

# County of Henry

P.O. BOX 7  
COLLINSVILLE, VIRGINIA 24078-0007  
<http://www.co.henry.va.us/>

TELEPHONE (276) 634-4670  
FAX (276) 634-4535



MEMBER OF  
VAGP  
NIGP

PURCHASING DEPARTMENT

**NOVEMBER 21, 2024**  
**REQUEST FOR PROPOSAL**  
**RFP # 25-02043-A289**  
**HENRY COUNTY PURCHASING DEPARTMENT**

The County of Henry solicits firms to submit proposals for “**Billing Services for Emergency Medical Services and Fire Suppression Services.**” Proposals will be received until **3:00 p.m., Local Prevailing Time, February 4, 2025, in the:**

**Purchasing Department, Room 210**  
**Henry County Administration Building**  
**P.O. Box 7, Collinsville, VA 24078 (Postal Service) or**  
**3300 Kings Mountain Road, Martinsville, VA 24112 (UPS or FedEx) or**  
**at <https://eva.virginia.gov> (Electronically).**

**See submission and receipt of Request for Proposals (RFPs) on page 2 for instructions.**

Proposals received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. **If the County closes its offices due to inclement weather or for other reasons, the scheduled Request for Proposal submission deadline will be extended to the first open business day at the same time, unless an addendum is done that states otherwise.** Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition.

On the contrary, all responsible firms, small, local, faith-based, women-owned and minority-owned, (SWAM) are encouraged to submit a proposal.

The County/PSA reserves the right to reject any or all of the proposals, to waive informalities and to award in part or in whole any or all proposals to multiple vendors or a single vendor as a result of this solicitation. Any proposal submitted **MUST** be signed by an individual authorized to bind the offeror.

If you desire not to quote on this proposal, please forward your acknowledgement of **NO PROPOSAL SUBMITTED** to the above address. Otherwise, your name shall be removed from our vendors list after three (3) non-responses.

**Submission and Receipt of Request for Proposals:**

- 1.) Each offeror submitting a **paper copy of their proposal shall have one (1) proposal and one (1) USB Flash Drive** (see Proprietary Information Requirement below) in a sealed envelope and mark outside of envelope with company name, subject, RFP number and closing date of Request for Proposal. The offeror may use U.S. Postal Service, UPS, FedEx or in person delivery at the addresses listed on page one.
  
- 2.) Each offeror submitting **an electronic copy of their proposal shall provide one (1) electronic copy of their proposal** (see Proprietary Information Requirement below) to Virginia's Electronic Procurement System (eVA) at <https://eva.virginia.gov> by the deadline date and time for submittal of proposals. To respond to electronically, vendors will need to be registered suppliers on the (eVA) website. To register as a new supplier, visit: <https://eva.virginia.gov/register-now.html> . If you need supplier training, please visit: <https://eva.virginia.gov/supplier-training-materials.html> . If you have questions or issues during the process of submitting a proposal, contact (eVA) customer care at 1-866-289-7367. **Please ensure you have allotted ample time to submit your proposal document(s).**
  - A.) Electronic document size shall be no larger than 25MB. The (eVA) website will allow for a bigger document size but the County's system will not be able to download from (eVA) anything larger than 25MB. Zip files are not accepted. All documents shall be in PDF format.

Faxed RFPs will not be accepted and electronic RFPs will only be accepted through (eVA).

Enclosed is a ***“Proposal Requirements and Non-Collusion Statement”*** that must be signed and returned with the proposal or proposal may be rejected.

**Proprietary Information Requirement**

Any proprietary information submitted by a vendor shall be in a separate sealed envelope and duly marked as proprietary along with the RFP number and company name. A cover sheet must be attached on the front of all proprietary documents, within the envelope, stating the reason why protection is necessary. No vendor is allowed to mark their entire Request for Proposal (RFP) as proprietary per the Code of Virginia 2.2-4342 (F).

Also, if a USB Flash Drive is required it shall have proprietary information listed in separate documents on the Flash Drive, from the rest of the RFP and be clearly named as proprietary documents. If these requirements are not met then the vendor may be rejected for not complying. All other documents are subject to the Freedom of Information Act and open to public viewing.

**Contract Period**

A notice of award will be signed and publicly posted in the Purchasing Office of the County/PSA once this RFP has been awarded. The date on the notice of award will be when the RFP becomes effective (not date of service). **Initial contract shall be for 12 months starting July 1, 2025 until June 30, 2026, with an option to renew for up to four (4) additional 12 month extensions by mutual consent of the contracting parties. Furthermore, the entire length of this RFP shall not pass June 30, 2030. The above terms shall override any other written terms in this RFP and/or verbal comments made during negotiations, unless authorized by Chief Purchasing Agent.**

**Piggy Back Clause**

This contract shall be available for piggy backing for any other state and local agency or government agency.

**Illegal Aliens**

Vendor promises they will not hire illegal aliens. By signing this proposal document the vendor confirms this promise.

**Permits/Licenses**

Vendors and any subcontractors used shall be responsible for acquiring all the proper permits/licenses required by local and state authorities in conjunction with this proposal. Proposal prices shall include these fees and no additional costs are to be assessed to the County/PSA. Vendor's attention is directed to the requirements of title 54, chapter 11, of the code of Virginia pertaining to registration of contractors. (if applicable)

**State Corporation Commission Identification Number:**

Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to B-30 Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Indicate the above information on the SCC Form provided and include with your response.

**Contact for RFP**

Please contact **Matt Tatum** at [mtatum@henrycountyva.gov](mailto:mtatum@henrycountyva.gov) for any questions pertaining to this RFP.

**SPECIAL TERMS AND CONDITIONS**

During the performance of any contract awarded pursuant to this RFP, the contractor agrees as follows:

- A. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, or handicaps, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the operation of the contractor. The Contractor agrees to post in conspicuous places, available to provisions of this nondiscrimination clause.
- B. The Contractor, in all solicitations or advertisements for employees placed on behalf of the contractor, will state that such contractor is an equal opportunity employer.
- C. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulations shall be deemed sufficient for the purpose of meeting the requirements of this section.

The Contractor shall include in provisions of the foregoing paragraph A, B, and C in every subcontract or purchase order over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.

**PROPOSAL REQUIREMENTS AND NON-COLLUSION STATEMENT**

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth. My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, Article 1.1 of the Code of Virginia as amended. Futhermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Bid Rigging Act, and Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards.

I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF FIRM \_\_\_\_\_

ADDRESS \_\_\_\_\_

SIGNATURE \_\_\_\_\_

NAME (TYPE/PRINT) \_\_\_\_\_

TITLE \_\_\_\_\_

DATE \_\_\_\_\_

TELEPHONE(     ) \_\_\_\_\_

FAX(     ) \_\_\_\_\_

**RFP# 25-02043-A289**

SINCE BECOMING EFFECTIVE ON JULY 1, 2007, HENRY COUNTY HAS REQUIRED ALL VENDORS TO ABIDE BY THE FOLLOWING LEGISLATION.

CODE OF VA § 22.1 - 296.1

PROVIDES THAT AS A CONDITION OF AWARDING A CONTRACT FOR THE PROVISION OF SERVICES THAT REQUIRE THE CONTRACTOR OR HIS EMPLOYEES TO HAVE DIRECT CONTACT WITH STUDENTS ON SCHOOL PROPERTY DURING REGULAR SCHOOL HOURS, THE SCHOOL BOARD MUST REQUIRE THE CONTRACTOR TO PROVIDE CERTIFICATION THAT ALL EMPLOYEES WHO WILL HAVE DIRECT CONTACT WITH STUDENTS HAVE NOT BEEN CONVICTED OF A VIOLENT FELONY SET FORTH IN THE DEFINITION OF BARRIER CRIME IN SUBSECTION A OF § 19.2 - 392.02; ANY OFFENSE INVOLVING THE SEXUAL MOLESTATION OR PHYSICAL OR SEXUAL ABUSE OR RAPE OF A CHILD, OR THE SOLICITATION OF ANY SUCH OFFENSE; OR ANY CRIME OF MORAL TURPITUDE. THE BILL ALSO PROVIDES THAT THE REQUIREMENT BE WAIVED IN EMERGENCY SITUATIONS WHEN IT IS REASONABLY ANTICIPATED THAT THE CONTRACTOR OR HIS EMPLOYEES WILL HAVE NO DIRECT CONTACT WITH STUDENTS.

PLEASE INDICATE APPROPRIATE BOX BELOW.

\_\_\_\_\_ I AGREE TO ABIDE BY LEGISLATION CODE OF VA § 22.1 - 296.1.

\_\_\_\_\_ THIS LEGISLATION DOES NOT APPLY TO THIS SOLICITATION.

THE AWARDED VENDOR MAY BE REQUIRED TO PROVIDE ADDITIONAL PAPERWORK BUT ONLY A SIGNATURE IS NECESSARY AT THIS TIME.

\_\_\_\_\_  
AUTHORIZED VENDOR SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
PRINTED NAME AND TITLE

**Subcontractor Information**

**Must fill form out completely even if no subcontractors are being used.**

You must check appropriate box below and list any subcontractors that will be used for this RFP# 25-02043-A289 for **Billing Services for Emergency Medical Services and Fire Suppression Services.**

\_\_\_\_\_ I will be using subcontractors. (See list below)

\_\_\_\_\_ I may or may not be using subcontractors. Not sure at this time. If you are the awarded vendor, you are responsible for contacting Commissioner of Revenue's Office at (276-634-4691) with subcontractor information. Payment of invoices is contingent upon receiving required information.

\_\_\_\_\_ I will not be using subcontractors.

1.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

2.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

3.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

4.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

5.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

6.) Subcontractors Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

**Vendors Company Name** \_\_\_\_\_

**Vendors Authorized Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Vendors Telephone #** \_\_\_\_\_ **Federal ID #** \_\_\_\_\_

**\*Notes- Add a separate sheet if you need additional space for subcontractors.**

**Vendors and any subcontractors used shall contact the Commissioner of Revenue's Office at (276-634-4691) to inquire about getting a Henry County Business License.**

**SCC REGISTRATION FORM**

**VIRGINIA STATE CORPORATION COMMISSION (SCC)  
REGISTRATION INFORMATION**

The offeror:

is a corporation or other business entity with the following SCC identification number:

---

-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust.

-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location).

-OR-

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box below if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number once issued (Henry County/Henry County Public Service Authority reserves the right to determine in its sole discretion whether to allow such waiver):

SCC application is pending, and offeror requests a waiver.

**SECTION** **PAGE**

**General Information ..... 9**

**Proposal, Preparation, Format, and Content ..... 10**

**Scope of Services ..... 11**

**Billing Rates ..... 19**

**Fixed Percentage Rate of Services..... 19**

**Term of Contract ..... 20**

**Renewal of Contract..... 20**

**Subcontracting..... 20**

**Proposal Inclusions..... 20**

**Pricing Schedule ..... 21**

**Proposal Evaluation..... 21**

**Award Procedure ..... 21**

**References ..... 22**

**General Proposal Requirements ..... 22**

**Inquires ..... 23**



Henry County will accept sealed proposals from qualified firms for the provision of billing services for the Emergency Medical Services (EMS) and Fire Suppression Services of Henry County. Firms submitting proposals are expected to demonstrate the capability to provide thorough and accurate billing services for the EMS and/or Fire Departments of the County of Henry as outlined in this document. The proposal will be evaluated inclusively of other governmental delivery options. Any or all proposals or any or all portions of a proposal may be rejected or accepted by the County. Henry County anticipates evaluating and determining the path forward for billing with an anticipated implementation date of on or about July 1, 2025.

Providing proper emergency services is critical. Due to the economic conditions of the community, supplemental funding for this service is paramount. As such, all Contractors are cautioned that once they are awarded a contract, they must adhere to all provisions contained within this RFP. Ultimately, this proposal may result in one to 12 contracts.

Though it would be more efficient if one company was able to provide billing services for both EMS and Fire, we understand that some companies may offer EMS billing services but not fire while others may offer fire and not EMS. Due to that, we allow for up to three proposals from each respondent; one for both EMS and Fire; One for EMS Only, and One for Fire Only.

## **1. General Information**

Currently, Henry County is divided into four emergency medical services (EMS) response zones. Primary response to these zones is provided by the four volunteer rescue squads - Bassett Volunteer Rescue Squad, Fieldale-Collinsville Volunteer Rescue Squad, Horsepasture Volunteer Rescue Squad, and Ridgeway District Volunteer Rescue Squad. On occasion, volunteer rescue squads provide mutual aid to other response zones. Henry County currently bills for EMS services and already has an NPI and Medicare/Medicaid approval as a service provider.

Furthermore, Henry County is divided into eight fire response zones. Primary response to these zones is provided by the eight volunteer fire departments – Axton Volunteer Fire Department, Bassett Volunteer Fire Department, Collinsville Volunteer Fire Department, Dyers Store Volunteer Fire Department, Fieldale Volunteer Fire Department, Horsepasture Volunteer Fire Department, Patrick-Henry Volunteer Fire Department, and Ridgeway District Volunteer Fire Department. On occasion, volunteer fire departments provide mutual aid to other response zones. Henry County does NOT currently bill for fire services.

Henry County receives approximately 9,500 EMS and 2,200 fire calls for service annually. In the event the volunteer agency needs additional assistance for whatever reason, the career staff of Henry County Public Safety will respond to the call.

The approximate individual agency responses, for billing account purposes are:

- EMS
  - HCDPS – 7,000 (this includes Horsepasture Volunteer Rescue Squad due to they operated under the County’s EMS license);
  - Bassett – 1,000;
  - Fieldale-Collinsville – 1,000;
  - Ridgeway – 500.
- Fire
  - Axton – 185
  - Bassett – 340
  - Collinsville – 400
  - Dyers Store – 200
  - Fieldale – 190
  - Horsepasture – 220
  - Patrick Henry – 130
  - Ridgeway – 380

## **2. Proposal, Preparation, Format and Content**

In order to facilitate evaluation of the proposals, the Contractor should follow the outline below in responding. Proposals that do not follow the outline, or do not contain the required information, may be considered as unresponsive proposals. Additional and more detailed information may be annexed to the main body of the reply.

- 2.1. Name and address of your firm.
- 2.2. Name and telephone number of contact person to whom County staff should address questions they may have about the proposal submitted.
- 2.3. Contractor’s Background. Information concerning the background, history, experience, and reputation of the Contractor which is felt to be pertinent. Please include the following information: Legal business status (i.e. partnership, corporation, etc.), number of years in business, other or prior business names, and business partners in the last five (5) years.
- 2.4. Ability to Perform. Information concerning the Contractor’s organization, technical and professional qualifications, staffing, and equipment and facilities. Please detail any logistical concerns that may restrict or delay your implementation of your proposal (e.g. licensure, legal recognition, facilities, etc).
- 2.5. Contractor’s Experience. The Contractor shall provide a list of previous and current contracts which are considered identical or similar to the scope of services discussed herein. It should contain at a minimum the following:
  - 2.5.1. Contract duration, including dates

- 2.5.2. Services performed
- 2.5.3. Name, address, and telephone number of clients which may be contacted for verification of all data submitted
- 2.6. Core Service Delivery Plan. The Contractor shall provide a clearly detailed plan as to how the Contractor anticipates meeting the core service delivery requirements as defined in the Scope of Service section of this document. This should include, but not limited to initial billing, customer relations, error and complaint resolution, costs, etc.
- 2.7. Alternative Delivery Proposals. In addition to the items required above, the Contractor may propose alternative methods of delivery that may be included for consideration.
- 2.8. Billing. The Contractor shall clearly detail how each of the provided services will be billed.

### **3. Scope of Services**

- 3.1. The Contractor will be responsible for providing a fully comprehensive and automated billing and collection system, training, technical and administrative support to Henry County related to billing practices. Henry County agencies provide all aspects of EMS and Fire Suppression Services to the citizens and visitors to Henry County, Virginia. The proposed contract is intended to support the day-to-day operations, functions, and activities of the operational and management staff of Henry County in the use, analysis, and maintenance of accounts including billing for services, responsible party and/or insurance provider. The Contractor is responsible for providing a comprehensive billing and collection system which will provide new solutions that meet all the requirements of Medicare, Medicaid, CHAMPUS, other governmental insurance programs, and commercial insurance companies (collectively referred to as Insurance Providers). The responding proposal should list and detail services which will meet the functional requirements as set forth in this Request for Proposal (RFP).
- 3.2. The Contractor should be prepared to retrieve necessary reports to be billed utilizing the ESO software within thirty (30) days following the County's award of the contract.
- 3.3. It is the intention of Henry County that services and data input is of the highest quality by industry standards for accuracy and completeness, which can be acquired in an economical manner and within reasonable time frames. It is expected that all services function efficiently and be fully functional and responsive to the needs of the various patients, property owners, responsible parties, insurance providers and Henry County. The Contractor will perform all activities, services, and deliverables under the general direction and

guidance of the Henry County Division Chief of Operations, however, the County expects the Contractor to design and make constant recommendations for improvement and/or regulatory compliance as necessary. The County requires that all services be performed in compliance with all applicable laws and regulations including the Collection Act, and the Health Insurance Portability and Accountability Act ("HIPAA"). The Division Chief of Operations, or his designee, will serve as the liaison between the Contractor and the County, including its departments, agencies, committees, boards, councils, and individual employees.

3.4. The Contractor should be responsible for providing a quarterly written report to the Henry County Division Chief of Operations on areas of deficiency and identify areas where Henry County personnel (career or volunteer) can improve documentation.

3.5. Detail scope of work is as follows:

3.5.1. **Report Processing** - The Contractor should provide all labor, material and equipment, to gather all essential information for generating and processing all Fire and Patient Care Reports (PCR's) relating to Henry County Emergency Services, including any other rescue squad or fire department for which Henry County has the right to bill for services. Services include, but are not limited to, on-scene evaluations, the emergency treatment and/or transportation of patients, inter-facility patient transfers, structure fires, vehicle fires, motor vehicles crashes, hazardous materials, brush fires, alarms, traffic control and others. Henry County recognizes the importance of accurate and complete report information and is committed to provide such reports in a timely and accurate manner. *To ensure generation and completeness of the reports, the Contractor should provide appropriate training on an annual basis to ensure that all Henry County employees and volunteers who are involved in the billing process, including pre-hospital providers and fire fighters, will have the necessary skills, knowledge, and abilities to accurately prepare the report. Henry County will provide facilities, equipment and supplies for Contractor training of Henry County members. The Contractor should be responsible for providing all training instructors and materials. All training will be conducted at the Henry County Emergency Services Training Center in Martinsville, Virginia.* The Contractor should coordinate training and times with the Division Chief of Training and Volunteer Coordination. The Contractor should be responsible for providing Henry County with the latest changes and modifications of the reports as required by the applicable insurance providers or as mandated by state and federal regulations.

3.5.2. **Required Authorization and Insurance Information** - The

Contractor should ensure completeness of the report and insurance information.

**3.5.3. Required Verification and Missing Information Follow-Up** - The Contractor should provide all labor, materials and equipment, for verification of pertinent information. The Contractor should gather missing pertinent information by, but not limited to; searching the insurance provider's databases for previous individual information if and as permitted; searching the Contractor's billing database; contacting the receiving medical facility; or by direct responsible party contact. When contact is made with the appropriate party, the Contractor should verify and correct all pertinent information. The Contractor should have the ability to electronically interface with databases to obtain all available information to collect an account on behalf of the County.

**3.5.4. Required Data Entry and Claim Submission** - The Contractor must be currently filing Medicare and Medicaid Claims electronically and must transmit Medicare/Medicaid claims via the required National Standard Format (NSF). The Contractor is solely responsible for all data entry functions. The Contractor data entry personnel at their location should perform these functions. The following functions will be performed at the data entry level:

1. Electronic claims filing.
2. Automatic/demand claims processing with second request filing.
3. Electronic remittance payment posting.
4. Validation and editing of all data fields that are applicable to, but not limited to, the following insurance claim forms:
  - a. Anthem Blue Cross and Blue Shield
  - b. Medicare
  - c. Medicaid
  - d. CHAMPUS
  - e. HCFA-1500 for all commercial insurance carriers
  - f. Auto Insurance Providers
  - g. Homeowners Insurance Providers
  - h. Other applicable carriers including commercial insurance carriers
  - i. Any other paper submissions

**3.5.5. Customer Service** - The Contractor should designate a single Customer Service Representative for all Henry County associated contracts who will provide account information Monday through Friday, 8:00 a.m. through 8:00 p.m. EST, excluding all County holidays. The Contractor should provide either a local telephone number, or a toll-free telephone number in which customers can contact the Contractor for questions and/or concerns Monday through Friday, 8:00 a.m. through

8:00 p.m. Eastern Standard Time (EST).

**3.5.6. Accounts Receivable and Transaction Posting** - All collection, exchange or transmittal of individual information between the Contractor and the County or third-party insurance providers must comply with applicable privacy laws, including, but not limited to, HIPAA, upon its effective date. The Contractor will also be expected to train appropriate County personnel on the application of, and compliance with, privacy laws in accordance with the training parameters set forth in this RFP. The Contractor should be responsible for providing a written report on a weekly basis on the status of all uncollected accounts. All individual account payments (checks, cash, money orders, credit cards) are to be payable to the County of Henry or applicable volunteer rescue squad or fire department who has an associated contract, and will be sent to the billing company c/o County of Henry or applicable volunteer rescue squad or fire department who has an associated contract, at a designated address of the billing company's choice for deposit without withholding for Contractor's fees, expenses, or commission. The Contractor will be responsible for depositing ALL payments associated with billings into the appropriate departments' account. All data entry and posting should be accomplished by the Contractor within two business days of receipt. Though legal inquiries related to billing may be handled by the Contractor, all legal inquiries regarding responses are to be reported to the Henry County Custodian of Records.

**3.5.7.** The Contractor, at a minimum, should develop the following information in an electronic and paper media format for inquiry into individual accounts. Electronic media will be accessed by Henry County authorized personnel using Henry County equipment for secure remote access for connection to the Contractor's database. The Contractor should provide electronic and paper media with all raw data in Microsoft Excel and the following information:

1. User defined data range (accounts over thirty (30) days, Medicare, e.g.)
2. Beginning and ending accounts receivable balance by summary
3. Charges
4. Payments by responsible parties
5. Adjustments
6. Net total
7. Prepare a revenue analysis report which will provide current month and YTD collection information from each responsible party.
8. Prepare a payment analysis report by responsible party which

details reimbursement history by procedure and/or by the account.

9. Prepare an insurance follow-up written report by individual carrier for any outstanding and/or pending individual claims.
10. Prepare an aged account analysis report in summary (per selected parameters) or in detail by all responsible parties.
11. The Contractor's database should have the ability to print all code files in an alphabetic or numeric order.
12. The ability to print reports by "query inquiry" by all Henry County billing employees through County operated desktops and servers connected to the Contractor's database system.

3.5.8. The Contractor should be responsible for transaction posting to each account that applies to payments, adjustments, refunds/credits and resubmission of insurance provider claims. The Contractor should be required to update all information when information is found to be incorrect. The Contractor should provide electronic access to their database for Henry County authorized personnel, departments and agencies of the County of Henry to access the following individual information:

1. Account inquiry of all data entry, charges for services provider, accounts receivable postings, payments, refunds/credits and any account adjustments, including, but not limited to the following:
  - a. Ability to "print" the computer screen displaying individual information.
  - b. Ability to "line item" access all individual accounts, account histories, including, but not limited to, payments, refunds/credits, adjustments and resubmissions of provider claims.
  - c. Ability to override all data fields by authorized Henry County personnel.

3.5.9. **Required Rejection Follow-Up** - The Contractor should be responsible for the follow-up on each claim for services rejected by an insurance provider (Medicare, Medicaid and CHAMPUS, commercial carriers, e.g.). The Contractor should be responsible for contacting insurance providers by telephone, mail or fax in order to resolve each rejected claim on a claim-by-claim basis. The Contractor should be responsible for furnishing insurance providers with all requested information, documentation and the resubmission of the rejected claim. The Contractor should prepare and deliver a written report for all rejected claims detailing the reason for rejection and provide documentation on each claim resubmitted on a monthly basis.

**3.5.10. Required Entitlement Follow-Up** - The Contractor should be responsible for regular follow-up on unpaid accounts older than thirty days to ascertain the accuracy and availability of insurance information. The Contractor should send an original invoice for services provided by Henry County within ten working days from the receipt of report. The Contractor will generate and mail a statement of account to responsible parties and/or insurance carriers thirty (30) calendar days after the original date of service. Once accurate insurance information has been obtained, the only follow-up directly to the individual permitted is a notification of any insurance payment activity. NO individual is to be contacted directly for a payment of any unpaid balances. In all cases the Contractor should be responsible for preparing and mailing all invoices and other applicable notices. All notices, invoices and letters must be in a form approved by the County and must comply with the provisions of the Fair Debt Collection Act and any other applicable laws and regulations. Any collection efforts undertaken by the County requires the Contractor to display a business-like demeanor in dealing with assigned accounts and will not tolerate debtor harassment, improper or unreasonable conduct by the Contractor in the billing or collection process. If the County discovers that the customer has been unduly harassed, the County reserves the right to terminate the contract.

3.5.11. The Contractor should develop as part of the software system a secure access for account inquiry for use by Henry County management personnel and all authorized County of Henry departments and agencies. Henry County personnel must be able to inquire all accounts by responsible parties, address, individual's social security number and the insurance information. The system must allow for the entry and review of free text comments to all accounts. Both the Contractor and Henry County personnel must have the ability to update/correct individual information from a Contractor developed inquiry screen and system.

**3.5.12. Front-End Billing Process** - The County of Henry will provide through Henry County responders, completed electronic reports with all available documentation and information at the time of services provided. The completed report will be available to the Contractor through ESO Software. The Contractor should be responsible for all pre-billing review, verification for proper documentation, insurance information, appropriate signatures and data entry from the report. The Contractor's collection and billing software system will provide any of the aforementioned items that are missing. The Contractor will remain responsible and is required to perform all required research and incorporate all required information into the report. The Contractor should provide the required information from the report to the responsible parties in both electronic and printed media.



3.5.13. **Middle Billing Process** - Henry County will provide to the Contractor all received Explanations of Benefits (EOB) and correspondences pertaining to the medical billing process. The Contractor should be responsible for the posting of payments to the appropriate individual account, updating insurance information on individual accounts, insurance claim processing and general account notations. The Contractor should be responsible for all inquiries and resolution of responsible party denials and rejections. The Contractor will contact the appropriate responsible party for the resolution, correction and resubmission of any billing. If the billing can be handled verbally, the billing will be updated and submitted for payment to the responsible party. If the responsible party requires resubmission of the billing, the Contractor will update the billing information and resubmit the billing to the appropriate responsible party for processing. In the event the billing is denied for any reason, except failure to bill in a timely fashion, the bill will become non-collected and disposed of accordingly. If the bill is denied for failure to bill in a timely fashion, and the failure is the direct result of Henry County actions, the bill will become non-collected and disposed of accordingly. If failure to bill in a timely fashion is caused by the Contractor, the Contractor should accept all financial responsibility and administrative costs concerning the individual's account. **The Contractor should be responsible for all responsible party mail and correspondence returned or rejected by the United States Postal Service pertaining to all billings. The Contractor will research, correct, and resubmit all mail and correspondences to the proper responsible party.** The Contractor should provide all required office, postage supplies, to include postage costs and pre-paid overnight delivery services envelopes (i.e. FEDEX, DHL or UPS).

3.5.14. **Back-End Billing Process** - The Contractor will be responsible for all written notices to responsible parties on the basis of the billing process.

3.6. **Account Refunds** - The Contractor should prepare and electronically deliver monthly reports of all responsible party billings which reflect an overpayment. The Contractor will process all refunds and appropriately note such refund as a debit on a report in the same method as a deposit would be noted.

3.7. **Statistical Reporting** - The Contractor should generate and deliver all statistical raw data and reports in Microsoft Excel format which will be utilized by Henry County authorized personnel, using County of Henry computer equipment for secure connection to the Contractor's medical billing and collection system. Henry County must have the ability to electronically access the Contractor's billing software Monday through Friday, 8:00 a.m. through 8:00 p.m. EST. The Contractor will be responsible for the preparation and remittance of statistical information and reports

through an electronic format which will be compatible to both the Contractor and Henry County computer systems and software. All statistical reports will include all raw data in Microsoft Excel.

3.8. **Required Reports** - The Contractor must provide the County with a series of reports to show management and financial information. The following list of reports is the required minimum. **Proposers may submit a report that they use which is equivalent for approval.**

3.8.1. **Collection Statistics** - Gross billings by date of incident month and the related collections to date. Gross billings should not be reduced for returned mail, bad debits or authorized write offs. The required format would have a minimum of four (4) columns as follows:

1. Month
2. Gross billed in month
3. Total collected in month
4. Percentage of Clean Claims processed

3.8.2. **Insurance Report** - The portion of the actual collections and the accounts receivable, detailed by self-pay, Medicaid, Medicare and private insurance.

3.8.3. **Monthly Payment Report** - The credits and/or debits posted to the accounts receivable during the month. The report must show the following information, at a minimum.

1. Date of Service
2. Date of Deposit
3. Responsible Party Name or Incident Address
4. Response Agency/Department Name
5. Payment Type (Insurance or Self Pay)
6. Total Monthly payment for each account

3.8.4. **Monthly Collection Summary** - The monthly payments by original incident month. The columns will be:

1. Incident Month
2. Total billings for month
3. Total collected for month
4. Total Percentage of collections for month

3.8.5. **Total Billings by Incident Month** - The cumulative number of gross billings and percentages for each month, broken down by payer type (Private, Medicare, Medicaid, and other insurance).

3.8.6. **Accounts Receivable** - An aged report of the amount owed by all incidents at the end of the month. The format will be:

1. Gross billings since inception
2. Less: Payments since inception
3. Less: Approved adjustments and write-offs since inception
4. Ending balance of accounts receivable
5. All past due accounts greater than 90 days

3.8.7. **Adjustments and Write-Offs** - The report must show:

1. Date of Service
2. Responsible party name or incident address
3. Adjustment or write-off payment
4. The monthly total

**3.8.8. Billing and Demographics Report -**

1. Date of Service
2. Responsible party name
3. Responsible party address
4. Incident date
5. Amount billed
6. The monthly total
7. Additionally, this report must summarize the monthly billing activity as follows:
  - a. Number of incidents and amounts billed by type of service (ALS, BLS, Mileage, Structure Fire, Vehicle Fire, Hazardous Materials, etc)
  - b. Denial and Reason for denial

**3.8.9. Payment Percentages -** Document percentages of responses which have received a payment. Column headings should be:

1. Incidents month and year
2. Number not making payments
3. Number making payments
4. Percent making a payment

**3.8.10. Refund Listing -** Accounts requiring a refund due to overpayment. This is in order to accurately maintain accuracy of the revenue sharing program.

**3.8.11. Error Report -** Monthly, the Contractor shall provide the respective department with any reports that needs additions or corrections in order for appropriate billing.

#### **4. Billing Rates**

Henry County intends to utilize fixed fees for all contracts based on the type of service provided. The proposal should include recommended fees based on insurance allowances and industry standards. These fees are subject to amendment by the County.

#### **5. Fixed Percentage Rate of Services**

All proposers, as part of their proposal, will specify a fixed percentage rate of revenues received on behalf of the appropriate department of the County as a direct result of the Contractor's services for the purpose of determining the Contractor's fees. The same fees will remain in place for EACH CONTRACT YEAR, which is the initial twelve (12) month contract period and each of the one (1) year renewal periods. The fee will be paid on a monthly basis and will be based on the net sums received from all responsible parties and insurance providers

that are forwarded to the County for deposit (gross receipts less refunds). Accounts turned over to the County for additional collection efforts as deemed appropriate will not be included in determining the Contractor's fee. Each proposer must submit a single **FEE** with their proposal, the proposer's fee for services to be provided will be a percentage of actual dollars collected during the previous month.

## **6. Term of Contract**

The initial contract will show a start date and will continue until June the 30<sup>th</sup> of the following year. Each renewal shall be from July 1<sup>st</sup> through the following June 30<sup>th</sup>.

## **7. Renewal of Contract**

This contract may be renewed by the County for four (4) successive one year periods under the terms and conditions of the original contract. The percentage fee will be evaluated for each renewal period. Upon a determination by the County to renew this contract for an additional term, written notification will be given to the Contractor.

## **8. Subcontracting**

No portions of the work shall be assigned to a Subcontractor without the prior written consent of the County.

## **9. Proposal Inclusions**

Proposers shall include the following information as a part of their proposal:

- 9.1. Company profile: This should include the proposer's headquarters; location of the office that will manage the Henry County contract(s), phone and fax number, e-mail address, size, financial stability and organizational structure, years in business, number of full time employees, etc.
- 9.2. Proposed project team. Include resumes of only those staff to be assigned to Henry County.
- 9.3. Related experience: Describe the proposer's prior related experience and expertise in providing services as listed herein only.
- 9.4. Narrative demonstrating the proposer's full understanding of all services and tasks required to successfully administer and complete this contract.
- 9.5. Narrative fully and completely describing the billing system proposed and the approach/methodology proposed by the proposer in providing these

needed services. Detailed flow charts outlining all steps, milestones, approval points, meetings, etc. are preferable.

9.6. Fixed percentage fees.

9.7. Projected annual revenue by department utilizing a compassionate billing process. The intent is NOT to pursue collections beyond what is required in order to successfully collect from appropriate insurance providers. This means individuals will NOT be directly billed for any balances after insurance payments are received. If billing regulations regarding a specific service type requires individual billing for balances, co-pays, or deductibles, this will be done at the minimal level required.

## 10. Pricing Schedule

Fixed percentage fee to provide all services listed herein.

\_\_\_\_\_ %

*(Must allow each agency to enter into individual agency contracts with the same conditions allowing up to twelve individual contracts)*

## 11. Proposal Evaluation

Proposals will be reviewed by key staff and stakeholders and evaluated on the basis of responsiveness to this RFP and the following criteria.

CRITERIA	
Company profile	5
References and Previous Experience	10
Core Service Delivery Plan	65
Cost	20

## 12. Award Procedure

12.1. This request for proposal is part of a competitive procurement process which helps to serve the best interest of Henry County. It also provides firms with a fair opportunity for their services to be considered. The process of competitive negotiation being used in this case should not be confused with the process of "competitive sealed bidding". The latter process is usually used where goods or services being purchased can be precisely described and price is usually the sole determining factor. With competitive negotiation on the other hand, price is not usually required to be the sole determining factor, although it may be, and Henry County has the flexibility that it needs to negotiate with one or more firms to arrive at a mutually agreeable relationship. Proposers are to make written proposals which present *their* qualifications and understanding of the work to be performed. Proposers are asked to address each evaluation criterion and to be specific in presenting

their qualifications. Your proposal should provide all of the information which you consider pertinent to your qualifications for this project.

- 12.2. Selection shall be made of two or more proposer(s) deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the request for proposals. Negotiations shall then be conducted with each of the proposers so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each proposer so selected, Henry County shall select the proposer which, in its opinion, had made the best proposal and shall award the contract to that proposer.

### **13. References**

- 13.1. All proposers shall include a list of a minimum of five references, from similar revenue sharing projects only, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and ability to meet budget constraints. Include business name(s), contact persons, and phone numbers of all references.
- 13.2. References may or may not be reviewed or contacted at the discretion of the County. Typically, only references of the top ranked shortlisted proposers are contacted. The County reserves the right to contact references other than, and/or in addition to, those furnished by a proposer.

### **14. General Proposal Requirements**

- 14.1. It is the responsibility of the Contractor to inquire about and clarify any requirements of this request for proposals that is not understood.
- 14.2. Henry County will not be responsible for any cost that may be incurred by the Contractors who choose to submit proposals.
- 14.3. Henry County reserves the right to reject any and/or all proposals when it is deemed to be in the best interest of the County.
- 14.4. All proposals submitted shall be binding for one hundred twenty (120) calendar days following the proposal opening date.
- 14.5. Each proposal is received with the understanding that the acceptance in writing by Henry County of the proposer to furnish any or all of the services described therein shall constitute a contract between the Contractor and the County. The contract shall bind the Contractor to furnish and/or deliver the services quoted on at the prices stated and in accordance with all conditions said in the accepted proposal and the County on its' part is to order from such successful Contractor, except for causes beyond reasonable control and to

pay for at the agreed price, services specified and delivered.

- 14.6. A written letter of notification presented to the successful proposer within the time for acceptance specified in this request for proposals shall be deemed to result in a binding contract without further action by either party.
- 14.7. In order to maintain the highest efficiency within the revenue program of Henry County, the Contractor will be required to offer a contract containing the same conditions as the contract agreed upon by the County of Henry to each of the volunteer rescue squads and volunteer fire departments within Henry County.
- 14.8. Though all content of the proposal is to be based solely on the data related directly to Henry County, **IF** one contract combining all twelve potential agencies identified in **14.7** would affect any portion of the contract, a second proposal shall be submitted to reflect such changes.

## **15. Inquires**

- 15.1. Any questions to this request must be submitted in writing/email at least 10 business days prior to the due date.
- 15.2. Questions of a technical nature which may arise as a result of this solicitation may be directed to Matt Tatum, Public Safety Director, at (276) 634-4665 or e-mail at [mtatum@henrycountyva.gov](mailto:mtatum@henrycountyva.gov). Any other questions may be directed to Carole Jones, Chief Purchasing Agent, at (276) 634-4670 or by email to [cjones@henrycountyva.gov](mailto:cjones@henrycountyva.gov). Inquiries must be received at least 10 business days prior to the due date and in writing in order to be considered. Inquiries which require clarification determined by the County of Henry to be in its best interest may be forwarded by the County along with Henry County's response to all potential proposers. Contact initiated by a proposer concerning this solicitation with any other County representative, not expressly authorized elsewhere in this document, is prohibited. Any such unauthorized contact may result in disqualification of the proposer from this transaction.