



Town of Littleton  
#2023-004-IFB

**Debt Collection Services for Ambulance Transport Billing**  
Littleton Fire Department

**INVITATION FOR BIDS**

In accordance with the laws of the Commonwealth of Massachusetts, the Town of Littleton is seeking bids for a Vendor to provide Debt Collection Services for Ambulance Transport Billing on behalf of the Littleton Fire Department. This legal notice has been advertised in accordance with M.G.L. Chapter 30B.

The Owner's Invitation for Bids (IFB) document is available after 12:00 PM on Monday, November 27, 2023 on the Town's website at [www.littletonma.org/bids](http://www.littletonma.org/bids). Interested vendors and potential bidders may contact the Town with any questions by emailing Lisa Montgomery at [lmontgomery@littletonma.org](mailto:lmontgomery@littletonma.org) during regular business hours from Monday through Thursday, 9:00 A.M. to 3:00 P.M., and Friday 9:00 A.M. to 12:00 P.M.

The IFB specifications and Scope of Work includes all work for the collection of outstanding debts from ambulance transportation and related emergency medical services performed by the Littleton Fire Department. The successful bidder must supply all labor, material, and equipment necessary to satisfy the requirements of this bid. The performance and payment obligations of the Town for the proposed work will be subject to actual collections of the debt by the Vendor. The Town does not guarantee a minimum value for this contract.

The initial contract term will be awarded for eighteen (18) months beginning January 1, 2024 and ending on June 30, 2025. The successful Vendor and Contractor will be eligible for an optional one-year contract extension. The contract extension will be offered at the sole discretion of the Town and is not guaranteed.

Responses and sealed bids to the IFB will be accepted **until 2:00 PM on Wednesday, December 13, 2023** at the Town Offices, Room 306 located at 37 Shattuck Street, Littleton, MA 01460.

As the Awarding Authority, the Town of Littleton reserves the right to reject any and all bids, waive minor informalities, and to award a contract in the best interest of the Town.

**TOWN OF LITTLETON**  
TOWN ADMINISTRATOR/SELECT BOARD  
37 Shattuck Street, Room 306  
Littleton, MA 01460  
978-540-2460

PROCUREMENT #2023-004-IFB

ISSUE DATE:  
**Monday, 11/27/2023 at 12:00 p.m.**

**INVITATION FOR BID**  
(Debt Collection Services for  
Ambulance Transport Billing)  
MGL Chapter 30B Services

TOWN OF LITTLETON  
Ryan Ferrara, MCPPO  
Interim Town Administrator  
Kellie A. Hebert  
Interim Asst. Town Administrator  
[khebert@littleton-ma.gov](mailto:khebert@littleton-ma.gov)

Required Submission Date: **Wednesday, 12/13/2023, no later than 2:00 p.m.** (EST local time)

Deliver Sealed Bid To: Littleton Town Offices, Town Administrator/Select Board,  
37 Shattuck Street, Room 306, Littleton, MA 01460

Contact: Lisa Montgomery, Executive Assistant  
978-540-2460 or via email at [lmontgomery@littletonma.org](mailto:lmontgomery@littletonma.org)

Pre-bid Conference: None.

Deadline for Questions: **Monday, 12/6/22023 at 10:00 a.m.**

OSHA Training: No

Prevailing Wage Law: No

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LITTLETON, MASSACHUSETTS

**DEBT COLLECTION SERVICES FOR AMBULANCE TRANSPORT BILLING**

**IFB #2023-004**

**Specifications/Scope of Services/Purchase Description**

**General Description**

The Town of Littleton, in conjunction with its Fire Department, is seeking to hire a qualified vendor that specializes in debt collection, for certain delinquent debt owed to the Town of Littleton, including, but not limited to, ambulance transport billing. The successful bidder will be responsible for performing all related work as required in the specifications outlined below. The successful bidder must supply all labor, material, and equipment necessary to satisfy the requirements of this bid. The Town does not guarantee a minimum value for this contract.

**Instructions to Bidders**

Sealed bids shall be marked with the project name: “**IFB: Debt Collection Service for Ambulance Transport Billing – Littleton Fire Department**” and shall be addressed to Lisa Montgomery, 37 Shattuck Street, Room 306, Littleton, MA 01460. Bid responses will be received at Littleton Town Offices until **2:00 p.m., on Wednesday, December 13, 2023**, at which time and place said bids will be announced publicly. Any bid may be withdrawn prior to the above scheduled time for the opening of bids or authorized postponement thereof. Any bid received after the time and date specified will not be considered. The bidder agrees that this bid shall be good and may not be withdrawn for a period of 90 days after the opening of bids, Saturdays, Sundays, and legal holidays excluded.

**Ambulance Transport Services & Call Volumes**

Littleton’s Fire Department, and its dedicated staff, serve the public safety needs of the Town’s residents, workers, visitors and travelers. The Town’s population includes approximately 10,141 residents from 3,657 households. The department provides full-service fire suppression and emergency medical response services utilizing its trained staff of Firefighters and Basic (BLS) and Advanced (ALS) Life Support Emergency Medical Technicians (EMTs) who perform public safety, emergency medical services, and ambulance transportation to those in need twenty-four (24) hours a day, seven (7) days per week and 365 days a year. In Fiscal Year 2022, the department responded to 2,303 calls for service, including 1,130 medical responses and 185 motor vehicle accidents. The Department employs 37 staff members, including twenty (20) full-time employees and seventeen (17) on-call, part-time and per diem firefighters and EMTs.

**Ambulance Transport Billing**

Littleton’s Fire Department, through its ambulance transport billing vendor, Coastal Medical Billing, Inc., billed approximately \$2 Million Dollars for ambulance transport services in Fiscal Year 2023. Approximately \$700,000 was collected in gross revenue for the Town’s ambulance transport services in Fiscal Year 2023. Since 2018, the Town estimates the value of billed, but uncollected, ambulance transport charges to exceed \$1,100,000.

**Contract Information**

The performance and payment obligations of the Town for the proposed work covered by this contract will be subject to actual collection of the debt by the Vendor.

One contract will be awarded to the one responsible and eligible bidder offering the lowest fixed percentage fee rate. The fixed percentage fee rate will be based on the amount collected for completing the task outlined in the specifications and as noted by the successful Vendor in the IFB bid form.

## LITTLETON, MASSACHUSETTS

The Town Administrator, serving in their role as Chief Procurement Officer of the Town, shall be the final authority on the acceptability or unacceptability of each bid with respect to specifications and general requirements.

The contract that is awarded as a result of this Invitation for Bids (IFB) will be effective upon completed execution of a contract signed by both the successful bidder and the appropriate Town officials. The initial contract term will be for eighteen (18) months, beginning January 1, 2024 through June 30, 2025. At the sole discretion of the Town of Littleton, the contract may include one (1) option to extend the contract for one (1) year for Fiscal Year 2026 beginning July 1, 2025 through June 30, 2026. The fixed percentage fee rate included in the initial bid will be the same percentage to be used through any option to extend, if applicable.

### **Vendor Qualifications**

All bidders must provide written documentation, with their quote, as evidence they meet the following minimum requirements and further, that their firm has the requisite background to perform this particular type of work.

All bidders must have a minimum of five (5) years' experience in performing the type of work specified herein. The bidder shall prove that they have a successful track record of debt collection for the work required under the contract.

All bidders must provide a minimum of three (3) references for similar work performed for other municipalities, including contact names and telephone numbers. The Town reserves the right to contact any entity that the Vendor (Bidder) has conducted business with or for, either currently or in the past, for the purpose of reviewing past work history and performance. Any negative references received may be grounds for the rejection of a quote.

### **Proposal Pricing**

The Vendor must provide a fixed percentage fee rate for the work described in these specifications. The fee paid to the Vendor shall be based on actual collections, at the percentage rate quoted. The rate must include all costs, fees, expenses, labor and equipment, etc., required to perform the task listed in the specifications. No separate or additional costs will be paid by the Town.

### **Minimum Requirements**

It is the intent of the Town that this contract be awarded to one responsible Vendor, able to provide the appropriate expertise and experience debt collection, as specified. Submission of proposals lacking the appropriate required experience will be treated as incomplete and will not be considered.

The Vendor must be able to provide all of the services described in these specifications and comply with all quote submission requirements listed and have a minimum of three (3) references for which this type of service has been performed.

Failure to submit the mandatory forms from this Invitation for Bid package may be cause for the rejection of the quote. However, the Town of Littleton reserves the right to decide, on a case-by-case basis, in its sole discretion, whether or not to reject the bid.

By submitting a quote, the vendor is certifying that they are licensed and eligible to perform work of this nature in the Commonwealth of Massachusetts.

Any contract resulting from this Invitation for Bids (IFB) shall be governed in all respects by the laws of the Commonwealth of Massachusetts and any litigation with respect thereto shall be brought in the courts of Massachusetts. The Vendor shall comply with all applicable federal, state, and local laws and regulations.

## LITTLETON, MASSACHUSETTS

### **Specifications**

The selected Vendor must be able to provide all professional, financial, administrative, materials and equipment needed to complete the scope of work.

The selected Vendor must:

- have knowledge of relevant regulations and laws regarding medical debt collection services.
- place debtors on major/national credit bureaus for credit reporting.
- be solely responsible for expenses, including, but not limited to, attorney fees and court costs incurred by the Vendor in collection of referred accounts.
- provide customer service during normal business hours.
- define normal business hours on the IFB bid form.
- be prepared to assign qualified staff knowledgeable in collection requirements, such as HIPAA Regulations and the Fair Debt Collection Practices Act.
- maintain records of debt collections for a minimum of seven (7) years in accordance with the Commonwealth of Massachusetts' Records Retention Schedule.

The Vendor's authorized representative must be able to meet with Town of Littleton's Fire Department and Finance personnel, and the Town's ambulance transport billing company vendor/provider on a quarterly basis, or as requested by the Fire Department, to review received history and processing.

The Vendor shall advise the Town of Littleton of its collection techniques and the Town reserves the right to approve such techniques. However, the responsibility of compliance with applicable laws to include the Fair Debt Collection Practices Act shall remain with the Vendor.

The Vendor may not use or display the official seal or logo of the Town of Littleton, or the Littleton Fire Department, on communications with any debtor without previously obtaining authorization, in writing, from the Town Administrator or designee.

The Town reserves the right to withdraw from collection, or abate, any outstanding bill, on a case-by-case basis.

#### **A. Accounts Less Than Two Years:**

The Vendor shall provide collection services for outstanding account balances over one hundred forty-five (145) days, as determined by the reports generated by the Town's ambulance transport billing company vendor, in accordance with the Town's Ambulance Transport Service Billing and Collection Policy (Appendix A).

#### **B. Aged Accounts:**

The successful Vendor will provide written recommendations and ongoing services to the Town to address the backlog of billed, but uncollected, accounts as identified and compiled since 2018. The Vendor's debt collection strategy and work plan may include, but is not limited to, the following:

- Review of aging report(s) for all outstanding accounts
- Identify accounts that are legally eligible for debt collection activity
- Recommend accounts for debt collection based on Vendor's business model and regular practice
- Identify accounts for debt collection in accordance with Town policy
- Identify and prioritize accounts most suitable for credit reporting

#### **C. Debt Collection Criteria & Town Guidelines:**

The successful Vendor will provide written recommendations, and as needed, will work with the Town to develop policy criteria, to identify accounts that are:

## LITTLETON, MASSACHUSETTS

- Legally ineligible for debt collection and to be reported as uncollectible
- Eligible for debt collection activity, with or without credit reporting
- Recommended for credit reporting and or payment negotiation
- Recommended to the Town for permanent “write-off” and considered uncollectible

The successful Vendor will work with the Town to develop written criteria to identify accounts for debt collection for permanent “write-off” and to be reported as “uncollectible” based on, but not limited to, one or more of the following factors:

- users’ “ability to pay” and eligibility for indigency programs (WIC, Food Stamps, etc.)
- residency status (Littleton Resident versus Non-Resident)
- type of payment (balance bill, private insurance, insurance copay/deductible, etc.)
- source of payment (self-pay, private insurance, Medicare, Medicaid, etc)
- likelihood of repayment as compared to the cost of the revenue recovery
- industry standards and or best practices for debt collections and credit reporting

### **D. Reports and Meetings:**

The Vendor’s authorized representative must be able to meet, remotely or in person, with the Town of Littleton’s Fire Department and Finance personnel, and the Town’s ambulance transport billing company vendor/provider on a quarterly basis, and as requested by the Fire Department, to review account activity, including but not limited to, ambulance transport services revenues, collections, aged accounts, write-offs, Town policies or procedures, or any Vendor activity as related to the scope of work herein.

The Vendor must provide standard monthly reports to the Town, including, but not limited to:

- New Accounts
- Closed Accounts
- A/R Aging
- Total Collections
- Monthly Summary on Account Collection Activity

The Vendor must provide standard reports to the Town, including, but not limited to:

- Year End Summary of Account Debt Collection Activity based on the preceding Fiscal Year.
- Reports of industry “Best Practices” as related to municipal debt collections.
- Recommendations for updated policies, procedures or practices related to municipal debt collections and or ambulance transportation billing.

All records shall be available for inspection and audit, with or without notice, by the Town.

### **Billing and Payment**

The Vendor shall turn over all collected debts to the Town, in full, then the Town shall reimburse the Vendor at the fixed fee percentage, per the contract. Payment to the Town shall be made within fifteen (15) days after the end of each month, along with the reports as outlined above. The payment to the Vendor, at the fixed fee percentage rate, shall be made within thirty (30) days of receiving the collection from the Vendor.

### **For More Information**

For more information, please contact Lisa Montgomery at [lmontgomery@littletonma.org](mailto:lmontgomery@littletonma.org) or call 978-540-2460.

**BIDDER INFORMATION**

Bidder's attention is called to Chapter 268A of the General Laws. In connection with this statute, bidder is required to submit the following information and any other information deemed necessary by the bidder.

Give full names and residences of all the persons and parties interested in the foregoing proposal. Give first and last names in full; in case of corporations, give names of President, Treasurer, and Manager; and in case of firms, give names of the individual members.

Kindly furnish the following information regarding the Bidder:

(1) If a Proprietorship:  
Name of Owner \_\_\_\_\_  
Business Address \_\_\_\_\_ Telephone \_\_\_\_\_  
Home Address \_\_\_\_\_ Telephone \_\_\_\_\_

(2) If a Partnership:  
Full names and addresses of all partners  

<u>Name</u>	<u>Address</u>	<u>Telephone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

  
Business Address \_\_\_\_\_ Telephone \_\_\_\_\_

(3) If a Corporation:  
Full Legal Name \_\_\_\_\_ Telephone \_\_\_\_\_  
Full Names and addresses of President, Treasurer and Manager:  

<u>Name</u>	<u>Address</u>	<u>Telephone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

  
State of Incorporation \_\_\_\_\_  
Principal Place of Business \_\_\_\_\_  
Qualified in Massachusetts \_\_\_\_\_ Place of Business in Massachusetts \_\_\_\_\_

(4) Give the following information regarding surety company:  
Full Legal Name of Surety Company \_\_\_\_\_  
State of Incorporation \_\_\_\_\_ Admitted in Massachusetts? YES or NO? \_\_\_\_\_  
Principal Place of Business \_\_\_\_\_  
Place of Business in Massachusetts \_\_\_\_\_ Telephone \_\_\_\_\_

**CERTIFICATE OF AUTHORITY**

At a duly authorized meeting of the Board of Directors of the \_\_\_\_\_

(Name of Corporation)

held on \_\_\_\_\_ at which all the Directors were present or waived notice, it was voted

(Date)

that \_\_\_\_\_

(Name)

(Officer/Title)

of this company be and he hereby is authorized to execute contracts and bonds in the name and behalf of said company, and affix its Corporate Seal thereto, and such execution of any contract of obligation in this company's name on its behalf of such

\_\_\_\_\_ under seal of the company, shall be valid and binding upon this company.

(Officer)

**A TRUE COPY,**

**ATTEST:** \_\_\_\_\_

(Signature/Title)

Place of  
Business: \_\_\_\_\_

\_\_\_\_\_

I hereby certify that I am the \_\_\_\_\_ of the \_\_\_\_\_

(Title)

(Name of Corporation)

that \_\_\_\_\_ is duly elected \_\_\_\_\_

(Officer, Name)

(Title)

of said company, and the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.

\_\_\_\_\_  
Full Legal Name of Business

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
State of Incorporation\*

\_\_\_\_\_  
Principal Place of Business

\_\_\_\_\_  
Qualified in Massachusetts

\_\_\_\_\_  
Place of Business in Massachusetts

\_\_\_\_\_  
Signature

*\*If state of incorporation is Massachusetts, insert MASSACHUSETTS on State of Incorporation line and disregard other parts of the form.*

-----

Subscribed and sworn to before me

(Corporate Seal)

*If applicable (i.e., not necessary for sole proprietorships or partnerships)*

this \_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
(Notary Seal)

Notary Public

My Commission Expires \_\_\_\_\_



**CERTIFICATIONS**

Statements below shall be duly dated and signed with an original signature or the Bid or Proposal will be rejected.

**TAXES PAID:** Pursuant to Massachusetts General Laws, Chapter 62C, Section 49A, the undersigned certifies under the penalties of perjury that, to the best of my knowledge and belief, all Massachusetts State Tax Returns and all Massachusetts State Taxes required under law have been paid, and I have complied with the reporting of employees and contractors, and withholding and remitting of child support.

**INDEMNIFICATION:** The undersigned agrees to indemnify, pay on behalf of, defend, and hold harmless the City of Gardner and its officers, attorneys, employees and agents from any and all claims, demands, suits, actions, costs, liabilities, penalties, judgments, whatsoever, including reasonable attorney’s fees, which may be imposed upon, incurred by, or asserted against the City by reason of (a) any failure on the part of the Contractor to comply with any provision or term required to be performed or complied with by the Contractor under this Contract, or (b) for the death, injury or property damage suffered by any person on account of or based upon the act, omission, fault, negligence or misconduct or any person whomsoever other than the City of Gardner. The foregoing indemnity and hold harmless agreement shall include indemnity against all costs, expenses and liabilities incurred in or in connection with any such claim or proceeding brought hereon, and the defense thereof with counsel acceptable to the City or counsel selected by an insurance company which has accepted liability for any such claim.

**COMPLIANCE:** The undersigned is in compliance with all of the provisions, and shall remain in full compliance with the provisions for the life of any Contract resulting from this solicitation. Bidder is qualified to perform any such Contract and possesses, or shall obtain, all requisite licenses and/or permits to complete performance; shall maintain all unemployment, workers’ compensation, professional and personal liability insurance policies sufficient to cover its performance under any such Contract; and shall comply with relevant prevailing wage rates and employment laws. To the best of its knowledge and belief has paid all local taxes, tax titles, utilities, motor vehicle excise taxes, water and wastewater bills in Massachusetts as required by Law.

\_\_\_\_\_  
Authorized Signature

**CERTIFICATE OF NON-COLLUSION**

MGL Chapter 40, Section 4B ½, Chapter 30, Section 39M and/or Chapter 30B, Section 10: Undersigned certifies under penalties of perjury that this bid or proposal is in all respects bona fide and fair and has been made and submitted in good faith without collusion or fraud with any other person. As used in this certification, the work “person” shall mean any natural person, joint venture, business, partnership, corporation, union, committee, club, organization, group of individuals, or other business or legal entity.

\_\_\_\_\_  
Authorized Signature

**WARRANTIES/GUARANTEES**

All prospective bidders on Items/Equipment/Services that carry Warranties and/or Guarantees shall include with their sealed bids a copy of the Warranties and/or Guarantees, as well as a copy of the Warranties and/or Guarantees on the items being bid, if applicable. Warranty starts after the date of acceptance by the using department. Please complete the following and specify if Warranty/Guarantee is for more than contractually required one-year period:

\_\_\_\_\_  
Authorized Signature

TOWN OF LITTLETON  
TOWN ADMINISTRATOR'S OFFICE  
37 Shattuck Street, Room 306  
Littleton, MA 01460  
978-540-2460

**BID FORM**

Debt Collection Services for  
Ambulance Transport Billing  
(Services)  
MGL Chapter 30B

PROCUREMENT #2023-004-IFB

ISSUE DATE:

**Monday, 11/27/2023 at 12:00 p.m.**

TOWN OF LITTLETON  
Ryan Ferrara  
Interim Town Administrator  
Kellie A. Hebert  
Interim Asst. Town Administrator  
[khebert@littleton-ma.gov](mailto:khebert@littleton-ma.gov)

Required Submission Date: **Wednesday, 12/13/2023 at 2:00 p.m.** (EST local time)

Deliver Sealed Bids To: IFB: Debt Collection Services for Ambulance Transport Billing –  
Littleton Fire Department  
Town of Littleton  
Town Administrator/Select Board Office  
37 Shattuck Street, Room 306, Littleton, MA 01460

Contact: Lisa Montgomery, Executive Assistant  
978-540-2460 or [lmontgomery@littletonma.org](mailto:lmontgomery@littletonma.org)

Item	Description	
1	Fixed Fee Percentage (based on actual collections)	
2	Normal Business Hours	
3	Acknowledgement of Addenda (if any)	
<i>Include separate pages for the following:</i>		
4	References (minimum of three 3)	
5	Attach a summary of your standard debt collection process	
6	Attach a summary of your criteria for credit reporting	

Company Name & Address:

By (Print Name of Authorized Agent):

By (Signature of Authorized Agent):

**TOWN OF LITTLETON  
SAMPLE CONTRACT**

**Debt Collection Services for Ambulance Transport Billing  
Littleton Fire Department**

ARTICLE 1, DEFINITION: "Contract" as used herein shall mean these Articles and the Bid Documents which include, but are not limited to, the instructions, the bid/quote/proposal, the specifications, the requirements, the contract terms and conditions, applicable addenda and all documents and forms submitted with the bid or proposal.

ARTICLE 2, DURATION: The term of this contract shall be for eighteen (18) months, from January 1, 2024 to June 30, 2025. This Contract may be extended one time, at the sole discretion of the Town. If the Town opts to renew the Contract, the extension shall be for one (1) fiscal year, covering Fiscal Year 2026 for a one-year period beginning July 1, 2025 through June 30, 2026.

ARTICLE 3, TERMS: The Contractor agrees to provide services, material and/or equipment all in accordance with the Bid Documents for the contract stated above, which is incorporated herein and made part of this Contract.

This Contract shall be binding upon the Contractor, its assigns, transferees, and/or successors in interest (and where not a corporation, the heirs and estate of the Contractor).

ARTICLE 4, PAYMENT: The Town of Littleton agrees to pay to the Contractor at the fixed percentage rate as set forth in the Contractor's proposal. Additional payment shall be made to the Contractor for services approved and authorized by the Town, in conjunction with this contract, if applicable.

ARTICLE 5, CONFLICT: In the event there is a conflict between this Contract and the Bid Documents, the Bid Documents shall supercede the Contract.

ARTICLE 6, GOVERNING ORDINANCES AND LAWS: This Contract is made subject to all the laws of the Commonwealth of Massachusetts and code of the Town of Littleton. If any clause herein does not conform to such laws and ordinances, that clause and only that clause shall be void. The remainder of this contract shall be unaffected and the law or statute that is applicable shall be substituted.

This Contract, executed in three (3) copies, is to take effect as a sealed instrument, sets forth the entire contract between the parties, is binding upon and endures to the benefit of the parties hereto, and may be made canceled, modified, or amended only by a written instrument executed by both the parties named herein.

IN WITNESS WHEREOF the parties have hereto and set their hands on the day and year written.

FOR CORPORATION

TOWN OF LITTLETON, by its Town Administrator

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
Ryan Ferrera, Interim Town Administrator

APPROVED AS TO FORM:

FOR CONTRACTING DEPARTMENT:

\_\_\_\_\_  
Town Counsel

\_\_\_\_\_  
Thomas Clancy, Interim Fire Chief

\_\_\_\_\_  
TOWN ACCOUNTANT, who certifies, pursuant to Massachusetts General Law C.44, §31C, that the proposed expenditure is not in excess of the appropriation or the unexpended balance thereof and that the Town Administrator is authorized to sign this contract.

\_\_\_\_\_  
PROCUREMENT OFFICER who certifies that the services or supplies purchased or leased pursuant to this contract were, to the best of his belief and knowledge, procured pursuant to the procurement laws of the Commonwealth to the extent such laws apply.

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**APPENDIX A**

**Town of Littleton  
Financial Management Policies**

**AMBULANCE TRANSPORT SERVICE BILLING AND COLLECTIONS**

*(Draft Document Voted on July 12, 2023)*

The policy of the Littleton Fire Department and the Town of Littleton is to collect all receivables generated by the Littleton Fire Department ambulance for non-Littleton residents with exception of cases where payment would create severe financial hardship. It is with this intent that the following ambulance billing collection policy is established.

**BILL COLLECTION PROCESS:**

1. The Town of Littleton shall contract with a private medical billing company for billing services. The standard method of pursuing collections begins with a medical run report generated by the Littleton Fire Department ambulance attendants related to a patient's treatment. The billing company will review pertinent patient care information and initiate ambulance billing by requesting payment from a patient's health insurance carrier. If there is no available health insurance information, and the patient is not a resident of Littleton, the billing company will issue an invoice to the patient in an attempt to obtain any further pertinent information and signature(s). Without health insurance information, the patient is solely responsible for the ambulance bill.
2. Since the Littleton Fire Department provides emergency medical care, as necessary, as a municipal service to benefit Town residents, if a Littleton resident does not have health insurance, and the incident is not related to a motor vehicle crash where supplemental insurance or litigation may result in coverage, workers compensation case, or the insurance company only covers a portion of the amount billed, the remaining balance will be written off.
3. The Town will seek payment from a Littleton resident if either of the following two scenarios occur:
  - a. The patient is reimbursed directly from his or her health insurance company for the cost of the services provided by the Littleton Fire Department. In this scenario, the Town of Littleton will seek full reimbursement from the patient in the same manner as if the patient were a non-resident.
  - b. The patient's health insurance plan has a health insurance deductible that needs to be met prior to the health insurance company covering the cost of the services provided by the Littleton Fire Department to the Littleton resident. In such case, the patient must pay the health insurance deductible to facilitate payment to the Littleton Fire Department under the health insurance plan.
4. If there is no response to the first bill for payments outstanding after 30 days, the billing company will issue a second bill with the heading "Account Past Due". Additionally, the billing company will telephone the patient to inquire as to the outstanding balance.
5. If there is no response to the second bill for payments outstanding after 60 days, the billing company will prepare a third bill with the heading "Account 60 Days Past Due". This bill will be on Fire Department letterhead signed by the Fire Chief.

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6. If there is no response to the third bill for payments outstanding after 90 days, a fourth bill will be sent informing the patient that his or her account is “Seriously Past Due” and could be forwarded for collection.
7. For non-Littleton residents, after 135 days the contracted medical billing company stops billing for outstanding invoices. After 145 days the bill is sent out to a collection agency. At that point, the collection agency will work directly with the Town of Littleton to recover outstanding amounts owed by non-residents.
8. When a non-resident account is six or more months overdue, determined to be inactive by the collection agency or abatement has been requested, the Fire Chief and Town Accountant shall review the account to determine whether a financial hardship abatement, or additional collection procedures are warranted. If additional collection procedures are recommended (ie. court action), recommendation will be forwarded to the Town Administrator and Select Board for approval. Bills Determined to be Uncollectable after review that are two years old will be written off.
9. In cases of financial hardship, ambulance bills may be abated by the Fire Chief in his/her sole discretion. To qualify for abatement, the following must apply:
  - a. If the patient has private health or accident insurance, medical assistance, Medicare, SSI or general assistance, he or she must apply for reimbursement under such programs prior to abatement consideration.
  - b. If the patient has been approved for free care by a recognized health care facility, a copy of said approval shall be included with the abatement request submitted to the Fire Chief.
  - c. If there is no insurance or governmental assistance and the patient is the only responsible party for his or her medical care costs, the patient must complete a signed and dated abatement request to the Littleton Fire Chief for consideration. Sufficient documentation, such as a notice of health insurance cancellation or paperwork showing that the patient is uninsured should, if available, be submitted with the request for abatement.