$ 2,715,900	\$ 4,288,871	\$ 3,275,305	\$ 2,882,520	\$ 2,754,237
OTHER GOVERNMENT	\$ 812,800	\$ 1,753,238	\$ 1,648,832	\$ 2,530,692	\$ 2,688,808
SELF-PAY	\$ 3,962,000	\$ 8,019,693	\$ 8,800,090	\$ 7,714,643	\$ 7,296,801
Total	\$ 51,836,700	\$ 109,140,712	\$ 106,549,242	\$ 103,160,532	\$ 104,881,421
Receipts Mix: (Total receipts by dollars)					
LOCAL HMO/PPO	\$ 5,123,938	\$ 10,710,446	\$ 9,789,166	\$ 9,781,184	\$ 8,845,951
MEDICAID AND MEDICAID MCO	\$ 4,156,959	\$ 9,220,278	\$ 9,330,528	\$ 8,164,581	\$ 6,309,199
MEDICARE AND MEDICARE MCO	\$ 4,939,794	\$ 10,573,413	\$ 10,915,872	\$ 11,357,746	\$ 9,267,303
NATIONAL HMO/PPO	\$ 1,553,386	\$ 2,720,055	\$ 2,306,969	\$ 1,909,041	\$ 1,289,760
OTHER GOVERNMENT	\$ 244,400	\$ 552,865	\$ 481,163	\$ 568,693	\$ 370,598
SELF-PAY	\$ 123,220	\$ 163,775	\$ 219,703	\$ 209,786	\$ 67,622
Total	\$ 16,141,697	\$ 33,940,832	\$ 33,043,401	\$ 31,991,031	\$ 26,150,433
Fee Schedule: (Amount charged)					
BLS	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,351
BLS - NE	NA	NA	NA	NA	NA
ALS	\$ 1,400	\$ 1,400	\$ 1,400	\$ 1,400	\$ 1,576
ALS - NE	NA	NA	NA	NA	NA
ALS 2	\$ 1,900	\$ 1,900	\$ 1,900	\$ 1,900	\$ 2,139
ALS 2 - NE	NA	NA	NA	NA	NA
Treatment W/O Transport	NA	NA	NA	NA	NA
Mileage	\$ 22.50	\$ 22.50	\$ 22.50	\$ 22.50	\$ 25.33
Please break out Other Insurance by top 5 carriers for:					
Charges					
Anthem Blue Cross Blue Shield	\$ 3,100,600	\$ 6,008,706	\$ 5,954,380	\$ 6,484,881	\$ 5,756,549
Harvard Pilgrim Healthcare	\$ 1,543,600	\$ 3,391,575	\$ 2,919,619	\$ 2,405,159	\$ 2,576,494
Tufts	\$ 780,900	\$ 846,158	\$ 1,125,067	\$ 1,146,845	\$ 1,340,612
Aetna Life	\$ 391,900	\$ 812,102	\$ 807,982	\$ 779,693	\$ 843,157
Cigna	\$ 380,400	\$ 782,386	\$ 639,542	\$ 717,486	\$ 809,172
Receipts					
Anthem Blue Cross Blue Shield	\$ 2,788,871	\$ 5,368,032	\$ 5,252,549	\$ 5,624,440	\$ 4,212,025
Harvard Pilgrim Healthcare	\$ 1,460,462	\$ 3,158,317	\$ 2,768,679	\$ 2,306,903	\$ 2,143,141
Tufts	\$ 724,525	\$ 768,956	\$ 970,776	\$ 1,000,510	\$ 1,020,832
Aetna Life	\$ 250,779	\$ 497,620	\$ 519,251	\$ 537,716	\$ 443,492
Cigna	\$ 295,335	\$ 579,775	\$ 461,345	\$ 465,464	\$ 344,653

19. Question: Does all the work contracted need to be performed in the United States (see pg. 4/5 item 1.1)?

Answer: The vendor submitting the proposal must be located in the United States. If components of the proposed work will be sub-contracted, the proposal must include all information outlined in Section B.2 of the RFP. If the vendor has offices outside of the United States where proposed work will be performed, that should be outlined in the proposal, describing all work conducted abroad.

20. Question: Please provide the following for each payer category (most recent fiscal year):

Answer: For Fiscal Year 2019 (July 2018 through June 2019)

Payer Category	Gross Charges	Net Charges	Net Collections
Medicare	\$ 38,723,879.60	\$ 12,808,547.18	\$ 11,339,277.52
Medicaid	\$ 42,586,275.35	\$ 9,606,543.89	\$ 7,900,488.17
Other Government	\$ 3,350,586.66	\$ 1,113,744.61	\$ 569,827.88
Local Commercial	\$ 13,198,963.43	\$ 12,842,785.19	\$ 10,457,974.71
National Commercial	\$ 3,053,193.26	\$ 2,713,881.51	\$ 1,842,575.41
Self-Pay	\$ 7,595,629.77	\$ 7,544,472.21	\$ 166,350.36
Total	\$ 108,508,528.07	\$ 46,629,974.59	\$ 32,276,494.05

--- end of the Q&A ----