



# PURCHASING DEPARTMENT

## COLE COUNTY COMMISSION

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To: All Interested Parties  
From: Jennifer Prenger, Cole County Purchasing Agent  
Date: December 7, 2018  
Re: Addendum Two to Cole County Bid No. 2018-36: Emergency Medical Services Billing and Collection

The following information hereby becomes part of the above-referenced Request for Bid and shall be fully considered in the preparation of your response.

1. What is the current cost of services provided by Quick Med Claims?  
A: The County pays Quick Med Claims 6.75% of the total payments collected.  
2017 Total Paid: \$266,643.61  
2018 YTD Paid: \$219,040.95
2. What is the anticipated start date for this contract?  
A: The current contract expires January 28, 2019.
3. Are you open to another posting option other than a lockbox account?  
A: The County will consider alternate proposals offered by respondents.
4. What are your current lockbox fees?  
A: Lockbox per item fee is \$0.65.
5. Who is your lockbox provider?  
A: Central Bank of Jefferson City, Missouri.
6. Can the digital copy of the proposal be provided on a thumb drive or is a CD required?  
A: A thumb drive is acceptable.
7. What was your upfront cost and current annual fees for ImageTrend Elite?  
A: The total upfront cost was \$66,630 and the annual fee is \$16,500.
8. Do you anticipate changing ePCR vendors during the course of the contract?  
A: No change is anticipated.

9. What was the cost of your current hardware?

A: This information is not readily available.

10. What are your annual mandatory adjustments (Medicare/Medicaid)?

A: Contractual Adjustments 2017: \$2,762,212.22  
Write-Offs 2017: \$1,517,135.20

11. What are your total annual adjustments?

A: Contractual Adjustments 2017: \$2,762,212.22  
Write-Offs 2017: \$1,517,135.20

12. Do you charge from on-scene care (treat/no transport)?

A: Our current billing allowed rate is \$350 for treat, no transport.

13. Are the amounts in 3.1 correct? The collected is more than the charges.

A: The language in the first paragraph of Section 3.1 is hereby deleted and replaced with the following:

**3.1 BACKGROUND AND PURPOSE.** The County of Cole is requesting proposals from qualified vendors to provide claims processing and revenue recovery services for emergency medical services provided by the Cole County Emergency Medical Services (CCEMS). CCEMS provides emergency medical transports for residents and visitors to Cole County and surrounding geographical areas. The County operates a fleet of 12 ambulances and has a staff of 46 EMS field personnel. For the 2017 year ending 12/31/2017, CCEMS had 7723 claims billed, totaling \$7,257,434.70 gross charges. Net Collected Revenue (defined as total collected revenue less refunds for the same year) was **\$3,428,414.71**.

14. What type of software does the service use?

A: ImageTrend. ImageTrend Elite is anticipated to be placed in-service in the next 30-days.

15. Will the vendor send the patient to collections after the 3<sup>rd</sup> invoice?

A: The patient will be sent to collections. The County's preferred process is for a monthly document outlining the accounts that are desired to be sent to collections to be sent to EMS administration for validation prior to referral to collection agency.

16. Will all the hardware in Appendix A have to be furnished?

A: Yes.

17. EMSMC would like to verify the net collections amount found on page 10 under 3.1 and the equipment quantities on page 18 please.

A: The language in the first paragraph of Section 3.1 is hereby deleted and replaced with the following:

3.2 **BACKGROUND AND PURPOSE.** The County of Cole is requesting proposals from qualified vendors to provide claims processing and revenue recovery services for emergency medical services provided by the Cole County Emergency Medical Services (CCEMS). CCEMS provides emergency medical transports for residents and visitors to Cole County and surrounding geographical areas. The County operates a fleet of 12 ambulances and has a staff of 46 EMS field personnel. For the 2017 year ending 12/31/2017, CCEMS had 7723 claims billed, totaling \$7,257,434.70 gross charges. Net Collected Revenue (defined as total collected revenue less refunds for the same year) was **\$3,428,414.71**.

The equipment quantities listed on Attachment A are correct.

18. Who is your agency's current billing vendor

A: The current provider is Quick Med Claims, LLC (formerly Medserv). The contract has been in place since July 2009 and was cancellable with 120-day notice.

19. Are you happy with your current vendor's performance?

A: This question is not pertinent to the RFP.

20. Please clarify section 3.1, Net Collected Revenue (defined as total collected revenue less refunds for the same year) was \$43,428,414.71. Is this number correct?

A: That number is not correct. The language in the first paragraph of Section 3.1 is hereby deleted and replaced with the following:

3.3 **BACKGROUND AND PURPOSE.** The County of Cole is requesting proposals from qualified vendors to provide claims processing and revenue recovery services for emergency medical services provided by the Cole County Emergency Medical Services (CCEMS). CCEMS provides emergency medical transports for residents and visitors to Cole County and surrounding geographical areas. The County operates a fleet of 12 ambulances and has a staff of 46 EMS field personnel. For the 2017 year ending 12/31/2017, CCEMS had 7723 claims billed, totaling \$7,257,434.70 gross charges. Net Collected Revenue (defined as total collected revenue less refunds for the same year) was **\$3,428,414.71**.

21. Please provide contractual adjustments and write-offs for the 2017 year ending 12/31/2017

A: Contractual Adjustments 2017: \$2,762,212.22  
Write-Offs 2017: \$1,517,135.20

22. Does the county have a preferred hardware vendor point of contact, they would like to use for the refresh of your hardware? If yes, please provide the contact information for that point of contact.

A: The County currently utilizes and has a good working relationship with Turn Key Mobile of Jefferson City, Missouri, however, the best pricing option is sought.

23. What are your primary transport hospitals and what are the percentage of transports to each hospital?

A: Three hospitals receive the majority of CCEMS patients, Capital Regional Medical Center, St. Mary's Hospital, and University of Missouri – Columbia. The percentage breakdown is not readily available.

24. Who is your delinquent account collection agency? Will the county be able to provide the .XML file exchange specifications upon the start of Implementation?

A: Weinstein, Karp & Associates.

**The bid receipt date and time HAVE NOT BEEN CHANGED; submissions will be received until Thursday, December 20 at 3:30 p.m. The deadline for questions is Thursday, December 13, 2018.**

I/We have received Addendum Number Two to Bid No. 2018-36 and have fully considered the information provided in preparing a response.

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Name of Company

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Agent and Title

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Authorized Signature