



Request for Proposals for Emergency Medical
Services Billing

Scott County Fiscal Court
101 E. Main Street #210
Georgetown, KY 40324
502-863-7850

INTRODUCTION AND GENERAL INFORMATION

Georgetown Scott County Emergency Medical Services ("GSCEMS") operates under an Interlocal Agreement with the Scott County Fiscal Court and the City of Georgetown, Kentucky. Pursuant to that agreement, GSCEMS operates as an agency managed by the Scott County Fiscal Court, and therefore all proposals should be addressed to the Scott County Fiscal Court.

GSCEMS will receive sealed proposals until 3:00 pm [Eastern Standard Time] on June 27, 2025 for a qualified third-party billing service to handle 911 pre-hospital Emergency Medical Services (EMS) billing services. As this is a formal sealed proposal, no faxed proposals will be accepted. Any responses received after the above date and time will be returned unopened to the offeror.

The purpose and intent of this Request for Proposal (RFP) is to solicit sealed proposals to provide professional services through competitive negotiations for a third-party billing service for Georgetown Scott County Ambulance Service, hereinafter referred to as "SERVICE".

INQUIRIES

As it is expected that each firm may have different needs for information, it is incumbent on each firm to make whatever inquiries it deems necessary in order to respond to the RFP. The County assumes no responsibility for oral instructions, suggestions or interpretations. Any material change will be submitted to all offerors through issuance of an addendum by the County. It is the responsibility of the proposed offeror to inquire, in writing, about any portion of this invitation that the offeror does not understand. All inquiries concerning this invitation should be submitted in writing to the Purchasing Manager. **Inquiries will be accepted until 3:00 pm [Eastern Standard Time] on June 18, 2025.** Such inquiries may be e-mailed to: chris.runyon@scottky.gov

The SERVICE provides the mechanism for the evaluation of all information received. The evaluation will be based on predetermined criteria including, but not limited to, cost experience, service provided, organization size, structure, stability, and acceptability of service requested.

REQUEST FOR PROPOSAL EMERGENCY MEDICAL SERVICES BILLING

PURPOSE

GSCEMS will receive sealed proposals until 3:00 pm [Eastern Standard Time] on June 27, 2025 for a qualified third-party billing service to handle 911 pre-hospital Emergency Medical Services (EMS) billing services.

BACKGROUND

Emergency Medical Services in Scott County are provided by a full-time service. Scott County provides services to approximately sixty thousand (60,000) permanent residents. The Department responded to over nine thousand (9,000) EMS calls for service in 2024. Of those responses approximately one thousand (1,000) were inter-facility transfers.

OVERVIEW OF BILLING PROCESS

Scott County will utilize all applicable resources to ensure honest, ethical and lawful billing practices. This includes but is not limited to HIPAA regulations, federal, state and local requirements, insurance and accounting practices. Currently all the EMS transporting personnel use an electronic Patient Care Report. The billing services provider will receive payment information and post it to the appropriate accounts and provide posting documentation to and as required by GSCEMS. The billing services provider will provide a firewall protected HIPAA Compliant method by which Scott County can send Protected Health Information (PHI) regarding transported patients.

SCOPE OF WORK

1. The Billing Services Provider will prepare and submit accurate and complete insurance claims electronically (preferred) or manually, to include but not limited to Medicare, Medicaid, and any other applicable carriers including both commercial and private insurances. Claims submitted with complete and accurate information will be filed with third party entities within 48 hours of receipt from GSCEMS.
2. Prepare and mail invoices to patients responsible for co-pays and/or deductibles, private pay, and uninsured patients.
3. Post payments to the appropriate accounts and provide payment posting and revenue reports to GSCEMS. The EMS Billing Service Provider shall utilize a process for checking scanning/depositing of physical checks that may come to billing provider. Billing provider shall supply a fully functioning dashboard/web portal to view these deposits & credit card payments for Scott County to better understand real time analytics for direct pay and payments via checks. Billing provider shall also provide a fully HIPAA secured FTP site or web portal to upload correspondence, EOB's, payments, etc. when they come to the Scott County office.
4. Provide GSCEMS with an itemized report of all invoices and claims billed, monies collected

and outstanding balances monthly that is uploaded to a secured web portal, that keeps monthly/yearly storage of these reports.

5. Provide the Counties finance director with additional reports regarding write-off on a monthly basis to and in a format required by the Counties Finance Director.

6. Invoice GSCEMS monthly for services rendered on a percentage of monies collected.

7. Provide GSCEMS personnel with appropriate training concerning documentation, charges and requirements of applicable health care laws and regulations.

8. Customer Service: The EMS Billing Services Provider will provide a dedicated Customer Service Representative who will provide detailed information on claims, patient bills, revenue, coding questions, etc. on a as needed basis by the County, Monday through Friday, during normal business hours, excluding Holidays. A local or toll-free customer service number must be provided. Billing provider shall provide a team of patient service representatives who take patient calls Monday – Friday 8 am to 5 pm

9. The EMS Billing Services Provider acting on behalf of GSCEMS will remain respectful and mindful of the needs of its citizens and patients:

- a. GSCEMS will operate under a compassionate billing program.
- b. Weekly or monthly installment payment plans will be offered to patients with outstanding balances and will be managed by the Billing Services Provider.
- c. All collection procedures with respect to EMS Billing must be approved by the Counties Finance Director.

10. Patients will receive a bill each month for three (3) months. If bill has not been paid in full within ninety (90) days, the billing provider will contact GSCEMS for guidance.

11. The EMS billing provider will report which accounts have been determined to be uncollectible to GSCEMS. The criteria for uncollectible accounts will be approved by GSCEMS.

12. Scott County Fiscal Court reserves the right to recall accounts from the EMS Billing Services Provider -upon written notice.

13. The EMS Billing Services Provider is responsible for providing all materials and resources required for the performance of the contract including, but not limited to, facilities, equipment, statements, postage and personnel.

14. The EMS Billing Services Provider may be responsible for providing and covering the cost of the specified ESO Solutions software for the duration of the contract. Georgetown-Scott County EMS may opt to be responsible for covering the cost of ESO if they can do so at a lower cost than the bidder. ESO Solutions is the provider of the ePCR software and hosting data. Any associated costs of procuring information from the ESO database for the purposes of billing and/or training on software updates will also be included and covered by the EMS Billing Services Provider. The EMS Billing Services Provider is responsible to keep all current software

licenses and fees from expiring for the duration of the contract.

Communication and Reporting Requirements

The successful proposer shall demonstrate the ability to provide clear, timely, and comprehensive communication and financial reporting services to Georgetown Scott County Emergency Medical Services. The expectations include, but are not limited to, the following:

1. Monthly Meetings

The proposer shall participate in monthly meetings, either in person or via phone/video conference, to review and discuss detailed financial summary reports. These meetings shall serve to ensure financial transparency, address outstanding issues, and review key performance indicators.

2. Ongoing Financial Communications

The proposer shall maintain effective and open communication with GSCEMS regarding all financial matters, including but not limited to:

- Billing issues or modifications in the billing process
- Write-offs and justifications
- Collection percentages, with a specific focus on:
 - Revenue per run
 - Days in Accounts Receivable (AR)
 - Net and gross collections

3. Real-Time Communication on Report Corrections

The proposer shall provide real-time notifications and communications to GSCEMS regarding any corrections needed in patient care reports that affect billing accuracy, reimbursement, or compliance.

4. Responsiveness

All email or phone communications initiated by GSCEMS must be acknowledged and responded to promptly, typically within two (2) business days of receipt.

Failure to meet these communication and reporting expectations may result in contract review or termination.

ADDITIONAL REQUIRED INFORMATION

1. EMS Billing Services Provider must provide a history of the firm, qualifications and years of experience in 911-ambulance billing.

2. EMS Billing Services Providers must describe their capability to provide automated claims submission to applicable insurance carriers.

3. EMS Billing services providers must also provide 5 references. These references will include the name, address and telephone number of the Department Chief and the total number of billable transports submitted electronically in 2024.

4. EMS Billing Services Providers should provide information on the availability and description of reports that can be generated on request via a secure connection to the Billing Services Provider's web portal. If applicable, please also indicate whether said reports can be saved to a variety of file formats (Microsoft Word, Excel or Adobe Portable Document Format) and provide samples.
5. EMS Billing Services Providers should confirm and provide references where they are currently engaged with a 3rd party compliance firm. This engagement would include the 3rd party firm providing yearly documentation and coding audits, with a recommendation from said firm.
6. EMS Billing Services Provider shall confirm that, to the best of their knowledge, they are not presently the subject of any federal or state investigation involving fraudulent or abusive billing practices, and if such investigations are ongoing or have occurred within the past five (5) years, the EMS Billing Services Provider shall provide the nature and outcome of such investigations with the responses to this REP.
7. Scott County Fiscal Court or its Agent reserves the right to audit the records of the vendor selected during normal business hours upon giving reasonable notice of intent to do so.
8. EMS Billing Service Providers, by virtue of the proposal, agree to hold Scott County Fiscal Court harmless from liability incurred in the performance of the contract. Additionally, providers agree to comply with all laws applicable for work with the state of Kentucky.
10. A certificate of Worker's Compensation shall be provided to GSCEMS.
11. The contract will be for a period of three (3) years from the initial date of signing with the option to renew at the discretion of Scott County for two-year (2) additional lease term, not to exceed five (5) years total.

SUBMISSION OF PROPOSALS

All submittals shall be sent to the following address and must be submitted prior to 3:00 pm [Eastern Standard Time] on June 27, 2025.

**Scott County Fiscal Court
101 East Main Street #210
Georgetown, KY 40324**

Each vendor must submit one (1) original and two (2) copies of its proposal in a **sealed envelope appropriately marked GSCEMS Billing RFP 2025** which must be received at the above address by the deadline of 3:00 pm [Eastern Standard Time] on June 27, 2025. All proposals must remain firm for one hundred twenty-one (121) days following the date of submission of the sealed proposals.

Scott County Fiscal Court reserves the right to waive any irregularities and reject any and all proposals. Late proposals will not be accepted and will be returned unopened.

EACH PROPOSAL SHALL ALSO PROVIDE THE FOLLOWING INFORMATION:

1. The name of every company bearing an interest in the proposed services.
2. The name, title, address and telephone number of individuals with authority to contractually bind the vendor; and
3. A designated person(s) who can be contacted for prompt contract administration upon award of the contract. This information shall include the person's name, title, address and telephone number.

QUESTIONS AND ADDENDUMS

Vendors shall carefully examine this RFP and any addenda. Vendors should seek clarification of any ambiguity, conflict, omission or other error in this RFP in writing.

Oral comments do not form a part of this RFP.

PROPOSAL PREPARATION GUIDANCE

The Proposal response must address the items included in the Scope of Work and Additional Required Information. It is expected that the proposal will conform to the following format:

Proposals should be prepared simply and economically, providing a straightforward, concise description of the capabilities of their offering. Unnecessarily elaborated brochures or other presentations beyond those sufficient to prepare a complete and concise proposal are not desired.

Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

Oral Presentations: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to GSCEMS. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This would be a fact finding and explanation session only and will not include negotiations. GSCEMS will schedule the time and location of these presentations.

EVALUATION CRITERIA

1. Qualifications and experience of the firm. (30 points)
2. Understanding of the Scope of Work (10 points)
3. Use of technology (10 points)
4. Reference checks and evidence of collection rates. (30 points)
5. History of compliance with a 3rd party compliance firm. (20 points)

Total Points Possible = 100

METHOD OF AWARD

GSCEMS will evaluate all proposals in accordance with the Evaluation Criteria contained herein. Should the County determine that only one Offeror is fully qualified, or that one Offeror

is clearly more highly qualified and suitable than the others under consideration, a contract may be awarded to that Offeror.

The County may also solicit oral presentations from vendors deemed fully qualified to provide the EMS Billing Services identified in this RFP. In that case, upon conclusion of the presentations, the County will award the contract to the Offeror deemed most qualified for this EMS Billing effort.

Scott County Fiscal Court reserves the right to reject any and all proposals and to award a contract that is in the best interest of the Scott County Fiscal Court and GSCEMS.

COSTS INCURRED IN RESPONDING

This request does not commit the County to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs for the preparation thereof, nor to procure or contract for services.

PRIME VENDOR RESPONSIBILITIES

The vendor will be considered the sole point of contact regarding all stipulations, including payment of all charges and the meeting of all requirements of this RFP.

INVOICING REQUIREMENTS

The County will authorize payment to the EMS Billing Services Provider based on satisfactory performance and receipt of EMS Billing Services Provider's correct invoice for services rendered.