

Scope of Work

- I. Scope of Solicitation**
- II. Instructions to Offerors**
- III. Scope of Work / Specifications**
- IV. Terms and Conditions – Special**

I. SCOPE OF SOLICITATION

Clemson University's Fire & Emergency Medical Services (CUFD-EMS) is seeking proposals from Qualified Medical Services to develop and provide Accounts Receivable Management and Customer Invoicing for services rendered. The successful Offeror shall perform other related services defined in this Scope of Work.

This service intends to provide timely patient invoicing, direct billing of private insurance, Medicare, and Medicaid, and proper management of collected funds.

Clemson University Fire & EMS provides basic and advanced life support response, treatment, and ambulance transportation to various customers including students, faculty, staff, visitors, and surrounding community residents. CUFD-EMS typically responds to approximately 550 EMS incidents annually, averaging 50% transport by EMS and 45% treatment–release. Approximately 50% of patients encountered are currently enrolled students of Clemson University. CUFD-EMS currently utilizes First Due for Department NEMSIS – Patient Care Reports.

Clemson may expand the scope to include service to other University Departments in the future but may also bid out those scopes separately if they choose.

II. INSTRUCTIONS TO OFFERORS

Regardless of the requirements below or in this document, Offerors must submit their proposal electronically through the Clemson University online bidding system. To do so, you must log in (registering first) at <https://clemson.ionwave.net/login.aspx> and follow specific instructions for this solicitation. You should register several days before the bid closing date to be approved and log in on time to submit a response.

Technical Proposal to include:

- a) Billing and Collection procedures Terms or Service.
- b) The fee structure is based on the percentage (%) of REVENUE collected monthly.
- c) Representative samples of forms and reports.
- d) Experience in EMS billing with references.
- e) Internal accounting and reconciliation procedures.
- f) Methods and procedures for receiving, documenting, and remitting

revenue generated from the provider's accounts.

- g) Specific recommendations that the Offeror may wish to implement to improve data collection, efficiency and effectiveness in managing the provider's account.

Price Proposal

Offerors must enter a PERCENTAGE (%) amount on line 1 in the online bidding system. The Percentage (%) is based on the dollar volume collected. The dollar amount of \$80,000 will be used as a baseline to multiply the percentage (%) fee per Offeror's proposals to calculate an estimated annual cost to Clemson University for this service.

III. SCOPE OF WORK / SPECIFICATIONS

1. The successful Offeror shall develop and facilitate continued provider enrollment in approved preferred provider programs including Medicaid and Medicare.
2. The successful Offeror shall develop and implement procedures, systems, and accountability for:
 - a. Receiving and managing incident data from the provider via an automatic interface between the department's ePCR software to extract data needed for processing claims
 - b. Establishing and managing accounts for and providing timely insurance billing and customer invoicing to patients treated and/or transported by CUFD-EMS.
 - c. Tracking and managing University student accounts for internal recovery by university student receivables when indicated.
 - d. Receiving and managing revenue from the provider's accounts.
 - e. Documenting and reporting to the provider account status, activity, and revenue monthly, quarterly, and annually. Reports should include monthly aging, individual patient account activity, and revenue received.
 - f. Reports are preferred to be user-friendly and easily manipulated by the provider (i.e., Excel, CSV spreadsheets).
3. The successful Offeror will work closely with the provider to maintain all accounts in a current status.
4. The successful Offeror will receive approval before moving accounts to collection status and shall identify their collection practices or if collections are subcontracted to a third party.
5. The successful Offeror shall provide coordinated training to the provider's staff on field data collection and documentation to increase efficiency and within the provider's documentation standards.
6. The successful offeror shall provide the purchaser a web portal or methodology to review claims and processing status and verify account balances of active accounts.
7. The successful Offeror shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA-Public Law 104-191) and the Family Educational Rights and Privacy Act (FERPA-20 U.S.C & 1232G; 34 CFR Part 99) as well as all other applicable Federal, State and Local Laws. Business relationship contracts shall be provided by the vendor to the provider.
8. The successful Offeror shall at no time intentionally or unintentionally initiate or participate in an unethical, fraudulent, or illegal practice.

9. The successful Offeror shall agree to a right-to-audit clause to comply with the University's Internal Auditing Compliance Practices.
10. The provider's accounts shall be kept separate from the Offeror's operating accounts.
11. The successful Offeror shall continue to process incident data and claims submitted by the purchaser up to and through the last date of the contract, for up to 6 calendar months following the termination of the contract.
12. Willing to obtain training and login information for the Student Health Service system for billing at Red Fern Clinic at Clemson University for collecting bills if needed.
13. Provide a direct contact line, independent of the customer service line, for the department to contact the Offeror to manage issues.
14. Provide replies to any customer requesting assistance with their bill within 2 business days via phone or email.

IV. TERMS AND CONDITIONS - SPECIAL

An award will be made to one offeror who is responsive and responsible and provides the most advantageous percentage (%) for Clemson University.

