



## **COUNTY OF LANCASTER, VIRGINIA**

### **INVITATION TO BID TO PROVIDE AN AUTOMATED AMBULANCE BILLING, INSURANCE SERVICES, AND COLLECTION SYSTEM FOR LANCASTER COUNTY, VIRGINIA**

Issue Date: May 4, 2009

Due Date & Time: June 5, 2009 at 4:00 p.m.

Send Proposals To: County of Lancaster, Virginia  
County Administrator  
8311 Mary Ball Road  
Lancaster, VA 22503

All Inquiries: D. Scott Hudson  
Chief of Emergency Services  
804-462-6010  
[shudson@lancova.com](mailto:shudson@lancova.com)

**1. PURPOSE**

The County of Lancaster plans to contract with a qualified firm for services regarding ambulance transport billing and third party billing including filing of insurance claims and collections.

**2. SCOPE OF WORK**

The following is a general outline of the type of work to be performed. The exact scope of work to be performed is subject to negotiation prior to acceptance. This outline is intended as a guide for consultants to analyze the scope of services sought and to demonstrate their qualifications for performing the work. Any questions concerning this Invitation to Bid shall be submitted prior to submitting a proposal. The following guidelines will be included in a contract for services that will be required of the selected firm.

A. Monthly Ambulance Transport Billing, Insurance Claim Filing & Collections Description

The County wishes to outsource all ambulance transport billing, insurance claim filings and collections on a monthly basis.

B. The following are descriptions of services required by the County

1. Prepare and submit insurance claims electronically and manually, to include Medicare, Medicaid, Blue Cross and Blue Shield, Champus, Virginia Medical Assistance and other applicable carriers including commercial insurances.
2. Prepare and mail invoices to patients responsible for co-pays and/or deductibles, private pay, and uninsured patients.
3. Work with the County to obtain the lowest postage rates possible by:
  - a. Mailing insurance claims, invoices, etc. going to same address in same envelope or packet.
  - b. Help identify addressing errors that may delay mail.
4. Act as payment clearing house - accepting payments on behalf of the County and forwarding bundled payments to the County of Lancaster on a weekly basis.
5. Provide the County with an itemized report of all invoices and claims submitted, outstanding balances and monies collected on a monthly basis.
6. Invoice the County of Lancaster monthly for services rendered, based on a percentage of monies collected.

7. Provide the appropriate training to ensure that all Lancaster County career and volunteer EMS personnel involved in the billing process, to include pre-hospital providers, will have the necessary skills, knowledge and abilities to accurately prepare the Pre-hospital Patient Care Report (PPCR) and to ensure completion and completeness of the PPCR. Lancaster County will provide the facilities and supplies for Contractor training of Lancaster County EMS personnel. The Contractor will be responsible for providing all instructors and training materials. All training will be conducted at a Lancaster County designated site.
8. Provide the Lancaster County personnel with appropriate training concerning documentation, charges and requirements of applicable health care laws and regulations (e.g. HIPPA). The Contractor will ensure that all patients are provided necessary notices of their rights and responsibilities under applicable laws (e.g. Notice to Beneficiaries with respect to Medicare patients).
9. Verification and Missing Information Follow-Up: The Contractor will provide all labor, materials and equipment for verification of PPCR patient information. The Contractor will gather missing patient information by, but not limited to, searching the insurance provider's data bases for previous patient information if and as permitted; search the vendor's billing data base; contacting the medical facility; or by direct patient, family member or responsible party contact. When contact is made with the appropriate party, the Contractor will verify and correct all patient information.
10. Customer Service: The Contractor will designate a Customer Service Representative who will provide patient account information Monday through Friday, 8:30 a.m. – 5:00 p.m., excluding county holidays.

C. Additional Considerations

All agencies acting on behalf of the County of Lancaster will remain respectful and mindful of the needs of its citizens:

1. All collection efforts will be performed professionally and ethically.
2. Weekly or monthly installment payment plans will be offered to citizens with outstanding balances.

**3. THE PROPOSAL**

The proposal for this submittal shall contain the following information and shall address all evaluation criteria:

- a. A brief history of the firm and its qualifications.
- b. Provide the County with a minimum of four references.
- c. A brief narrative detailing methods that will be used for collection action.
- d. Percentage of collected money that will be required as payment by the billing

agency.

4. **RECEIPT AND OPENING OF PROPOSALS**

- A. The County Administrator in Accordance with this Invitation to Bid shall receive all proposals.
- B. Conditional proposals or those not prepared and submitted in accordance with provisions herein shall not be considered. Any deviations from these or other requirements shall be itemized and explained. Any proposal may be withdrawn prior to the scheduled time for the opening of proposals or authorized postponement thereof. Any proposal received after the time and date specified shall not be considered.
- C. All proposals shall be submitted in sealed envelopes bearing on the outside of the envelope the name and address of the vendor, and the name of the project for which the proposal is submitted. If forwarded by mail, the sealed envelope containing the proposal, marked as directed above, shall be enclosed in another envelope addressed as specified in the proposal form.
- D. An original and two copies of the proposals shall be submitted.

5. **EVALUATION CRITERIA**

Proposals will be evaluated using the following evaluation criteria:

- A. Qualifications and experience of the firm.
- B. Proposal preparation and scope of work understanding.
- C. Reference checks.
- D. Costs of services.
- E. Available starting date.

Offerors will be interviewed and ranked based upon the evaluation criteria and negotiation will be conducted based upon the provisions of the Virginia Public Procurement Act.

6. **GENERAL TERMS AND CONDITIONS**

1. **Opening Date and Time**

Sealed proposals for performing the work will be received and opened in the office of the County Administrator at 4:00 p.m., Friday, June 5, 2009. **No telephonic proposals will be accepted.** The County will announce award of the contract as soon as the Lancaster County Board of Supervisors awards it. Any proposal received by the County after the time and date specified for scheduled receipt will not be considered. The bidder is responsible for the timeliness of receipt of the proposal. Date of postmark will not be acceptable; **no exceptions will be granted.**

**The County reserves the right to reject all proposals at its own discretion.**

2. **Ethics**

By submitting a proposal, each offeror certifies that its bid is made without collusion or fraud, and that the offeror has not offered or received any kickbacks or inducements from any public employee having official responsibility for this procurement transaction. The bidder shall also certify that he/she has not received any payment, loan subscription, advance, deposit or money, services present or promised unless consideration of substantially equal or greater value was exchanged.

**3. Anti-Discrimination**

By submitting a proposal, each offeror certifies to the County and agrees that any contract entered into herewith will be subject to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended, and the Virginia Public Procurement Act, specifically, §2.2-4311 of the Code of Virginia.

**4. Immigration Reform and Control Act**

By signing this bid or proposal, each offeror certifies that the bidder does not and will not violate the provisions of the Federal Immigration Reform and Control Act, which prohibit employment of illegal aliens.

**5. Drug Free Work Place**

By submitting a proposal each offeror certifies and agrees that any contract entered into will contain the provision of §2.2-4312 requiring the offeror to provide a drug-free workplace.

**6. Payment to Subcontractors and Payment and Interest**

By submitting a proposal each offeror certifies and agrees that any contract entered into or a result of this Request will contain provisions consistent with §§2.2-4354 and 2.2-4363 of the Code of Virginia.

**7. Termination**

By submitting a proposal each offeror certifies and agrees that any contract entered into as a result of this Request shall be terminable at the convenience of the County of Lancaster, without cause, provided payment will be made for work performed up to the point of termination.

**8. Bond**

A bond will be required of the contractor to insure payment of all funds collected by the contractor. The amount and terms of the bond will be subject to negotiation as part of the selection process.