ADDENDUM NO. 1
ISSUE DATE: October 7, 2021

CITY OF NEWPORT NEWS
OFFICE OF PURCHASING
2400 Washington Avenue, 4th Floor
Newport News, VA 23607
Phone: (757) 926-8721/ Fax: (757) 926-8038
www.nnva.gov/purchasing

Solicitation Number:	**RFP 22-1923-0855**
Solicitation Name:	**Emergency Medical Billing Services**
Proposals Due:	**October 14, 2021 at 5:00p.m. (CHANGED)**

This Addendum supplements or modifies the original Solicitation noted above and is made part of the Request for Proposals. This Addendum consists of six (6) pages, including the cover page.

Note the following changes and prepare your submittal accordingly:

1. The due date and time has been changed from October 12, 2021 at 5:00p.m. to October 14, 2021 at 5:00p.m.
2. Questions and Answers (page 2-6)

Please sign and include this Addendum with the Proposal to certify the information contained in this Addendum is incorporated in your submittal.

Company Name: _____

Print Name: _____Title: _____

Signature: _____ Date: _____

This Form Must Be Signed.

Prepared By: ***Tionna Cloud***
Senior Buyer

Questions and Answers

1. Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.

   Answer: The City funds Imagetrend and hardware. However, the offeror must ensure their system will interface with Imagetrend to receive the ePCR reports.

2. Can you please confirm the net charges for fiscal year 2021?

   Answer: $6,627,172.86

3. Can you please provide the total collections for fiscal year 2021?

   Answer: $4,240,269.65

4. Please provide the average revenue collected per transport for fiscal year 2021?

   Answer: $209.20

5. Please provide a breakdown of FY 2021 transports by primary payor for the following categories?

   Answer:

   - Medicare - 7,360
   - Medicaid - 5,431
   - Commercial Insurance - 1,572
   - Patient Pay - 5,003

6. Please provide the average loaded mileage per transport?

   Answer: 3.88

7. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

   Answer: The offeror currently distributes the NPP's to the patients and the successful offeror will be responsible for mailing NPP's.

8. Will the successful vendor be responsible for the cost of the City's lockbox?

   Answer: Yes, the offeror will be responsible for the cost of the City's lockbox.

9. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

   Answer: The proposal submission deadline for this Request for Proposals is listed on the cover page of this addendum.

10. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

    Answer: There is not a SWAM requirement; however, it is an important business objective of the City to promote the economic enhancement of small businesses, women-owned businesses, minority-owned businesses, and service-disabled veteran-owned small businesses (SDV), collectively known as SWAM through partnerships with Contractors.

11. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee

structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer: Please refer to Page 13, Section C – Submission Requirements and Evaluation, 3. Price Proposal in the solicitation.

12. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

    Answer: The City does not share information related to offeror performance.

13. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

    Answer: Please refer to Page 13, Section C – Submission Requirements and Evaluation, 5. Evaluation of Proposals in the solicitation.

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

    Answer: $185,580.77 last fiscal year, $68,035.88 last quarter, and $18,495.63 last month.

15. What were your total annual adjustments for last year or for the last 12 months?

    Answer: $9,275,893.66.

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

    Answer: $3,611,416.35.

17. What are your advanced life support charges?

    Answer: Level 1 $600.00; Level 2 $750.00.

18. What are your basic life support emergency charges?

    Answer: $500.00.

19. What are your specialty care transport charges?

    Answer: N/A

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

    Answer: July 1, 2012 – After analyzing other localities' rates, the Newport News Fire Department is not considering raising current rates.

21. Are there any other charges you assess not otherwise covered by our questions?

    Answer: Rate of Mileage $11.00 per loaded mile; Evaluation, non-transport $125.00.

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

    Answer: 97.87% of patients are Newport News, VA residents. The rates are the same for residents and non-residents.

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

    Answer: Automatic Aid agreement with Hampton, VA – The department does not bill for EMS incidents outside of Newport News.

24. What were your transports per year for basic life support emergency for last year or the last 12 months?
    Answer: 8,028.

25. What were your transports per year for specialty care transport for last year or for the last 12 months?
    Answer: N/A

26. What is your payer mix expressed as percentages of 100% billed?
    Answer: Medicare 37.81%; Medicaid 26.68%; Patient 24.79%; Insurance 7.77%; Other 2.96%.

27. Do you have a lockbox provider and, if so, which provider?
    Answer: Wells Fargo.

28. If you have a lockbox provider, will that provider remain in place due to this procurement?
    Answer: No, the offeror is responsible for providing the lockbox.

29. Do you have a collection agency provider and, if so, which provider?
    Answer: NNFD EMS Billing personnel is the collection agency.

30. Which local hospitals or care facilities typically receive most of your patients?
    Answer: Riverside Regional Hospital and Bon Secours Mary Immaculate Hospital.

31. Please confirm your total annual dollars collected for FY 21 and FY 20
    Answer:
    FY20 Net Sales - $6,032,549.74
    FY21 Net Sales - $6,628,245.68

32. What are you total annual charges for FY21 and FY20?
    Answer:
    FY20 Sales + Sales Payer Reclass = $13,370,228.27
    FY21 Sales + Sales Payer Reclass = $14,053,204.86

33. Please confirm what your total annual “billable” transports for FY21 and FY20?
    Answer:
    FY20 - 18,548
    FY21 - 20,269

34. What is your total annual “billable” transports for FY21 and FY20 by level of care ALS, ALS2 and BLS?
    Answer:
    FY20
    - ALS 7,112
    - ALS2 286
    - BLS 7,674
    - TNT 3,475

    FY21
    - ALS 7,823
    - ALS2 276
    - BLS 8,028

- TNT 4,142

35. What is your payer mix for charges for FY21 and FY20?

Answer:

FY20

- MEDICARE 41%
- MEDICAID 26%
- PATIENT 17%
- INSURANCE 12%
- OTHER 4%

FY21

- MEDICARE 42%
- MEDICAID 26%
- PATIENT 17%
- INSURANCE 11%
- OTHER 4%

36. What is your payer mix for receipts for FY21 and FY20?

Answer:

FY20

- MEDICARE 60%
- MEDICAID 18%
- INSURANCE 14%
- OTHER 5%
- PATIENT 4%

FY21

- MEDICARE 61%
- MEDICAID 18%
- INSURANCE 12%
- OTHER 4%
- PATIENT 4%

37. How are the Notice of Privacy Practices provided?

Answer: The current contract holder distributes the NPP's to the patients and the successful offeror will be responsible for mailing NPP's.

38. Who is current vendor providing these service?

Answer: Digitech Computer, Inc.

39. What is the current fee charged by the current vendor providing these services?

Answer: 4.3% of all claims collected.

40. Are credit card payments currently being utilized? If so, please describe the process and how total fees associated with these transactions are handled currently along with the amounts associated with each.

Answer: The current contract holder handles the credit card payments and pays for the credit card fees.

41. What is the average charge per transport?
    Answer: $685.18

42. What is your average mileage per transport?
    Answer: 3.88

43. Do you have any contracts or participating provider agreements with any private/commercial insurers?
    Answer: The City of Newport News does not have any contracts or participating provider agreements with any private/commercial insurers.

44. What is the current CAD/Dispatch platform?
    Answer: Hexagon version 9.4

45. Does the City utilize any type of subscription service?
    Answer: Not applicable.

46. The RFP states the vendor is to be responsible for all fees related credit/debit card transactions for patients to pay their balances due. For the past calendar year, please provide the number of credit/debit card transactions processed on behalf of your service, and the total dollar amount of those transactions.
    Answer: 1,415 credit card transactions, total of $172,047.51

47. Please list which hospitals the City transports to, as well as the approximate percentage of transports that go to each facility. Do these facilities currently participate in data interchange programs?
    Answer:
    - RIVERSIDE REGIONAL HOSPITAL 75.11%
    - BON SECOURS MARY IMMACULATE HOSPITAL 17.34%
    - CAREPLEX HOSPITAL 4.95%
    - SENTARA HAMPTON CAREPLEX HOSPITAL 2.11%
    - CHILDRENS HOSPITAL OF THE KING'S DAUGHTERS 0.29%
    - RIVERSIDE DOCTORS HOSPITAL 0.10%
    - SENTARA NORFOLK GENERAL HOSP 0.07%
    - VCU HEALTH SYSTEM 0.02%
    - VA MEDICAL CENTER 0.01%
    - SENTARA WILLIAMSBURG HOSPITAL 0.01%

48. Under Scope of Work 1 A. (page 15), the requirement states that there will be 4 billing cycles, yet 5 billing cycles are listed:
    1. At ten working days
    2. At 30 calendar days
    3. Collection/past due at 60 calendar days
    4. Final notice at 90 days
    5. Final City of Newport News notice with $35.00 fee at 120 days

    Please confirm that you do in fact require 5 billing cycles.
    Answer: Yes, 5 billing cycles.

49. Will paper payments and electronic payments go through the lockbox?
    Answer: Yes, offeror will supply lockbox.