

ADDENDUM “A”

Request for Proposals RFP #10-1115

Ambulance Transport Billing Service and Patient Care Reporting Software

THIS ADDENDUM HEREBY CLARIFIES and MODIFIES the Request for Proposals #10-1115 for the Ambulance Transport Billing Service and Patient Care Reporting Software issued on Wednesday, November 19, 2010. This Addendum is being issued in response to written Vendor questions. The questions and answers are as follows:

QUESTION: In 2009, what was the County’s payer mix (percentage) for *charges* as follows:

- Medicare
- Medicaid
- Private Insurance
- Self-Pay

ANSWER: In 2009, the County’s payer mix (percentage) for *charges* was as follows:

- Medicare 35.03%
- Medicaid 16.35%
- Private Insurance 31.24%
- Self-Pay 12.08%

QUESTION: In 2009, what was the County’s payer mix (percentage) for *payments* as follows:

- Medicare
- Medicaid
- Private Insurance
- Self-Pay

ANSWER: In 2009, the County’s payer mix (percentage) for *payments* was as follows:

- Medicare 51.53%
- Medicaid 9.06%
- Private Insurance 31.99%
- Self-Pay 4.82%

QUESTION: How does the County receive patient health insurance information? Face sheets? Directly from hospitals? Other means?

ANSWER: Randolph County EMS receives patient health insurance information from face sheets sent from hospitals and nursing facilities.

QUESTION: What is the current ePCR platform utilized by County personnel? Given the fact that the County is interested in a new ePCR platform, does the County have an ePCR preference?

ANSWER: Randolph County EMS currently utilizes automated run tracker software from EMS Consultants out of Georgia. Our current ePCR preference is ESO Solutions.

QUESTION: Does the County have laptops in its medic units? If so, how many and what type are they?

ANSWER: Randolph County EMS utilizes Panasonic toughbooks on each ambulance (ten laptops in total).

QUESTION: Please list the principal hospitals to which County EMS personnel make transports. Also, please indicate next to each hospital the percentage of your total transports in 2009 that each hospital received.

ANSWER: Randolph County EMS transports to the following hospitals:

- Alamance Regional Medical Center
- NC Baptist Medical Center
- Chatham Memorial Hospital
- Duke University Medical Center
- Durham Regional Hospital
- Durham Veterans Hospital
- Forsyth Memorial Hospital
- High Point Regional Medical Center
- Montgomery Memorial Hospital
- Moore Regional Hospital
- Moses H. Cone Memorial Hospital
- North Carolina Memorial Hospital
- Randolph Hospital, Inc.
- Thomasville Medical Center
- Wesley Long Community Hospital
- Greensboro Women's Hospital

QUESTION: What is the average loaded mileage distance for County transports?

ANSWER: Randolph County EMS loaded and unloaded total mileage is 329,285. We are currently working towards breaking it out as loaded and unloaded mileage. The average total mileage per transport is 11.29 miles.

QUESTION: In 2009, approximately what percentage of all annual transports included at least one (1) EMT-P or EMT-I on transport vehicles?

ANSWER: Randolph County EMS ambulances always have at least one (1) paramedic on board.

QUESTION: In 2009, what were your total charges for EMS billings?

ANSWER: The total charges for EMS transports and non-transports for fiscal year 2009 was \$4,045,420.08.

QUESTION: In 2009, exactly how many EMS alarms were dispatched?

ANSWER: Randolph County Communications Dispatched 16,956 EMS in 2009. Of these dispatched calls, Randolph County EMS made 9,246 transports in 2009.

QUESTION: In 2009, what was your gross revenue from EMS transports?

ANSWER: Randolph County EMS gross revenue from EMS transports and non-transports was \$3,403,586.57 in 2009.

QUESTION: How are payments from EMS transports handled? Are they sent to you? To a bank lockbox?

ANSWER: Randolph County EMS payments for service are handled by the Randolph County Tax Department. All payments are mailed to the Tax Department or they can be paid in person at the Tax Department.

QUESTION: Please provide the County's current rates for each of the ambulance transport categories:

- ALS1
- ALS2
- BLS
- Loaded mileage

ANSWER: Randolph County's rates for the following charges are outlined below:

- ALS1 \$385.00
- ALS2 \$560.00
- BLS1 \$205.00
- BLS2 \$325.00
- ALS non-transport \$125.00
- Loaded mileage \$ 6.87

QUESTION: Does the County currently have a subscription program? Any specific residency discount programs?

ANSWER: No. Randolph County does not have a subscription program or residency discount program.

QUESTION: Does the County currently utilize a collection agency?

ANSWER: Randolph County EMS utilizes the Tax Department as our billing and collection agency. The Randolph County Tax Department handles the debt set-off and garnishments.

QUESTION: Do you provide any non-emergency transports? If so, approximately how many?

ANSWER: Randolph County EMS utilizes Ash-Rand and Piedmont Triad Ambulance services for non-emergency transports. On occasion, Randolph County EMS provides these services when needed. These transports are included in the 9,246 total transports figure in an earlier response.

QUESTION: Please provide a breakdown of transports by the following:

- ALS1
- ALS2
- BLS
- SCT (Specialty Care Transport)

ANSWER: Randolph County EMS transports breakdown as follows:

- ALS1 24,040 Transports
- ALS2 928 Transports
- BLS 166 Transports
- ALS-No Transport 255 Transports

QUESTION: Does the County anticipate an increase in transport fee rates in the foreseeable future?

ANSWER: Yes. Randolph County anticipates an increase in transport fee rates in 2011. These rates have not been determined at this time.

QUESTION: Does the County bill for service where no transport occurs? If so, what is the charge?

ANSWER: Yes. Randolph County EMS bills \$125.00 for ALS-no transport. If an ALS procedure was not done on the call, then no charges are assessed.

QUESTION: Does the County utilize a “lockbox” for collections?

ANSWER: No. Randolph County does not utilize a “lockbox” for collections.

QUESTION: Has the County evaluated other e-PCR systems and if so, which ones?

ANSWER: Yes. Randolph County EMS has reviewed various e-PCR solutions including ESO, ART, EMS Charts, Medusa Solution, RAM, Zoll, and Ortivus.

QUESTION: In addition to including an e-PCR system in vendors' bids, would the County like for vendors to propose field hardware as well?

ANSWER: Randolph County EMS utilizes Panasonic Toughbooks (ten laptops total) and a printer on each ambulance. Each unit has a wireless solution as well. Each ambulance base also has computer assess.

QUESTION: Should vendors include a turn-key hardware solution including docking stations and mounting hardware in vehicles?

ANSWER: No. The proposal should be a turn-key solution **excluding** computers, wireless access points, docking stations and printers.

QUESTION: May billing services vendors bid more than one e-PCR system to allow the County to choose among various systems?

ANSWER: Yes. Billing services vendors may bid more than one (1) e-PCR system to allow Randolph County EMS to review and evaluate various systems.

QUESTION: How many completed (billable) transports for 2008?

ANSWER: Completed (billable) Randolph County EMS transports in 2008 totaled 8,123.

QUESTION: How many completed (billable) transports has Randolph County EMS had year-to-date in 2010?

ANSWER: Randolph County EMS has had 7,043 completed (billable) transports year-to-date in 2010.

QUESTION: Does Randolph County EMS have any contracts that impact reimbursement?

ANSWER: No. Randolph County EMS does not have any contracts that impact reimbursement at this time.

QUESTION: What agency does Randolph County EMS currently use for bad debt collection? Does the County plan to continue the current relationship?

ANSWER: Randolph County EMS currently uses the County Tax Department for bad debt collections and will continue to employ the County Tax Department for bad debt collections.

QUESTION: Does the County currently provide the Notice of Privacy Practices (NPP) to patients? If so, what method is used?

ANSWER: Randolph County EMS personnel give the NPP form to the patients they transport or the billing personnel mail it to the patient.

QUESTION: What aspects of the current e-PCR solution are prompting the desire to change?

ANSWER: Randolph County EMS wants and needs to change our current e-PCR in order to enhance our patient care documentation, improve access to PCR's by medics and hospital staff, to increase timeliness and to have a more user friendly e-PCR system for EMS personnel.

QUESTION: What CAD system is currently used by the County?

ANSWER: Randolph County EMS utilized Spillman as our CAD solution.

QUESTION: What Cardiac Monitors are currently used by the County?

ANSWER: Randolph County EMS utilizes Medtronic Lifepack 12s as Cardiac Monitors.

QUESTION: How many field personnel are currently employed by Randolph County EMS?

ANSWER: Randolph County EMS has 43 full-time and 25 part-time positions.

QUESTION: How many stations/bases are staffed throughout the day?

ANSWER: Randolph County EMS has six (6) bases that are staffed throughout the day. Five (5) bases are staffed twenty-four/seven and one (1) base is staffed from 8:00 a.m. until 8:00 p.m. each day.

QUESTION: Is there a planned pre-bid conference? If yes, is it mandatory?

ANSWER: Randolph County EMS will not conduct a pre-bid conference.

QUESTION: Does the County expect to have live presentation as a part of the process?

ANSWER: Randolph County EMS does not expect to hold live presentations as a part of the initial process. However, we reserve the right to request live presentations from the top three vendors as a part of the evaluation process.

QUESTION: Please indicate whether the County expects significant changes in later reporting periods. For example, is transport volume expected to increase or decrease in the next twelve months, or is the County scheduled to change rates within the next twelve months.

ANSWER: Randolph County EMS does not expect the information provided to vary significantly in later reporting periods. The call volume increases each year about 2 to 5%. Randolph County EMS is planning to ask for an increase in fees in 2011. These rates have not yet been determined.

QUESTION: To the extent available, please provide the total level of contractual adjustments, statutorily required adjustments, payments received according to payer type, and adjustments for non-collectable accounts (bad debt) for the most recently available 12 month reporting period.

ANSWER: The following information is from the time period **July 1, 2009** through **June 30, 2010:**

- **Statute of Limitations/Non-Collectable Account:** \$219,267.74

- **Contractual Adjustment:**
 - Medicare \$ 19,533.19
 - Medicaid \$ 352,806.35

- **Payment Types By Payor Type:**
 - Medicare \$1,220,473.49
 - Medicaid \$ 220,001.22
 - Auto Insurance \$ 37,648.10
 - Worker's Comp. \$ 24,912.79
 - Primary Insurance \$ 879,033.66
 - Secondary Ins. \$ 128,002.53
 - Private Pay \$ 686,155.09