



**COOKE COUNTY AUDITOR**  
**COOKE COUNTY COURTHOUSE**  
**100 SO. DIXON STREET**  
**GAINESVILLE, TEXAS 76240**  
PHONE: 940-668-5431 - FAX: 940-668-5442

**BID NO. FY10-0008RFP**  
**EMS BILLING**  
**ADDENDUM I**

This addendum is to answer questions asked by potential bidders for the above proposal.

Why is the contract out to bid at this time?

- Due to performance issues with the current vendor

How long have the incumbents been providing the requested services?

- One year

Has the current contract gone full term?

- No

Have all options to extend the current contract been exercised?

- No

When is the anticipated contract award date?

- August 25, 2010

When is the anticipated contract start date?

- September 16, 2010

What collection attempts are performed or will be performed internally prior to placement?

- The vendor will attempt to collect internally for their operation for 180 days. If there is no activity, then that account will be turned over to the County's collection agency.

Total fees billed by or paid to any incumbent(s) under any current contract including dates during which those fees accrued.

- The current vendor is being paid, it is 8.75% and based on their collections so far this fiscal year, October 1, 2010 to current they have been paid \$95,000).

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To the greatest extent possible, please provide the following data:

Current contingency fees or other fees currently being billed by any incumbent(s) by category.

- The charges being billed are transport fees attached to the original RFP.

Total historical average age of accounts at placement (at time of award and/or on a going-forward basis) by category.

- 90-120 days

Average dollar amount of delinquent account turned over for collections.

- Average approximately \$1500.00

Does all the debt have owner information? If no, what type of dept and approximately how much debt does not have owner information?

- Typically Cooke County has the information

To what extent will the location of the bidder's call center and/or corporate headquarters have a bearing on any award(s)?

- Very little, it is more important for the number of years providing billing services, and the knowledge of Texas law and regulations, along with the collection history of getting accounts paid by Medi-Care, Medi-Caid , PINS and Private Parties.

How does the County anticipate handling the process flow for customers who dispute their balance?

- Typically the customer contacts the billing company, and then the billing company works with the customer and County EMS Staff to resolve the dispute.

Can and does the County send the collection agency electronic updates with payment and changes to account status information? If yes, how often with each division transfer updates?

- Not at this time

Please provide the current vendors rate of recovery for the past 2 years.

- We do not have good data for that.

What is the phone number to be used for Overnight and/or Express delivery of the RFP Bids?

- 940-668-5430

How long have you used your current billing service provider?

- One year

In the most recent fiscal or calendar year, what was the actual number of **billable** transports provided by the ~~City~~ (County not City)

- 2940

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Will the successful vendor be required to work on claims that have been previously billed by the current vendor?

- No

The RFP asks for at least 5. “preferably local” references. Will a vendor be penalized for not having local references?

- No, but we would like to see governmental agencies

Please provide the payer mix, i.e., the total percentage of charges that were billed to the following four main payer groups.

- Medicare -35.2
- ~~Medicare~~ Medicaid 5.8
- Commercial insurance -46.3
- Self-pay accounts-12.7
- All above numbers are approximate

Please provide a breakdown of transports into BLS, ALS1, ALS2, Specialty Care Transport (SCT).

- BLS- 214
- ALS1- 2437
- ALS2- 286
- SCT- 3

Please provide your current rates for each of the ambulance transport categories.

- It was attached to the proposal

Does the County bill for service where no transport occurs? If so, what is the charge?

- In certain circumstances we do. If we perform procedures or for DOS we charge \$175

Has the County decided to replace the current EmergiData RescueMedic system?

- Yes, this is a product of the current billing vendor

If vendors are to include an e-PCR system would the County like vendors to propose field hardware as well?

- Yes, they need to propose what will interface with their billing software.

How many mobile field hardware devices should vendors propose?

- Five (5)

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To how many vendors are you seeking to award a contract?

- One

Will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also?

- No, No

What collection attempts are performed or will be performed internally prior to placement?

- The billing vendor should attempt in every way to collect on their end before it goes to the County's collection agency.

Will the selected vendor be allowed to litigate balances exceeding a certain dollar amount on your behalf, with your explicit approval?

- This would have to go through the County's Attorney.

What is the total dollar value of accounts available for placement now by category, including any backlog?

- Not enough data available.

What is the total number of accounts available for placement now by category, including any backlog?

- Not enough data available.

What is the average balance of accounts by category?

- Not enough data available.

What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

- The current vendor will continue to work any accounts up to the new start date.

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

- The numbers are in the proposal

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

- Not enough data available.

What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

- Not enough data available.

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What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?

- Regarding collections, we don't have good historical data on this.

If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

- No

How does the County's current vendor receive patient health insurance information? Face sheets? Directly from hospitals? Other means?

- We retrieve face sheets, we have access to our main facility's patient database and then the vendor will follow up if neither of these avenues work. We receive the majority from face sheets and the patient's database.

Please list the principal hospitals to which County EMS personnel make transports. Also, please indicate next to each hospital the percentage of your total transports in 2009 that hospital received.

- North Texas Medical Center-55%
- Denton Regional-25%
- Denton Presbyterian-20%

What is your average loaded mileage distance for transports?

- Estimated loaded mileage is 12

In 2009, approximately what percentage of all transports included at least one (1) EMT-P or EMT-I on transport vehicles?

- All our vehicles are at least 1 EMT-P and one EMT. We never run a BLS unit

How are payments from EMS transports handled? Are they sent to the County? To your vendor? To a bank lockbox?

- To both the vendor and directly to the County.