



Request for Proposal Questions and Responses

Request for Quotes: EMS Treatment/Transport Billing Services

Updated Proposal Due Date: Thursday, February 13, 2025, at 3PM

All Prospective Vendors: The following questions and inquiries were submitted by companies who intend to submit a proposal, and have received a response from the Boston Public Health Commission below.

- 1. Could you share who your current provider is and how long they have been providing services to Boston EMS? When does your current contract end?**

RESPONSE: Boston EMS currently has a contract with Optum Change Healthcare for billing through June 29, 2024, and a one (1) year contract with Digitech, through June 30, 2025. The contract with Change Healthcare dates back to 2015, when the EMS billing technology solution was under McKesson.

- 2. Could you please share the key factor(s) that prompted the decision to issue this RFP at this time? For example, are you unhappy with your current vendor? Are you required to go through the RFP process at this time? Are there specific service areas, capabilities, or pricing structures you're looking to enhance through this RFP process?**

RESPONSE: As a public entity, Boston EMS is required to issue regular bids for services to ensure equitable and competitive procurement processes.

- 3. Would you be willing to share a copy of your current contract terms?**

RESPONSE: BPHC Contract terms are posted on the bid page.

- 4. Regarding contract terms: Is there flexibility in your standard contract terms and conditions? Are there specific terms that are non-negotiable?**

RESPONSE: Vendors suggesting edits to the standard contract terms should outline them in their response to the RFP. Any modifications will require review and approval by our General Counsel's Office.

- 5. Could you please share your current vendor fee structure/percentage and payment terms?**

RESPONSE: Boston EMS currently pays Digitech 2.85% of net collected revenue.

- 6. On page 2 of the RFP, it states that questions concerning this RFP are due on January 24, 2025, and the proposal is due on February 7, 2025. However, on page 15, it states that questions are due on January 17, 2025, and proposals are due on January 31, 2025. Could you please clarify the correct deadlines?**

RESPONSE: The correct dates were on page 2, although the deadline for submission has been extended to Thursday, February 13th at 3PM EST.

- 7. Please provide the total billable transports for either the calendar year 2023 or the fiscal year 2022–2023.**

RESPONSE: in FY23 (July 1, 2022 to June 30, 2023), Boston EMS had 87,559 billable transports.

- 8. Please provide the total net collections for either the calendar year 2023 or the fiscal year 2022–2023.**

RESPONSE: In FY23 (July 1, 2022 to June 30, 2023), Boston EMS had \$37,339,359 in net collections.

9. Are vendors responsible for distributing Notices of Privacy Practices (NPPs) or HIPAA notifications?

RESPONSE: Yes, vendors are responsible for distributing Notices of Privacy Practices.

10. Regarding the scope of work under the customer service section 3.4 concerning the Satisfaction Survey, could you please clarify whether BPHC/Boston EMS prefers surveys to be facilitated online or through mailings?

RESPONSE: BPHC/Boston EMS is interested in securing patient feedback; vendors can propose the option they feel will best meet this requirement.

11. When patients pay via credit card, who is responsible for the credit card fee—the vendor, BPHC/Boston EMS, or is it passed on to the patient?

RESPONSE: BPHC/Boston EMS will work with the awarded vendor to determine the best approach to credit card payments.

12. Who is responsible for the cost of the lockbox?

RESPONSE: BPHC/Boston EMS covers the expense of the lockbox.

13. Can we please get the BPHC Standard Contract?

RESPONSE: It is now available on the bid page.

14. Page 2 of the RFP states that the RFP questions are due by January 24th, and the due date for RFP is February 7th. However, page 15 states questions are due by January 17th, and the RFP due date is January 31st. I'm assuming page 2 is correct, but just making sure.

RESPONSE: The correct dates were on page 2, although the deadline for submission has been extended to Thursday, February 13th at 3PM EST.

15. Page 2 states that the RFP is to be emailed to you. Page 16 states: "Do not bind proposals. Submit the following: one original proposal signed in blue ink, two copies and a PDF file of proposal on a USB flash drive with all required information, following in the order outlined below." Confirming that all you need is the proposal response emailed to you and that no mailing is necessary.

RESPONSE: The proposals can be emailed, hard copies are not required.

16. Would you consider extending the proposal due date to allow adequate time for vendors to incorporate the Q&A responses into their proposals? The current timeline provides limited time to integrate Q&A clarifications to fully address the RFP's requirements.

RESPONSE: Thank you for this suggestion, the deadline has been updated.

17. Please provide the following for each call type (annual volume/run mix for most recent fiscal year):

Call Type	Billed FY23 Call Volume
ALS Emergency	8.2%
BLS Emergency	91.3%
ALS2	0.6%
Treat No Transport	0%

18. Please provide the following for each payor category (most recent fiscal year):

Payor Category	FY23 Gross Charges	FY23 Net Collections
Medicare	\$49,563,330	\$13,549,844
Medicaid	\$47,943,608	\$9,895,430
Commercial	\$23,061,759	\$13,205,675
Self-Pay	\$12,914,593	\$154,321
Other Government	\$1,955,649	\$482,664
Totals:	\$135,516.637	\$37,339,359

19. Can you provide a list of your most common local commercial payors?

RESPONSE: The most common local commercial payors are Blue Cross Blue Shield, Harvard Pilgrim Healthcare, and Tufts Associated Health Plan.

20. Will your current biller continue to work open accounts when the new vendor begins billing?

RESPONSE: The expectation will be for the current vendor to complete the billing cycle (120 days) for claims and then transfer records/accounts over to the new vendor.

21. How do you provide a HIPAA Notice of Privacy Practice to each patient?

RESPONSE: The Notice of Privacy Practices is currently mailed to the patient.

22. Does the City use a lockbox to receive payments or are payments/correspondence received and deposited into your account by the billing company?

RESPONSE: BPHC/Boston EMS has a lockbox to receive payments.

23. Do you have any payor contracts in place?

RESPONSE: No, BPHC/Boston EMS does not have payor contracts in place.

24. Does BEMS have a documentation QA process/policy in place? If so, can you share it?

RESPONSE: BPHC/Boston EMS has a multifaceted approach to case and documentation review that will be reviewed with the contracted vendor. We do not have an official policy.