



City of Pawtucket, RI

***** Addendum *****

15-014A2
EMS and Fire Billing Services

May 15, 2015

Below are the answers to the questions that have been submitted in reference to RFP # 15-041:

In calendar year 2013; 2014, what was your organization's transport payer mix (percentage) for *charges* as follows:

- | | | |
|-------------------------|------------|------------|
| • Medicare: | 2013 – 26% | 2014 – 26% |
| • Medicaid: | 2013 – 4% | 2014 – 5% |
| • Commercial Insurance: | 2013 – 55% | 2014 – 6% |
| • Self-Pay: | 2013 – 15% | 2014 – 9% |

In calendar year 2013; 2014, what was your organization's transport payer mix (percentage) for *payments* as follows:

- | | | |
|-------------------------|------------|------------|
| • Medicare: | 2013 – 34% | 2014 – 35% |
| • Medicaid: | 2013 – 1% | 2014 – 1% |
| • Commercial Insurance: | 2013 – 64% | 2014 – 63% |
| • Self-Pay: | 2013 – 1% | 2014 – 1% |

How do you and/or the current vendor obtain patient demographic and insurance information?

Billing company obtains information from the receiving facility

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

\$11,717,236

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

\$9,195,205

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

\$7,076,169

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

7,663

Do you have a collection agency provider and, if so, which provider?

The City does not.

If a new contractor is chosen, will the incoming vendor be expected to follow on claims previously billed by the former contractor or in-house staff or will the City's expectation be for the billing of claims only from date of contract finalization and onward?

Unknown at this time.

What is the current Net Percentage of Collection?

15% of charged amount

Does the City of Pawtucket EMS staff make reasonable efforts to obtain patient signatures and demographic (including insurance payer) information in the field?

Attempts are made, however patient care always comes first.

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

Patients sign at the time of transport.

What percentage of the information submitted by the service providers (EMTs and Paramedics) is 100% complete and ready for billing? This includes compliance with Medicare signature requirements, and provision of accurate patient demographic and billing information?

We do not have this statistic.

What quality assurance structure within PFD is in place to ensure that Patient Care Reports (PCRs) are completely and accurately completed prior to being forward on for billing?

We are open to suggestions.

What training (initial and on-going) have the direct service providers (EMTs and Paramedics) had regarding CMS regulatory compliance?

The initial training was done in 2012 and ongoing training is done annually.

A handwritten signature in black ink, appearing to read 'David Clemente', written over a solid horizontal line.

David Clemente
Purchasing Agent