



Ludlow, Vermont

A Better Place To Live, Work & Play

REQUEST FOR PROPOSAL

FROM: Town of Ludlow
PO Box 359
Ludlow, VT 05149

ATTENTION: Scott Murphy, Municipal Manager

DATE: October 15, 2019

The Town of Ludlow, VT is seeking PROPOSALS for:

AMBULANCE BILLING SERVICES

Scope of Work:

The Town of Ludlow, VT desires to contract for the following services related to the billing for the ambulance services provided by the Town of Ludlow Ambulance Service (LAS).

- Obtain clients patient insurance information and necessary billing information
- Bill all clients receiving services
- Follow-up with the LAS with any questions to verify information to facilitate coding for billing of services
- Submit claims directly to insurance carrier
- Proposed cost to provide the ambulance billing services
- Provide collection services within the constraints of the LAS collection policy
- Provide ambulance billing reports each quarter. Such reports shall include, but are not necessarily limited to:
 - Ambulance services cash receipts by month, by funding source;
 - Revenue by month, by funding source;
 - Monthly cash deposits report indicating deposits for the month and related month of service;
 - Billing and revenue by type of service;
 - Uncollected bills; aging reports; type of bad debts/uncollectable
 - Additional reports are to be made upon request
- Work with any collection agency identified by the Town of Ludlow
- Utilize the State of Vermont's SIREN system to obtain billing data
- Any other services needed by the Town for timely billing collections

The successful bidder must dedicate the staffing needed to provide the required ambulance billing and collection services. All personnel working on Ambulance Billing Services must pass a fingerprint supported criminal background check. In addition, the successful bidder must be able to stay current with system upgrades needed to provide optimal billing performance and must train and supervise the ambulance billing staff and provide staff as needed for any aspect of the ambulance filling and reporting of collections. All personnel working on Ambulance Billing Services must also adhere to all regulations and standards regarding privacy of medical record information, including by not limited to the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

RFP must include the following:

- Proposed cost for services
- Brief description of your firm's history and experience with ambulance billing
- Work history of up to three (3) related clients
- Reference list of other ambulance service clients with contact information

Please submit your proposal marked "**Ambulance Billing Service**" by mail to Town of Ludlow, PO Box 359, Ludlow, VT 05149 or email to tmanager@tds.net no later than 10:00 am on Wednesday, October 30, 2019. Bids will be opened immediately following in the Howard Barton, Jr. Conference Room, located inside the Town Hall.

Questions may be directed to Scott Murphy, Municipal Manager at (802) 228-2841 or Stephanie Grover, Ambulance Coordinator at (802) 228-2880.

The Town of Ludlow reserves the right to reject any or all proposals. This solicitation in no way obligates the Town of Ludlow to award a contract.

Town of Ludlow
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(802) 228-2841