



Sumner County Government

355 N Belvedere Drive
Gallatin, TN 37066

Bid Minutes

#20200827B

Billing Services and eCPR for Sumner County EMS

Sealed bids were opened on August 27, 2020 at 2:00 p.m. at the Sumner County Finance Department, 355 N Belvedere Drive, Rm 302, Gallatin, Tennessee.

Present for the bid opening were:

Annette Lyons	Sumner County Finance
Katharine Bickerton	Sumner County Finance
Sean Frary	Sumner County EMS

Bid responses were received from the following:

Digitech, 480 Bedford Rd., Building 600, 2nd Floor, Chappaqua, NY 10514

Lowcountry Billing Services, 116 Prides Way Drive, Lexington, SC 29072

Ambulance Medical Billing, 100 Fulton Court, Paducah, KY 42001

Change Healthcare, 3055 Lebanon Pike, Nashville, TN 37214

EMS Management & Consultants, 2540 Empire Dr., Suite 100, Winston-Salem, NC 27103

Lifequest Services, N2932 State Rd.22, Wautoma, WI 54982

Bid response received late:

EMS Consultants, 101 Lukken Ind. Dr. East, La Grange, GA 30241

Billing & ePCR RFP 20200827B Bid Tabulation

Questions: (Y) Yes (N) No (E) exception Taken	AMB	Change Billing	Digitec	EMS-MC	LifeQuest	Lowcountry Billing
1. Proposer must have a record of providing Ground Ambulance Transport Billing and Collection Services for at least 5 years.		Y	Y	Y	Y	Y
2. Proposer must provide references of the following:(If "Yes", please provide details on Proposer's letterhead)						
a. Ground Ambulance Transport Billing services to at least three (3) clients, with each providing a minimum of 12,000 emergency transports annually		Y	Y	Y	Y	Y
b. Ground Ambulance customers who provide non- emergency (convalescent) ambulance transportation in conjunction with emergency ambulance responses.		Y	Y	Y	Y	Y
c. Ground Ambulance customers who participate in TN Medicaid (TennCare) and are contracted with Managed Care Organizations.		E	Y	Y	Y	N
d. Ground Ambulance customers who contract with healthcare facilities (i.e. hospitals, nursing homes, etc.) for ambulance transportation.		Y	Y	Y	Y	Y
3. Proposer must show proof of recent satisfactory Statement on Auditing Standards (SAS) No. 70 (minimum) audit.		Y	Y	Y	Y	Y
4. Proposer must be SSAE 18 certified.		Y	Y	Y	Y	N
5. Proposer must provide SCEMS billing staff with access to PASSPORT insurance verification system.		Y	Y	Y	Y	N
6. Proposer will assign staff members dedicated to SCEMS only for the following tasks: a. Biller/coder (max. two staff members) b. AR clerk (max. two staff members)Poster (max. two staff members) c. Poster (max. two staff members)		Y	Y	Y	Y	
7. All staff of proposer who code ambulance claims must be Certified Ambulance Coders.		Y	Y	Y	Y	Y
8. Proposer certifies that SCEMS will, at minimum, have read- only access to all SCEMS claims processed by proposer for a term not less than three (3) years following contract term. Read-only access shall be in the same/similar format as the original contract period.		Y	Y	Y	Y	Y
9. Proposer must provide client Portal that include the following. Comprehensive Month End Reports, Daily Deposit Reconciliation Report and Payment Summary.		Y	Y	Y	Y	Y
10. Proposer must provide in-depth crew analysis that details each providers strength and deficiencies		Y	Y	Y	Y	Y
11. Proposer provides visual access to the items below within the same application to be used by SCEMS billing staff when "scrubbing" claims:						

a. PAYMENTS		Y	Y	Y	Y	Y
b. EXPLANATION OF BENEFITS		Y	Y	Y	Y	Y
c. PATIENT DEMOGRAPHICS (INCLUDING SOCIAL SECURITY NUMBER)		Y	Y	Y	Y	Y
d. STATEMENTS/INVOICES (including dates submitted)		Y	Y	Y	Y	Y
e. ATTACHMENTS		Y	Y	Y	Y	Y
12 Proposer provides ability for SCEMS billing staff to attach miscellaneous transport documents directly from the billing application while “scrubbing” the claims.		Y	Y	Y	Y	Y
13. Proposer will provide additional “add-on” items to enhance the ePCR and billing process for ambulance crew, billing staff and/or administration. (If “Yes”, please provide details on Proposer’s letterhead)		Y	Y	Y	Y	Y
14. Proposer will work directly with the County’s contracted Collections agency to provide delinquent accounts (based on the County’s identified collections protocol) for processing.		Y	Y	Y	Y	Y
15. Proposer will provide, as part of the submitted Pricing Proposal, twenty-five (25) WiFi enabled computer tablets and all associated hardware/software that will enable ambulance staff to produce ePCR documentation.		Y	Y	Y	Y	Y
16. Proposer must provide ePCR ESO software and any associated cost for technical support.		Y	Y	Y	Y	Y
Option 1a: Proposed amount will include Billing Services, Software and Panasonic Toughbook CF31...	3.65%	4%	5.75%	4.75%	4.95%	4%
Option 1b: Proposed amount will include Billing Services, Software and GeTac B300...	3.50%	3.75	5.90%	4.75%		
Option 2: Proposed amount will include Billing Services and Software...	3.10%	3.5	4.45%	4.25%		
Option 3: Proposed amount will include Billing Services Only...	2.85%	3%	3.95%	3.75%		
Implementation Solution		60 days	60 Days			



255 Airport Rd.
Gallatin, TN 37066
Phone 615-451-0429
Fax 615-451-6081
www.sumnerems.org

Re: Billing and ePCR RFP 20200827B

To Whom it May Concern,

Sumner County EMS has accepted the RFP Proposal from EMS-MC Billing Services.

Thank You

Sean Frary
Deputy Chief – Logistics
Sumner County EMS
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Gallatin, Tn 37066
sfrary@sumnerems.org