



OFFICE OF THE PURCHASING AGENT

TOWN OF ARLINGTON
730 Massachusetts Avenue
Arlington, MA 02476

Telephone (781) 316-3003
Fax (781) 316-3019

DATE: May 9, 2019

TO ALL BIDDERS

BID NO. 19-18

SUBJECT: Ambulance Billing & Collection Service

ADDENDUM NO. 1

TO WHOM IT MAY CONCERN:

With reference to the bid request relative to the above subject, please note the following:

SEE ATTACHED QUESTIONS & RESPONSES

ADDENDUM MUST BE ACKNOWLEDGED WITH BID SUBMISSION.

All other terms, conditions and specifications remain unchanged.

Very truly yours,

Town of Arlington

Domenic R. Lanzillotti
Purchasing Officer

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

May 16, 2019

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

Satisfied

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

Billing Agency fees = \$30,848

Armstrong ALS = \$296,206.41

What were your annual gross charges last year or for the last 12 months?

\$2,227,451.99

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

\$0

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

\$1,009,229.62

What were your annual gross collections last year or for the last 12 months?

49%

What were your annual billable transports last year or for the last 12 months?

\$1,218,222.37

What are your per-mile ground transport charges?

\$19.33

What are your advanced life support charges?

See ALS emergency charges below.

What are your advanced life support emergency level 1 charges?

\$1035.20

What are your advanced life support emergency level 2 charges?

\$1498.30

What are your basic life support charges?

See BLS emergency charges below.

What are your basic life support emergency charges?

\$871.74

What are your specialty care transport charges?

\$1770.72

What are your treatment without transport charges?

\$0

What is your average per-trip charge?

\$649.03

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

July 2019

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

No

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

Info not available at this time, No

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

Mutual aid with surrounding communities

What were your transports per year for life support for last year or for the last 12 months?

1,877 transports

What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

774

What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

3

What were your transports per year for basic life support for last year or for the last 12 months?

1,100

What were your transports per year for basic life support emergency for last year or for the last 12 months?

1,100

What were your transports per year for specialty care transport for last year or for the last 12 months?

0

What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Medicare	56%
Medicaid	13%
Commercial	
Insurance	29%
Patient/Private Pay	2%
	<hr/>
	100%

What was the most recent Fiscal Year revenue received? **\$1,082,380.03**

2) What is your payer mix? (Medicare, Medicaid, Other Insurance, Uninsured as a percentage of billable transports)

Medicare	56%
Medicaid	13%
Commercial Insurance	29%
Patient/Private Pay	2%
	<hr/>
	100%

3) Who currently provides billing services to the Town? **Armstrong Billing Service**

4) What is the current billing agent fee? **3% of amount collected**

5) What is the Town's current ePCR platform? **Zoll**

Does the Town cover the costs or is the cost covered by your current billing agent?
Billing agent covers the cost.

6) Confirm submission requirement of in Duplicate is referring to One original and One Copy of each Non Price and Price proposal?

1. Please provide the following for each call type (annual volume/run mix):

Please note: Arlington Fire Department is not contracted with BCBS of MA; only with BCBS Indemnity products. For last fiscal year, Arlington Fire submitted 0 claims to BCBS Indemnity. BCBS Call Volume below denotes claims sent to BCBS of MA only that were billed at full rates.

Call Type	Fee	Call Volume	BCBS Indemnity Approved Rate	BCBS Call Volume
ALS Emergency (A0427)	\$1,745.87	774	Unavailable	96
ALS Non-Emergency (A0426)	\$1,108.35	3	Unavailable	0
BLS Emergency (A0429)	\$1,477.81	1,100	Unavailable	86
BLS Non-Emergency (A0428)	\$923.62	0	Unavailable	0
ALS 2 (A0433)	\$2,539.95	0	Unavailable	0
SCT (A0434)	\$3,001.78	0	Unavailable	0
Mileage (A0425)	\$26.43	10,436		182

2. When was the last time your fees were updated? Updating July, 2019

3. What is your average loaded mileage? 5.5 miles

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

Payor Category	Gross Charges	Net Charges	Net Collections
Medicare	1,251,917.89	502,305.16	480,643.46
Medicaid	264,496.77	63,332.96	63,332.96
Commercial	651,701.73	593,867.45	534,977.97
Self-Pay	59,335.60	58,716.80	3325.64
Total	2,227,451.99	1,218,222.37	1,082,280.03

5. Please provide the average revenue collected per transport (most recent fiscal year): \$649.03

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

Payor Category	Payor Mix
Medicare	56%
Medicaid	13%
Commercial	29%
Self-Pay	2%
Total	100%

7. Who is your current billing vendor? **Armstrong Billing Service**
8. What is the current pricing of the incumbent vendor? **3%**
9. Does the Town use a bank lockbox for receipts? If not, please describe your current process.

Arlington Fire does not use a lockbox. All paper checks are mailed to Armstrong Billing address and are posted and deposited as they come in. Electronic funds transfers are reviewed and posted each day as well. Armstrong then sends a Deposit/Eft breakdown report each day to the Fire Department.

10. Do you currently use a delinquent accounts collections vendor? **No**
11. What electronic patient care reporting software do you use? **Zoll**
12. Will the successful vendor be responsible for mailing Notice of Privacy Practices (NPPs) for the City? **Yes**