

QUESTIONS AND ANSWERS – REVISED: 8/3/16
EMERGENCY MEDICAL SERVICE BILLING AND COLLECTION SERVICES

Question: What medical billing company does the Township of North Bergen currently use and their current rate, if applicable.

Answer: The current company is Revenue-Guard and rate is 15% of collections.

Question: Please confirm the due date for this procurement is **8/11/2016**.

Answer: Confirmed

Question: What is the date by which you will answer these questions?

Answer: 7/28/16

Question: Why is the contract out to bid at this time?

Answer: To solicit proposals for a vendor to provide the Township of North Bergen with emergency medical service billing and collection services.

Question: Is there a deadline for questions?

Answer: August 5, 2016

Question: When is the anticipated contract start date?

Answer: Contract will commence on the date of awarded resolution scheduled for September 14, 2016

Question: Has the current contract gone full term?

Answer: Yes

Question: Have all options to extend the current contract been exercised?

Answer: Yes

Question: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: Revenue –Guard has been providing the requested services since 2003.

Question: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: Fees are withheld from gross receipts at 15% across the board.

Question: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: Year 2015 - \$153,737.83

Question: Please describe your level of satisfaction with your current vendor(s), if applicable.

Answer: N/A

Question: What were your annual gross charges last year or for the last 12 months?

Answer: Year 2015 - \$3,919,968.35

Question: What were your annual total adjustments for last year or for the last 12 months?

Answer: Year 2015 - \$2,161,933.89

Question: What were your annual contractual allowance write offs for last year or for the last 12 months?

Answer: Year 2015 - \$1,497,941.76

Question: What were your annual gross collections last year or for the last 12 months?

Answer: Year 2015 - \$1,024,919.97

Question: What were your annual billable transports last year or for the last 12 months?

Answer: Year 2015 - 4,949

Question: What are your per-mile ground transport charges?

Answer: \$10.50

Question: What are your advanced life support charges?

Answer: N/A

Question: What are your advanced life support emergency level 1 charges?

Answer: N/A

Question: What are your advanced life support emergency level 2 charges?

Answer: N/A

Question: What are your basic life support charges?

Answer: N/A

Question: What are your basic life support emergency charges?

Answer: \$800.00

Question: What are your specialty care transport charges?

Answer: N/A

Question: What are your treatment without transport charges?

Answer: \$500.00

Question: What is your average per-trip charge?

Answer: Year 2015 - \$792.08

Question: When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

Answer: Transport rates were last changed on November 10, 2010. Not considering any rate changes at this current time.

Question: Are there any other charges you assess not otherwise covered by our questions?

Answer: Pronouncement fee \$800

Question: What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

Answer: Residents = 68%, Non Residents = 32%; No.

Question: Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

Answer: N/A

Question: What were your transports per year for life support for last year or for the last 12 months?

Answer: n/a

Question: What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

Answer: n/a

Question: What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

Answer: n/a

Question: What were your transports per year for basic life support for last year or for the last 12 months?

Answer: n/a

Question: What were your transports per year for basic life support emergency for last year or for the last 12 months?

Answer: 4949

Question: What were your transports per year for specialty care transport for last year or for the last 12 months?

Answer: n/a

Question: What were your transports per year for treatment without transport for last year or for the last 12 months?

Answer: 751

Question: What is your payer mix expressed as percentages of 100% billed?

Answer: Medicare 30%
Medicaid 22%
Commercial Insurance 21%
Self Pay 27%

Question: What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Answer: Medicare 42%
Medicaid 7%
Commercial Insurance 47%
Self Pay 4%

Question: How many total transport vehicles do you now operate?

Answer: 5

Question: What is your average loaded miles per trip?

Answer: 2

Question: What is your average revenue per call?

Answer: \$200.77

Question: Do you have a lockbox provider and, if so, which provider?

Answer: No

Question: If you have a lockbox provider, will that provider remain in place as a result of this procurement?

Answer: N/A

Question: Do you have an EPCR provider and, if so, which provider?

Answer: Yes, Imagetrend

Question: Do you have a collection agency provider and, if so, which provider?

Answer: No

Question: Which local hospitals or care facilities typically receive most of your patients?

Answer: Palisades Medical Center

Question: Can companies from Outside USA apply for this?

Answer: No, see section 5.9

Question: Will we need to come there for meetings?

Answer: Yes, meetings are required quarterly. See section 4.31

Question: Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?

Answer: No, see section 5.9

Question: Can we submit proposals via email?

Answer: No, see sections 5.1, 5.2 and 7.3

Question: Would not having the required municipal/government experience completely eliminate us from the running?

Answer: As per the RFP, a vendor with municipal experience will receive greater consideration.

Question: Would i-pads in ruggedized cases or a ruggedized tablet be suitable to substitute for the toughbooks?

Answer: Yes, providing that the i-pad or tablet does not have to be removed from the case in order to use it AND it is compatible with all software.