



Addendum #1 / Response to Written Questions

RFP NUMBER 2022-001

Clackamas Fire District #1

May 4, 2022

REQUEST FOR PROPOSALS (RFP)

For

Ambulance Billing and Collection Services

The following questions have been asked. Clarifications are listed below.

1. We currently do not have any OR clients, and the RFP states that we must have a past history in OR. Will we be disqualified for lack of OR clients?

Answer: Yes, Proposers must have a minimum of three (3) years' experience in providing the requested services in Oregon.

2. While perusing the RFP, I see that you are requesting our work experience with other Oregon agencies. Is this RFP for Oregon based Companies only, or will you accept them from out of state Companies?

Answer: Proposers do not need to be based in Oregon, but Proposers must have a minimum of three (3) years' experience in providing the requested services in Oregon.

3. The RFP states: Provided services similar in Oregon equal to those specified herein for a minimum of three (3) years; Since there are limited EMS Billing companies with references within The State of Oregon, would the District consider changing the wording to allow for vendors with extensive EMS Billing experience throughout the United States to respond to this RFP? This would increase competition and give the District more choices of vendors to choose from

Answer: Proposers must have a minimum of three (3) years' experience in providing the requested services in Oregon.

4. Just to clarify, we understand this RFP is for ambulance billing and collection services, but on page 3 it mentions cost recovery billing, please explain.

Answer: The District is currently working on some cost recovery efforts in the area of fire prevention but have not implemented yet. The District also intermittently utilizes cost recovery at long term care facilities in the event of frequent inappropriate use of the 911 system for lift assists. This is extremely infrequent, but still a mechanism in place.

5. Please explain the insurance requirements for auto liability coverage for the billing company on page 6.

Answer: The auto liability requirements in the RFP are as recommended by the District's insurance agency.

6. Please explain your department's expectation of a Fire Med Program (i.e. full program administration from your billing company which includes: data base management, collection and depositing of monies, invoicing and program communications? Or just crediting the patients' billing account and working with your office staff to support the program?)

Answer: The District's level of expectation is that the billing agency will collect and deposit monies, invoice, patient communication and follow up for collection, and be able to work with the District's charting platform, ESO. The District does not expect the billing agency to manage the District's platform. Additionally, the District will complete pre-billing efforts to ensure adequate information is collected prior to the billing agency creating the invoice.