

METROPOLITAN AREA EMS AUTHORITY
dba MEDSTAR MOBILE HEALTHCARE
Response to Written Proposal Questions

Thank you for submitting your questions. We appreciate your participation in the RFP response process. Below are the written responses to all the proposal questions received by the deadline of 6/29/2021.

Q: Section 3.2 refers to a maximum length of 20 pages. Does this maximum length apply only to the Section 3.2 Program Description, or to our entire proposal?

A: I have received several questions about the length of the proposal. We would like to increase the total proposal pages to 30 pages. This includes Section 3.2 along with the rest of the Technical Proposal. When including sample reports please do so in an appendix. By utilizing the appendix the sample reports will not count against the 30-page maximum. Also, include in the appendix of your submission the Vendor Information Form, Vendor Background form, Client Reference Form and the Pricing/Payment Schedule.

Q: Please clarify how we should submit the Technical Proposal and Cost Proposal separately. Should these be two separate PDFs, both sent to spost@medstar911.org in a single email?

A: Please submit the Technical Proposal and Cost Proposal in two separate PDF's to spost@medstar911.org.

Q: Please clarify how many days are in the billing cycle for patient statements, or how many total statements go out to patients before the final notice and intent to send to collections?

A: Two statements are sent to patients before the final notice and intent to send to collections statement is sent.

Q: On section 7.3.4.2.1 in the RFP, it states that the contractor shall send monthly invoices to patients who opt for a structured payment plan. Can these monthly statements be sent electronically when possible?

A: Yes these statements can be sent electronically, when possible, and requested by the patient.

Q: Can you also provide the annual number of patients utilizing payments plans and what is the minimum payment accepted by MedStar?

A: We offer to set up a 2, 4, 6, 12, or 18-month payment plan, If the patient cannot afford those options, we will offer to accept \$50.00 every 30 days as their payment plan.

If the patient asks for a discount and can pay within 30 days we will offer a 10%, 15%, or 20% discount. A final offer of 30% will be made but only with Supervisor/Lead approval. This helps avoid setting up a Monthly Payment plan.

Currently, we have 1,044 accounts set up on various payment plans. The total AR on these accounts is \$675,899.57.

Q: On page 19, Section 7.5.1 it states, "Contractor shall transition all remaining unpaid accounts from the Agency's current in-house billing system into its billing system within 90 days after execution of this contract".

- a. Can you provide the number of unpaid accounts that you estimate are currently in the system that the winning bidder will be required to transition?
A: As of May 31, 2021, we had 33,104 accounts with balances due that are not in collections.
- b. Can you provide the estimated total dollars that are currently unpaid in the system that are 90 days or older?
A: As of May 31, 2021, our unpaid accounts 90 days and over was \$19,162,569.00
- c. How many prior years of unpaid accounts will the contractor be required to transition into its billing system?
A: 1 year.
- d. Can you provide information on MedStar policy as it relates to bad debt and at what point in the invoicing cycle that an account is either written off to bad debt and/or turned over to a collection agency?
A: At 120 days the overdue accounts are placed with our outside collection agency. The collection agency keeps the accounts active in their system until resolution. MedStar carries the AR on our books until 358 days from the date of the collection turnover at which time we apply a bad debt write-off.

Q: As part of the contract is the new vendor required to mail Notice of Privacy Practices to patients?

A: Yes, we currently send the Notice of Privacy Practices in the first invoice on our uninsured patients. The patient or patient guardian, also signs the NPP statement on the ePCR at the time of transport.

Q: Is Medstar interested in acquiring software such as your ImageTrend ePCR or hardware such as computers for the ambulances through the winning vendor at a discounted rate? We would roll the cost into the rate for our comprehensive billing services.

A: No, we currently have robust systems in place.

Q: Who is the current billing vendor?

A: MedStar currently handles our billing in house.

Q: What monitors and AED is MedStar currently using?

A: MedStar utilizes Zoll Monitors on our ambulances.

Updated Vendor Background Form and Client Reference Form

I have update both of these forms. Please replace the forms in the RFP with the new forms attached to this email.