PROFESSIONAL SERVICES TIME AND MATERIALS

Village of Eagle Nest
The Hidden Gem of Northern New Mexico

Village of Eagle Nest, NM

REQUEST FOR QUOTE 2020-01

1 Attachment: Prospective Client Data Information

Village of Eagle Nest Medical Billing Service

August 19, 2020

Quotes Due no later than 5:00 p.m. September 4, 2020

CATHY COPPY, CHIEF PROCUREMENT OFFICER
REQUEST FOR QUOTE

Medical Billing (EMS) Services for the Village of Eagle Nest

1. INTRODUCTION
The purpose of this Request For Quote (RFQ) is to select a Medical Billing Service for the Village of Eagle Nest. This proposal provides interested parties with sufficient information to enable them to prepare and submit a response for consideration by the Village. By submitting a response, you are affirming that your agency is interested in contracting with the Village to provide services covered herein.

2. QUALIFICATIONS

2.1 Accredited/Qualified or equivalent to provide medical billing in the State of New Mexico.

2.2 The bidder will have and maintain, in full force, all required insurances

3. SCOPE OF WORK

Scope of Service

3.1 The Village of Eagle Nest Emergency Medical Service is seeking the services of a third-party medical billing company to collect fees, as allowed under the New Mexico Public Regulation Commission Ambulance Tariff, charged for 911 (and potentially future inter-facility transfer) ambulance services rendered by the Eagle Nest Emergency Medical Services for Advanced Life Support ("ALS2"), Intermediate Life Support (ALS1), and Basic Life Support ("BLS") emergent care.

3.2 The Village of Eagle Nest Emergency Medical Service is seeking a qualified firm to provide ambulance billing collection, financial reporting and analytical services for ambulance services rendered by the Eagle Nest Emergency Medical Service for Advance Life Support ("ALS2"), Intermediate Life Support ("ALS1"), and Basic Life Support ("BLS") Fire/Rescue related calls for service. This includes complete management of the billing process from patient transports to account closures.
3.3 The Village of Eagle Nest EMS maintains one ambulances which serve over 290 (U. S. Census) full-time residents and several thousand visitors. Each year the Village emergency personnel transport approximately 50 patients. Currently, the Village charges are based off the New Mexico Public Regulatory Commissions state ambulance tariff.

3.4 Provide Emergency Medical Services (EMS) billing and collection services. The Village will award one contract for a firm to provide all services necessary to receive and process patient billing and collection. The term of the contract resulting from this solicitation shall be for a period not to exceed (3) years with optional 1 year extension.

All firms interested in providing services to the Village of Eagle Nest must provide detailed responses for each of the requirements and/or questions listed below. Be sure to indicate next to your response the question that is being answered. If the answer is contained within any attached marketing material, please indicate precisely where the response to the particular question is located.

Listed below are the minimum requirements the Village is specifying for this service.

3.4.1. Provide all personnel, materials, and services needed to perform and accomplish all requirements for this proposal.
3.4.2. Authorized to bill for EMS services in the State of New Mexico and provide a full-time program manager for the duration of the contract.
3.4.3. Ensure all required documentation and agreements with payers are properly filed and maintained on behalf of the Village.
3.4.4. Upon receipt of the ambulance report data, review, prepare and mail invoices to the patient. This mailing shall include all necessary forms for payment processing, along with a return envelope.
3.4.5. Upon receipt of patient claim information, if required, electronically submit Medicare, Medicaid, and insurance claims within 3 business days. Manual submission of claims is acceptable only if electronic submission is not available.
3.4.6. Ensure proper security and confidentiality of patient information and records, including, but not limited to executing a business associate agreement as required by the Health Insurance Portability & Accountability Act of 1996 (HIPAA).
3.4.7. Provide all labor, materials and technology necessary to obtain missing patient information from all available sources prior to issuing insurance claims or direct patient billing.
3.4.8. Utilize current diagnostic coding to ensure compliance with federal, state, and local regulations.
3.4.9. Resubmit or resolve denied or disallowed claims.
3.4.10. Accept responsibility for patient billing inquiries and complaints during regular business hours.
3.4.11. Provide the tracking of submitted claims to ensure timely payments.
3.4.12. Provide monthly statements to allow patients to be aware of outstanding balances.
3.4.13. Maintain generally accepted accounting procedures for the reconciling of all financial transactions.
3.4.14. Provide access to Village Staff to monitor, change or correct billing activities accounts receivable for all accounts under this contract.
3.4.15. Requests for refunds must include the patient’s payment information along with a detailed explanation of why the refund is requested and all information necessary to submit refund.

3.4.16. Provide prompt, accurate daily reporting which shall include:
   a) A detailed report showing each activity that has taken place including receipts, charges, adjustments and total accounts receivable.
   b) This report should note an exception should any change or approved amounts being charged from their standard amounts.

3.4.17. Prepare a report showing all transactions that affect the General Ledger. This report shall be available in either detail or summary form.

3.4.18. Provide prompt, accurate monthly reporting which shall include the gross charges billed for the month minus contractual allowances, write-offs (abatements, dismissals, bankruptcies and settlements), refunds, payments and indigence cost of care rolling up to the net ending accounts receivable balance due. Include on this report the number of trips per month, number of patients per month, gross charges per trip, cash collected per trip and net collection percentage per trip. Accounts are closed out by the second week of the month and custom reports generated the following week unless otherwise specified.

3.4.19. Prepare a financial summary showing “period to date” and “year to date” totals for charges, receipts, adjustments, net accounts receivable, total accounts, receivable and collection percentage, and aging reports.

3.4.20. Pursue non-payment by non-resident ambulance users with Village of Eagle Nest approved collection agency.

3.4.21. Forward monthly reports, including account status, to a collection agency.

3.4.22. Utilize Billing and data systems compatible with or complimentary to the Eagle Nest Fire Department Patient Care Reporting software, IMAGE TREND ELITE submitted through NMEMSTAR, and the Village of Eagle Nest financial software “Triadic”. Integration with Triadic will be managed in conjunction with the Village of Eagle Nest Finance.

3.4.23. Ensure that all data collection, reporting, and billing methods comply with all current State and Federal Regulations.

3.4.24. Bills with no payment activity at 120 days will be forwarded to Village’s collection agency in XML format. If a payment plan has been established with the patient that exceeds 120 days for non-insurance bills, and it is being met, the account will not be turned over to the collection agency.

3.4.25. Provide regular updates and on-going training to Village Employees on changes to billing requirements based on industry standards or requirements of applicable health care laws and regulations.

3.4.26. Provide the Village with Contractor’s “Red Flag” plan and all updates throughout the term of the contract.

3.4.27. Do you have Certified Ambulance Coders on Staff certified by the National Academy of Ambulance Coding (NAAC)? If so, Please list their names.

3.4.28. Provide list of three (3) New Mexico clients similar in size and scope to the Village and include contact names and telephone numbers. Show the number of bills processed in 2017 and 2018 for these clients, all write-offs, write-downs and the gross and net collection percentages for each.
4. PERFORMANCE EXPECTATIONS

4.1 Conduct a quality assurance program
4.2. Users’ Advisory Board shall be established. The Village will direct the Finance Director, to identify a liaison to meet with successful contractor on no less than a bi yearly basis to perform quality assurance and review and resolve any concerns, questions, complaints.

5. PROCUREMENT MANAGER

5.1. The Agency has designated a Procurement Manager who is responsible for the conduct of this procurement whose name, address and telephone number is listed below.

Village of Eagle Nest  
Cathy Coppy, Chief Procurement Officer  
PO Box 168, Eagle Nest, NM 87718  
Phone Number 575-377-2486  
Fax Number 575-377-2487  
E-mail village@eaglenest.org

5.2. Any inquiries or requests regarding this procurement should be submitted to the Chief Procurement Officer in writing. Proposers may contact ONLY the Chief Procurement Officer and Administrator regarding the procurement. Other Village employees do not have the authority to respond on behalf of the village.

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to the Procurement Code, Sections 13-1-28, et seq., NMSA 1978 and NMSA 1978, § 13-1-191.1 (2006), as amended by Laws of 2007, Chapter 234, any prospective contractor seeking to enter into a contract with any state agency or local public body for professional services, a design and build project delivery system, or the design and installation of measures the primary purpose of which is to conserve natural resources must file this form with that state agency or local public body. This form must be filed even if the contract qualifies as a small purchase or a sole source contract. The prospective contractor must disclose whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official of the state or a local public body during the two years prior to the date on which the contractor submits a proposal or, in the case of a sole source or small purchase contract, the two years prior to the date the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor, a family member or a representative of the prospective contractor to the public official exceeds two hundred and fifty dollars ($250) over the two year period.

Furthermore, the state agency or local public body may cancel a solicitation or proposed award for a proposed contract pursuant to Section 13-1-181 NMSA 1978 or a contract that is executed may be ratified or terminated pursuant to Section 13-1-182 NMSA 1978 of the Procurement Code if: 1) a prospective contractor, a family member of the prospective contractor, or a representative of the prospective contractor gives a campaign contribution or
other thing of value to an applicable public official or the applicable
public official’s employees during the pendency of the procurement process or
2) a prospective contractor fails to submit a fully completed disclosure
statement pursuant to the law.

The state agency or local public body that procures the services or items of
tangible personal property shall indicate on the form the name or names of
every applicable public official, if any, for which disclosure is required by
a prospective contractor.

THIS FORM MUST BE INCLUDED IN THE REQUEST FOR QUOTES AND MUST BE FILED BY
ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR
REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

"Applicable public official" means a person elected to an office or a person
appointed to complete a term of an elected office, who has the authority to
award or influence the award of the contract for which the prospective
contractor is submitting a competitive sealed proposal or who has the
authority to negotiate a sole source or small purchase contract that may be
awarded without submission of a sealed competitive proposal.

"Campaign Contribution" means a gift, subscription, loan, advance or deposit
of money or other thing of value, including the estimated value of an in-kind
contribution, that is made to or received by an applicable public
official or any person authorized to raise, collect or expend
contributions on that official’s behalf for the purpose of electing the
official to statewide or local office. "Campaign Contribution"
includes the payment of a debt incurred in an election campaign, but
does not include the value of services provided without compensation or
unreimbursed travel or other personal expenses of individuals who
volunteer a portion or all of their time on behalf of a candidate or
political committee, nor does it include the administrative or
solicitation expenses of a political committee that are paid by an
organization that sponsors the committee.

"Family member" means spouse, father, mother, child, father-in-law, mother-
in-law, daughter-in-law or son-in-law of (a) a prospective contractor, if the
prospective contractor is a natural person; or (b) an owner of a
prospective contractor.

"Pendency of the procurement process" means the time period commencing with
the public notice of the request for proposals and ending with the award of
the contract or the cancellation of the request for proposals.

"Prospective contractor" means a person or business that is subject to the
competitive sealed proposal process set forth in the Procurement Code or is
not required to submit a competitive sealed proposal because that person or
business qualifies for a sole source or a small purchase contract.

"Representative of a prospective contractor" means an officer or director of
A corporation, a member or manager of a limited liability corporation, a
partner of a partnership or a trustee of a trust of the prospective
contractor.
DISCLOSURE OF CONTRIBUTIONS BY PROSPECTIVE CONTRACTOR:

Contribution Made By: ________________________________

Relation to Prospective Contractor: ________________________________

Date Contribution(s) Made: ________________________________

Amount(s) of Contribution(s) ________________________________

Nature of Contribution(s) ________________________________

Purpose of Contribution(s) ________________________________

(Attach extra pages if necessary)

Signature  Date __________________________________________________________________________

Title (position) ________________________________

--OR--

NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS ($250) WERE MADE to an applicable public official by me, a family member or representative.

Signature  Date __________________________________________________________________________

Title (Position) ________________________________
ACKNOWLEDGEMENT OF RECEIPT FORM

In acknowledgement of receipt of this Request for Quote the undersigned agrees that he/she has received a complete copy, beginning with the title page and ending with Acknowledgement of Receipt Form.

The acknowledgement of receipt should be signed and returned to the Chief Procurement Officer no later than close of business on September 4, 2020. Only potential offerors who elect to return this form completed with the indicated intention of submitting a proposal will receive copies of all offeror written questions and the Agency's written responses to those questions as well as RFQ amendments, if any are issued.

FIRM: ____________________________________________

REPRESENTED BY: ___________________________________ 

TITLE: __________________________ PHONE NO.: ________________

E-MAIL: __________________________ FAX NO.: ____________________

ADDRESS: ____________________________________________

CITY: __________________________ STATE: _______ ZIP CODE: _______

SIGNATURE: __________________________ DATE: ____________________

This name and address will be used for all correspondence related to the Request for Proposal.

Firm does/does not (circle one) intend to respond to this Request for Quote.

Cathy Coppy, Chief Procurement Officer
Village of Eagle Nest
PO Box 168
Eagle Nest, NM 87718
575-377-2486
village@eaglenest.org