



# **MIAMI VALLEY FIRE DISTRICT REQUEST FOR PROPOSAL (RFP)**

## **EMERGENCY MEDICAL SERVICE (EMS) BILLING SERVICE**

**July 15, 2024**

## **Introduction**

The Miami Valley Fire District is a full-time career department providing fire and EMS services to the City of Miamisburg and Miami Township; both in Montgomery County Ohio. Separate departments covering the two jurisdictions were combined in 2012 to form the current fire district. The district is governed by a five-person board of trustees with regular input from the city and township. MVFD covers roughly 33 square miles out of five (5) stations with an ALS medic unit at each station. All personnel are dual trained as firefighters/paramedics. In 2023, MVFD responded to 10,615 total incidents (EMS/Fire) and totaled 6,558 hospital transports.

## **Purpose**

The purpose of this Request for Proposal (RFP) is to solicit proposals from private sector billing services desiring to facilitate billing and accounts receivable activities for the Miami Valley Fire District (MVFD). Sealed proposals are requested by the MVFD for a Third-Party Administrator (TPA) to provide Emergency Medical Services billing service for the district. The TPA will provide professional and technical assistance with the operation and ongoing maintenance of the program. The selected provider and system will be integrated with the current EMS reporting software system. The current reporting software utilized by MVFD is ESO Solutions, Inc. The expectation is that the selected vendor will provide comprehensive billing and collection services, database administration, record keeping, customer service, training and documentation, and preparation of financial and management reports.

## **Objective**

The MVFD's objective is to solicit proposals for medical billing services from qualified service providers in accordance with this RFP. Following review and evaluation of all proposals, it is the District's intent to award a contract to the service provider that can provide the best medical billing services and support system for the MVFD's current and future needs.

The following specifications outline the minimum requirements for the proposed service. They are provided to assist proposers with clarifying the objectives of the MVFD and preparing a thorough response. Proposals received should reflect in detail compliance with these minimum specifications and the degree provided. Offerors may propose methodologies which meet the “spirit” of the listed requirements but should clearly note any exceptions to these minimum requirements.

Offerors shall provide medical billing services that:

1. Provides an SAS 70 Certified audit system designed specifically for EMS accounts, so all information is made available to the MVFD to monitor billing activities and accounts receivable at the discretion of the Miami Valley Fire District.
2. Provides on-site training for district EMS providers and administrators.
3. Provides the necessary means to interface daily between EMS software systems and the vendor’s billing system electronically. The system must be able to receive electronic EOB’s from insurers.
4. Guarantees daily document retrieval through a lock-box arrangement with the MFVD’s banking institution to facilitate daily posting of revenue to patient accounts. This account must be balanced monthly.
5. Accepts responsibility for all consumer complaints related to EMS billing and agrees to report these complaints to the MVFD in an expeditious timeframe.
6. Accepts responsibility for all EMS consumer billing inquiries and retrieval of medical records during normal business days from 8:00 a.m. to 5:00 p.m. EST/EDT via phone and email. Voicemail & email messages must be returned within 24 hours of receipt during normal business hours and within 96 hours if the message is received during the weekend or a holiday.
7. Provides an internet portal solution for distributing all client reports (standard and customized reports). Monthly reports of both billed and unbilled amounts must be available by the tenth of the following month. Annual reports must be available for audit confirmations.
8. Accurate monthly reporting shall include the gross charges billed for the month minus contractual allowances, write-offs (with a listing of justification), refunds, payments and indigence costs of care rolling up to the net ending accounts receivable due.
9. Payments shall be made on a monthly percentage of collection basis. The percentage of collection fee will be based on actual revenue received less refunds on overpayments. Payment will be made to the vendor within thirty (30)

days from receipt of invoice. All refunds will be made via check issued by Miami Valley Fire District.

10. The selected billing service must handle all the Medicare and Medicaid certifications and re-certifications as well as credentialing with insurance companies with assistance from MVFD.
11. The billing service shall use billing software that accepts electronic uploads of patient demographic data from the ESO Solutions, Inc. Software. This electronic upload, accomplished through an interface between the vendor's billing software and ESO Solutions, Inc. Shall electronically upload the minimum necessity patient treatment information to process claims. Software and services provided by ESO Solutions, Inc., have been recently established as the software of choice for the MVFD and will remain in place for the foreseeable future.
12. The Miami Valley Fire District utilizes an in-house finance manager that will administer the program. The Finance Manager is responsible for accounting procedure issues as well as monitoring revenues and receivables. The Finance Manager will decide (with Board of Trustees approval) upon approving proposed changes to the accounting policies and procedures that may occur during the term of the contract. The district currently only bills EMS runs that result in the transportation of an individual. Patients that reside within either the City of Miamisburg or Miami Township are not to receive any bill for services rendered beyond what remittance is submitted on their behalf from their insurance provider.
13. TPA shall maintain accounting policies that provide for assurance of accurate and timely billing. TPA shall arrange to access patient insurance information for billing purposes with transport hospitals utilized by MVFD. TPA to determine which runs are not billable, and whether billable runs are designated ALS1, ALS2, or BLS. TPA is responsible for setting up the billable runs in the TPA's system. Accounts shall be coded using current methods required by insurance carriers for medical claims. TPA to prepare and mail invoices to third-party payers and residual invoices to non-residents. The MVFD shall pre-approve any verbiage used on messages to patients on any statement. TPA to provide evidence statements have been mailed and accept liability for any fraudulent claims processed. TPA must be expert in the knowledge of data and forms required by Medicare, Medicaid, Blue Cross/Blue Shield, United Healthcare, Welfare, Workers Compensation, and other medical insurance carriers relative to making claims and obtaining payment for those claims. TPA must be capable of sending claims to and receiving payments from the major insurance providers electronically.

14. Provide a detailed timeline describing the transition from the current TPA to the selected TPA. This part of the proposal should cover, but not limited to, the following challenges: transition timing, record keeping, data transfers, write-offs, allocation payments between the current TPA and the newly selected firm, such other features as are necessary to ensure a successful transfer of responsibilities. In addition, explain in detail how the TPA receives demographic and health insurance information to process claims and identify subcontractors or additional services that are needed to complete the billing process.
15. Submit a copy of your written Health Insurance Portability and Accountability Act (HIPAA) compliant policy. Provide samples or monthly reports you will provide to the fire district.
16. Discuss the firm's experience and capabilities as it relates to this project. This should include, but not limited to, the length of time the firm has been providing EMS billing services and the type and volume of billing transactions the firm has handled for other clients. Please discuss your current client load and provide assurances of your capability to take on the additional workload the MVFD will require. Include a minimum of three (3) references with contact information for the Fire Chief and / or Finance Director for current clients, preferably of departments similar in size and call volume as MVFD. Please provide the contact information for at least one (1) department that has not renewed their contract or terminated said contract early, preferably since 2021.

## **Current Environment**

The 2024 Fire Department is budgeted to spend 14.1 million dollars with a projected EMS billing collection amount of 1.7 million dollars. The district currently uses ESO Solutions, Inc. Software for completion and submission of all EMS reports.

The current EMS billing provider for MVFD is Change Healthcare and they have been in use since 2012.

The Fire District only bills for calls for service that result in a patient transport to the hospital. No resident of the City of Miamisburg or Miami Township should ever receive a bill for care and transport to an emergency facility. Any amount not covered by the resident's insurance shall be "written off" and no additional attempt shall be made to collect the unpaid balance from District residents. A claim will be submitted for non-residents likewise, and then up to three invoices will be issued to the individual in an attempt to collect the balance of the fees for service. After three unsuccessful attempts,

the remaining balance will be “written off” and no further collection attempts will be made.

### **Contract Term / Renewal Option**

The initial term of the contract shall be for a three (3) year period. The target date for the contract term would run from October 1, 2024 through September 30, 2027.

Any renewals beyond this date will require approval of the Miami Valley Fire District Board of Trustees.

### **Response Instructions**

Each response should be submitted in a sealed envelope by 4:00 p.m. (EST) on Friday August 16, 2024, via hand delivery or postal mail to:

Miami Valley Fire District  
Attn: Steve Johnson, Fire Chief  
2710 Lyons Rd.  
Miamisburg, OH 45342

The outside of the envelope should be marked, **RFP: EMS Billing Services**. It is the sole responsibility of the offering party to assure that their proposal is received by the deadline. Proposals received after the specified time and date will not be considered.

Failure to comply with or complete any portion of this request may result in rejection of a submitted proposal. Receipt of a proposal or submission of a proposal to the Miami Valley Fire District confers no rights upon the offeror nor obligates the Fire District or Board of Trustees in any manner.

### **Proposal Content**

Proposals should include concise, but complete information about your company, emphasizing your method of approach to satisfy the intent of this request. Include a statement as to why you believe your company’s philosophy and experience best qualifies you to deliver the requested services to the Miami Valley Fire District.

#### **1. Organizational Background & Overview**

Miami Valley Fire District  
RFP: EMS Billing Service

Furnish a cover letter that provides a history and overview for your company and the key staff positions that will be employed to deliver and support the medical billing services for the MVFD if awarded. Note the employee's official title and responsibilities as well as their years of experience relative to the task at hand. Identify the principal customer service representative that will be assigned to the MVFD at the onset.

## **2. Exceptions**

Should your company take exception to any of the minimum requirements or any of the terms or conditions identified a letter shall be submitted with your proposal outlining all exceptions. Any exceptions will be taken into consideration during the evaluation process. The fire district will not entertain any exceptions not previously submitted with the offeror's original submission, at the time of contract negotiations.

## **Contact with MVFD Employees / Questions**

To ensure a fair and objective evaluation of all proposals submitted, all inquiries are required to be submitted in writing (email preferred) to Jennifer Harover, Administrative Assistant. Questions can be directed to Jennifer at [jenniferharover@miamivalleyfiredistrict.org](mailto:jenniferharover@miamivalleyfiredistrict.org). Questions will be documented and will be addressed in the form of an addendum on the fire district's website under the original posting of this RFQ.

## **Presentation, Demonstration & Interviews**

Selected offerors may be invited to make presentations to a select group of MVFD representatives. This step is optional and will be utilized at the discretion of the Miami Valley Fire District if necessary to aid in the decision-making process. Should a company be selected to provide additional information under any of the above listed formats, the representative(s) should be prepared to respond to questions related to any component of their proposal. The individual should be prepared to demonstrate any equipment and/or services identified in their proposal.

## **Review and Evaluation**

Miami Valley Fire District  
RFP: EMS Billing Service

The Miami Valley Fire District will utilize an evaluation team comprised of direct stakeholders to review and evaluate all proposals received as part of a documented evaluation process. The lowest price proposal will not necessarily be selected as the stand-alone reason for selection.

The sole purpose of the proposal evaluation process is to determine which service provider can provide medical billing services that represent the best value to the Miami Valley Fire District and ultimately to the residents of Miamisburg and Miami Township. The evaluation process is not meant to imply that one offeror is superior to any other, but only that the selected offeror can provide the best medical billing services and support for the Miami Valley Fire District's current and future needs, based on the information available at the time and according to the selection group's best efforts of determination.

The proposal evaluation criteria should be viewed as standards that measure how well a proposer's approach meets the desired requirements and needs of the fire district. The criteria that will be used to evaluate the received proposals may include, but are not limited to the following:

- Responsiveness & Completeness – the degree to which the offeror has responded to the purpose and scope of the specifications (includes conformance in all material respects to the RFP)
- Suitability – the suitability of the offeror to fulfill the requirements of the fire district.
- Responsibility – Offeror's ability, in all respects, to perform fully the contract's requirements and the moral and business integrity and reliability which will assure good faith performance as required by these specifications.
- Experience & Qualifications – Offeror's experience in providing these services as requested in this RFP.
- Capability – Offeror's capability, flexibility, and skill to perform the services stated in these specifications including creative alternative and value-added services and technologies.
- Proposed Fee Schedule – Efficiency and economy are very important to MVFD. Cost may not be the deciding factor in the selection process as other criteria factors are also considered significant and potentially more important in the overall decision.
- History of Compliance – Documented performance with compliance of industry accepted billing and standardized accounting practices.

The selection committee will do their utmost to ensure that they select the proposals which appear the most beneficial. As was stated earlier, these selected vendors may be asked to provide additional information up to making a formal presentation and interview.



All costs associated with the presentation are the sole responsibility of the selected vendor. No negotiations, decisions, or actions shall be initiated by any firm because of any verbal discussion with any MVFD employee or representative prior to the opening of responses to this request. MVFD reserves the right to select, and subsequently recommend for award, the proposal which best meets it required needs, quality levels and budgetary considerations.

**Right of Refusal**

The fire district reserves the right to reject all proposals in their entirety or to select certain aspects of a proposal. MVFD reserves the right to award a contract in any manner deemed in the best interest of the citizens of the City of Miamisburg and Miami Township.

**Project Schedule**

RFP release date	July 15, 2024
Proposals due	August 16, 2024
Proposal evaluation complete	August 23, 2024
Date to complete interviews/presentations (as needed)	September 6, 2024
Firm Selection & Notification	September 6, 2024
Board of Trustees Contract Presentation & Approval	September 12, 2024

**Public Records**

In entering into a contract with the Miami Valley Fire District, all offerors are hereby notified that all bids, proposals, quotations, agreements, invoices, correspondence and any other documents submitted to the District become public property and are subject to public disclosure in accordance with Ohio Public Records Law. All public records will be made available upon request, at the earliest time permitted.

**Compliance**

The successful offeror shall observe and comply with all applicable laws, ordinances, resolutions, rules & regulations of all authorities having jurisdiction over the MVFD contract for EMS billing services as well as the EMS service provided by the Miami Valley Fire District. The successful offeror shall comply, when applicable, with the U.S. Department of Labor, Safety and Health Regulations identified as Chapter XVII of Title 29, Code of Federal Regulations (CFR) Parts 1910 & 1926 and any subsequent amendments.

The successful offeror agrees that in hiring of employees for the performance of work under the EMS Billing Services contract, or a subcontract, no contractor or subcontractor, or any person acting on their behalf shall, by reason of race, creed, sex, handicap, or color,

discriminate against any citizen in the employment of labor or workers who are qualified and available to perform the work to which the employment relates, nor shall any contractor or subcontractor, or any person acting on their behalf, in any manner, discriminate against or intimidate any employee hired for the performance of work under the EMS Billing Services contract on account of race, creed, sex, handicap, or color.

### **Non-Waiver of Rights**

No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

### **Legal Responsibility**

By executing and accepting a contract with the Miami Valley Fire District, the successful offeror certifies that in performing the stated contract they will comply with all applicable provisions of the federal, state and local laws, ordinances, resolutions, rules and regulations. Lack of knowledge by the successful offeror shall in no way be cause for relief from responsibility.

### **Relationship of the Parties**

The relationship between the parties to a contract resulting from this solicitation shall be that of independent contractors. Nothing contained herein shall be interpreted or construed as establishing an agency or employer/employee relationship between the parties or between either party and the employees or representatives of the other party. The successful offeror is responsible for all Social Security taxes and Bureau of Worker's Compensation contributions for itself and any of its employees.

### **Assignment**

Neither the successful offeror nor the Fire District shall sell, transfer, assign or otherwise dispose of the contract or any portion thereof, or of their right, title or interest therein, or the obligation there under, without written consent of the other party.

### **Tax Exemption**

The Miami Valley Fire District is exempt from Federal and Ohio State sales tax. A tax-exempt certificate will be made available at the successful offeror's request.

Miami Valley Fire District  
RFP: EMS Billing Service

**Expenses of Preparing the Offeror's Response to this RFP**

The Fire District accepts no responsibility for any expenses incurred by the respondent to the RFP; including costs associated with RFP responses and/or presentations. Such expenses are to be borne solely by the respondents.