

Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Ed Moreno
Commissioner, District 5

Katherine Miller
County Manager

March 9, 2020

SANTA FE COUNTY
RFP NO. 2020-0162-FD/MM
AMBULANCE BILLING AND COLLECTION SERVICES

ADDENDUM NO. 1

Dear Offerors,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested Offerors to adhere to any changes or revisions to the RFP as identified in this Addendum No. 1. This documentation shall become permanent and made part of the departmental files.

Attachment A: Pre-Proposal Agenda & Sign in Sheet
Attachment B: New Mexico Public Regulation Commission Transportation Division Statewide Ambulance Tariff Effective February 1, 2017.

Question No. 1: Why has this bid been released at this time?

Answer No. 1: Santa Fe County Fire currently manages all billing, collecting and accounts receivable services at this time. Santa Fe County Fire is now seeking a vendor to provide these services.

Question No. 2:

- a. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?
- b. For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure?
- c. If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer No. 2: a. No, the County is requesting Offeror's to utilize Appendix D (page 31) within the RFP.

- b. This is a qualification based RFP, alternate fee structures may be negotiated with the selected Offeror.**
- c. Please refer to Attachment D (page 31) within the RFP.**

Question No. 3: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer No. 3: There are no vendors involved.

Question No. 4: If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

Answer No. 4: This Agreement will be a (4) four-year term.

Question No. 5: Has the current contract gone full term?

Answer No. 5: Please refer to Answer No. 3.

Question No. 6: Have all options to extend the current contract been exercised?

Answer No. 6: Please refer to Answer No. 3.

Question No 7: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer No. 7: Please refer to Answer No. 3.

Question No. 8: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer No. 8: Please refer to Answer No. 3.

Question No. 9: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer No. 9: Please refer to Answer No. 3.

Question No. 10: What were your annual total adjustments for last year or for the last 12 months?

Answer No. 10: Annual adjustments were \$837,423.

Question No. 11: What were your annual contractual allowance write offs for last year or for the last 12 months?

Answer No. 11: Annual contractual allowance write offs \$743,652.

Question No. 12: What are your per-mile ground transport charges?

Answer No. 12: Please refer to Attachment B New Mexico Public Regulation Commission Transport Division Statewide Ambulance Tariff Effective February 1, 2017.

Question No. 13: What are your advanced life support charges?

Answer No. 13: Please refer to Answer No. 12.

Question No. 14: What are your advanced life support emergency level 1 charges?

Answer No. 14: Please refer to Answer No. 12.

Question No. 15: What are your advanced life support emergency level 2 charges?

Answer No. 15: Please refer to Answer No. 12.

Question No. 16: What are your basic life support charges?

Answer No. 16: Please refer to Answer No. 12.

Question No. 17: What are your basic life support emergency charges?

Answer No. 17: Please refer to Answer No. 12.

Question No. 18: What are your specialty care transport charges?

Answer No. 18: Please refer to Answer No. 12.

Question No. 19: What is your average per-trip charge?

Answer No. 19: **Average**
BLS = \$639.50
ALS = \$734.50

Question No. 20: When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

Answer No. 20: **Last increase to New Mexico Public Regulation Commission Transport Division Statewide Ambulance Tariff Effective February 1, 2017. Rate changes are dependent on New Mexico Public Regulations Commission.**

Question No. 21: Are there any other charges you assess not otherwise covered by our questions?

Answer No. 21: **Dedicated Stand by Charges (per Ambulance and Two Personnel – without Transport) billed in accordance with Attachment B New Mexico Public Regulation Commission Transport Division Statewide Ambulance Tariff Effective February 1, 2017 attached hereto.**

Question No. 22: What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

Answer No. 22: **90% of Residents, approximately 10% Non-Residents**
Both are charged in accordance with Attachment B New Mexico Public Regulations Commission Transport Statewide Ambulance Tariff.

Question No. 23: Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

Answer No. 23: **No.**

Question No. 24: What were your transports per year for life support for last year or for the last 12 months?

Answer No. 24: **Zero**

Question No. 25: What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

Answer No. 25: **2,044**

Question No. 26: What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

Answer No. 26: 270

Question No. 27: What were your transports per year for basic life support for last year or for the last 12 months?

Answer No. 28: Zero

Question No. 29: What were your transports per year for basic life support emergency for last year or for the last 12 months?

Answer No. 29: 1,430

Question No. 30: What were your transports per year for specialty care transport for last year or for the last 12 months?

Answer No. 30: Zero

Question No. 31: What were your transports per year for treatment without transport for last year or for the last 12 months?

Answer No. 31: Zero

Question No. 32: What is your payer mix expressed as percentages of 100% billed?

Answer No. 32: Medicare 29% Insurance 21%
Medicaid 20% Private Pay 30%

Question No. 33: What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Answer No. 33: Medicare 27% Insurance 41%
Medicaid 23% Private Pay 9%

Question No. 34: How many total transport vehicles do you now operate?

Answer No. 34: 14

Question No. 35: What is your average loaded miles per trip?

Answer No. 35: Average of 10 miles

Question No. 36: What is your average revenue per call?

Answer No. 36: Average
ALS \$450.00
BLS \$375.00

Question No. 37: Do you have a lockbox provider and, if so, which provider?

Answer No. 37: No.

Question No. 38: If you have a lockbox provider, will that provider remain in place as a result of this procurement?

Answer No. 38: Not applicable.

Question No. 39: Do you have a collection agency provider and, if so, which provider?

Answer No. 39: No.

Question No. 40: Which local hospitals or care facilities typically receive most of your patients?

**Answer No. 40: Espanola
Presbyterian**

**Santa Fe
Christus St. Vincent's
Presbyterian**

**Albuquerque
Kaseman Presbyterian
University of New Mexico (UNM) Hospital**

Question No. 41: In the two most recent fiscal or calendar years, what was the actual number of billable transports provided by Santa Fe County Fire Department?

Answer No. 41: Calendar year
2017 – 3,744
2018 – 3,875

Question No. 42: In the two most recent fiscal or calendar years, what was the total amount of gross charges?

Answer No. 42: **Calendar year(s)**
2017 - \$2,636,756
2018 - \$2,736,814

Question No. 43: In the two most recent fiscal or calendar years, what was the total amount of cash posted for ambulance transports?

Answer No. 43: **Calendar year(s)**
2017 - \$1,282,996
2018 - \$1,423,706

Question No. 44: Is the Fire Department interested in having vendors propose an ePCR system?

Answer No. 44: **No.**

Question No. 45: Scope of Work Section II C number 6 a. does this also include coding and charging to generate the claim file for submission?

Answer No. 45: **Yes, as stated in Scope of Work Section II C number 7 the code requirements must be up-to-date and in compliance with applicable Federal, State and local requirements.**

Question No. 46: How often is patient and insurance information incorrect or have to be located?

Answer No. 46: **Approximately 20-25% of all calls**

Question No. 47: Are double-sided documents required for proposal submission?

Answer No. 47: **Double sided proposals are not a mandatory requirement. Offerors who do not double-side their proposal will not be disqualified but it could have an impact on ranking of the proposal response.**

Question No. 48: Do you have any contracts or participating provider agreements with any private/commercial insurers?

Answer No. 48: **Yes, multiple Agreements to allow for maximum allowable charges to be paid.**

Examples:
Medicaid Managed Care Organizations
Presbyterian Health Care (HMO's)
Blue Cross/Blue Shield

Question No. 49: Is the County interested in new hardware?

Answer No. 49: No.

Question No. 50: Will the new vendor take over the accounts from previous billing vendor? If yes, what is the status of the accounts (i.e. how old are they?)

Answer No. 50: Santa Fe County Fire has been billing in house. Santa Fe County hasn't billed for five (5) months.

Question No. 51: When will the contract be awarded? When will the new contract begin?

Answer No. 51: Santa Fe County anticipates April 2020.

Question No. 52: What electronic patient care solution does the County use?

Answer No. 52: Emergency Reporting

Question No. 53: Is Appendix C, the Resident Veterans Preference Certification form required if the bidder is not eligible for this preference?

Answer No. 54: No, only eligible Offerors who have a valid certificate will receive a preference.

Please add this Addendum No. 1 to the original bid documents and refer to bid documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect. Responders are reminded that any questions or need for clarification must be addressed to Maricela Martinez, Procurement Planner Analyst at mcmartinez@santafecountynm.gov.



SANTA FE COUNTY

PRE PROPOSAL CONFERENCE

RFP# 2020-0162-FD/MM

AMBULANCE BILLING AND COLLECTION SERVICES

MARCH 4, 2020 @ 10:00AM

Contracting Agency: Santa Fe County

- | | | |
|---------------------|-----------------------------|---------------------|
| • Maricela Martinez | Procurement Planner Analyst | Purchasing Division |
| • Erik Litzenberg | Fire Chief | Fire Department |
| • Bobby Montoya | Fire Assistant Chief | Fire Department |
| • Jacob Black | Fire Assistant Chief | Fire Department |
| • Donna Morris | Accountant Senior | Fire Department |
| • Christen Martinez | Department Administrator | Public Safety |

Project Information

Santa Fe County Fire Department is requesting proposals from qualified vendors to provide billing, collection and accounts receivable services for Ambulance Services.

Proposal Information

- Carefully read the Request for Proposal for requirements, terms & conditions including the sample contract.
- Sequence of Events are listed on page 11.
- Proposal Organization - Proposal should be organized as outlined in the RFP on page 21.
- Selection of finalist(s) – the most qualified proposal received based on the evaluation factors outlined in the RFP (pages 23-24) will be scored by a three to four-member evaluation committee.
- Preferences -
 - 1) N.M. In-State Business Preference Certificate 5% of total weight of all evaluation factors added to score.
 - OR**
 - 2) N.M. Resident Veterans Preference Certificate, 10% total weight of all evaluation factors added to score. For more information on State Preference visit www.tax.newmexico.gov
 - AND**
 - 3) Santa Fe County Preference, 5% of total weight of all evaluation factors added to score. For more information on County Preference visit https://www.santafecountynm.gov/asd/purchasing_division
- Please submit all questions via email to Maricela Martinez at mcmartinez@santafecountynm.gov. The last day for questions will be **Friday, March 6, 2020. (Please do not contact any other County staff.)**
- Addendum will be issued on **Tuesday, March 10, 2020. (Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarifications will be without legal effect.)**
- Proposal Submittal –
 - Due Date: Wednesday, March 25, 2020**
 - Time: 2:00 PM**
 - Location: 142 W. Palace Avenue 2nd Floor, Santa Fe, NM**



SANTA FE COUNTY

**PRE-PROPOSAL CONFERENCE
 RFP No. 2020-0162-FD/MM AMBULANCE BILLING AND COLLECTION SERVICES
 MARCH 4, 2020 @ 10:00AM**

NAME	COMPANY	TELEPHONE	E-MAIL ADDRESS
Donna Moeris	SFC Fire	992-3082	dmoeris@santafecountynm.gov
Maricela Martinez	SFC Purchasing	992-9804	mmartinez@santafecountynm.gov
Christen Martinez	SFC Public Safety	992-3880	cmartinez.12@gmail.com
<i>John Markey</i>	SFCFD	_____	_____
<i>John Markey</i>	SFCFD	_____	_____
Hanna Jamie	EMS Management	via teleconference	_____
Dustin Marlar	TrueBridge	via teleconference	_____
Lauren Elam	Digitel Digitel	via teleconference	_____
Dore Kuechenmeister	Quick Med Claims	412-710-2050	dkuechenmeister@quickmedclaims.com
Erin Coggins	Quick Med Claims	via teleconference	_____
Cheri Leflay	Image Trend	via teleconference	_____
BILL TAYLOR	SFC PURCHASING	505-984-6373	WTAYLOR@SANTAFECOUNTYNM.GOV

Chief Erik Litenberg SFC Fire _____

**New Mexico Public Regulation Commission
Transportation Division
Statewide Ambulance Tariff
Effective February 1, 2017**

THE AMBULANCE PROVIDER MAY SEEK TO OBTAIN WRITTEN CONSENT FOR TREATMENT/SERVICES FROM THE PATIENT PRIOR TO TREATMENT/SERVICES

<u>SERVICE RENDERED</u>	<u>RATE</u>
BASIC LIFE SUPPORT (BLS) NON-EMERGENCY Applies when non-emergency BLS transportation, assessment or intervention is provided by licensed Emergency Medical Technicians.	
Assessment or intervention, with or without transport:	\$355.00
Per patient mile:	\$12.75
BASIC LIFE SUPPORT (BLS) EMERGENCY Applies when emergency (immediate response made to 911 or equivalent call) BLS transportation, intervention, or assessment is provided by licensed Emergency Medical Technician.	
Assessment or intervention, with or without transport:	\$512.00
Per patient mile:	\$12.75
ADVANCED LIFE SUPPORT LEVEL 1 (ALS1) NON- EMERGENCY Applies when non-emergency ALS assessment or at least one ALS intervention is provided by licensed EMT- Intermediate or an EMT- Paramedic.	
Assessment or intervention, with or without transport to a treatment facility:	\$385.00
Per patient mile:	\$12.75
ADVANCED LIFE SUPPORT LEVEL 1 (ALS1) EMERGENCY Applies when emergency (immediate response to a 911 or equivalent call) ALS assessment or at least one ALS intervention is provided by a licensed EMT- Intermediate or a licensed EMT- Paramedic.	
Assessment or intervention, with or without transport:	\$607.00
Per patient mile:	\$12.75

ADVANCED LIFE SUPPORT LEVEL 2

(ALS2) EMERGENCY

Applies when as a result of emergency¹ at least three different ALS medications by intravenous push/bolus or by continuous infusion² are administered or; when the same ALS medication is administered three times or; when one or more of the following ALS procedures are provided: manual defibrillation/cardioversion, endotracheal intubation, central venous line, pacing, chest decompression, surgical airway, advanced invasive airway, or intraosseous access.

Medication administration or provision of procedure, with or without transport: **\$878.00**

Per patient mile: **\$12.75**

SPECIALTY CARE TRANSPORT (SCT)

Applies when a level of inter-facility transportation of a critically injured or ill patient at a level of service beyond the scope of practice for Emergency Medical Technician - Intermediates or Emergency Medical Technician - Paramedics, is provided.

Transport: **\$975.00**

Per patient mile: **\$12.75**

PATIENT EVALUATION (EMERGENCY RESPONSE WITHOUT TRANSPORT)

Applies when emergency services (immediate response made to a 911 or equivalent call) are provided by certified Emergency Medical First Responder with no transport.

Charge: **\$136.00**

DEDICATED STAND-BY CHARGES (PER AMBULANCE AND TWO PERSONNEL-WITHOUT TRANSPORT)

Applies when emergency medical service is provided for an event such as a football game or county fair where the potential for illness or injury exists.

First Hour or any portion thereof: **\$145.00**

Second Whole Hour and any whole hour thereafter: **\$108.00**

Fifteen (15) minute increments after first hour: **\$27.00**

¹ (immediate response made to a 911 or equivalent call)

² (excluding crystalloid, hypotonic, isotonic hypertonic solutions, oxygen and aspirin)