



## ADDENDUM 2

February 3, 2020

ITN PS 01-20

### EMS BILLING SERVICES

This addendum is to answer questions provided by the vendors:

1. Are there any hardware specific requirements? **No set requirements, they just need to be able to work in the field, be one unit (not detachable) and support the program. We currently have Toughbook.**
2. Does the memory need to be increased? **No**
3. What kind of warranty would you like? **Minimum of three (3) years**
4. Regarding the ECPR software, does the County have a preference with a certain vendor? **No**
5. Who is the vendor that will be supplying your cardiac monitors? **We are currently out to bid but it will either be a Zoll or LifePack Unit.**
6. What type of functionality does the EPCR need? **Easy transition and flow of information. Must meet SPECS for EMSTARS and data must easily be gleaned from PCR for billing purposes.**
7. What are the training requirements and what should they cover: **3 day training of EMS personnel on changes in billing process and new requirements for data gathering as they occur. 3 hours training in the read only version of the software. Annual refresher training**
8. Can we get the model/serial number of the Toughbook that would like to be used? **Panasonic Toughbook CF-31**
9. Who is the current collection agency of record? RTR Financial, use link below to access the contract:  
<http://www.co.okaloosa.fl.us/sites/default/files/contracts/contract/C19-2820-PS.pdf>
10. Will the incumbent bill all outstanding accounts receivable or will the new vendor be responsible for that? **New Vendor**

11. Please provide the number of total runs from 2018 **31,101**
12. Please provide last year's total contractual adjustments and write-offs from 2018.  
**Adjustments: \$8,424,020.30 Write offs: \$883,382.66**
13. What is your current payer mix? (i.e. % of Medicare, Medicaid, Commercial Insurance, Self-pay, etc.) **See Attached PDF**
14. Will the County or the vendor be responsible for paying the transaction costs of credit card payments: **County**
15. Who is your current billing vendor? **R1-formally Intermedix. See link below for access to the current contract.**  
[http://www.co.okaloosa.fl.us/sites/default/files/contracts/contra\\_pdf/C14-2179-PS.pdf](http://www.co.okaloosa.fl.us/sites/default/files/contracts/contra_pdf/C14-2179-PS.pdf)
16. What is your current billing vendor's commission rate? **4.46% non-medicaid \$11.00 per Medicaid account**
17. Are you satisfied with your current biller's performance? **Yes**
18. Regarding #11 under the Scope of Work requirement, will the county consider remote representative access in lieu of onsite representation? **No.**
19. Please clarify the charging cables, would these be 110v or 12 volt? New hardware typically comes with additional AC adapters, are you requesting 2 extras? **110v/12v**
20. Will the county require a 3, 4 or 5 year hardware warranty support term? **Three year minimum**
21. Will the county consider a 2 in 1 detachable device? **No**
22. What is your annual EMS incident volume? **33,000**
23. Is there a requirement for a CAD integration? **Yes: Smart Cop**
24. What is your level of satisfaction with your current vendor for the same purchasing activity? **5 out of 10**
25. What estimated or actual dollars were paid last year, last month, or last quarter by any incumbent? **FY 2019: \$62,0362.63**
26. Are you currently using an EPCR solution: **Trip Tix/Open to other options/Contractor encouraged to provide input**
27. Do you have facility contracts: **No**
28. Current Practice for Notice of Privacy Statements: **Provided in run report/vendor mails to patient**
29. Average loaded miles: **911 Calls (Approx. 7 miles) Out of County (Approx. 50 miles) Long Distance (Approx. 345)**

30. Verizon Connectivity: **Verizon internal aircard**
31. Does the county utilize a lockbox for collections: **Yes: Vendor does not have visual access**
32. How many invoices does the county require and at what intervals: **4 total; monthly intervals**
33. Last Date of Medicare Revalidation: **2017**
34. Was OCEMS chosen for the Medicare Ground Ambulance Data Collection System Report in 2019. If so will vendor be supplying information **No**
35. What is the hardship policy for patient accounts? **15 % discount if balance paid in full.**
36. How is 40% collection rate determined? **Information provided by current vendor**
37. Scope of work #20: As an alternative will you allow OCEMS to upload documents to the contractor and allow the contractor to enter the documents into their billing software promptly? **Yes**

**The opening date for this ITN remains February 19, 2020 at 3:00 PM CST.**