

REQUEST FOR PROPOSAL (RFP)	
	ISSUE DATE: August 14, 2026 CONTACT: Samuel Janecke PHONE NO: 563.589.4194 EMAIL: sjanecke@cityofdubuque.org
SUBMIT PROPOSAL/OFFER PRIOR TO: CLOSING DATE: September 3, 2026 CLOSING TIME: 11:30 P.M. (local time)	SUBMIT TO: SEE Section 6.0 FAX NOT ACCEPTED
DESCRIPTION: AMBULANCE BILLING SERVICES	
RECEIPT OF PROPOSAL ☐ ACKNOWLEDGEMENT If you are considering a response to this RFP, please mark the box to the left, fill in the information below and return this sheet as a confirmation that you received this RFP. ☐ NO RESPONSE REPLY If you <u>do not</u> want to respond to this RFP at this time, please mark the box to the left, fill in the information below and return this sheet only.	
COMPANY NAME:	DATE:
MAILING ADDRESS:	
CITY/STATE:	ZIP CODE:
AUTHORIZED SIGNATURE:	
PRINTED NAME:	
TITLE OF AUTHORIZED REPRESENTATIVE:	
EMAIL:	PHONE:

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CITY OF DUBUQUE FIRE DEPARTMENT

REQUEST FOR PROPOSAL



***Ambulance Billing Services
City of Dubuque, Iowa***

August 14, 2026

RFP ORGANIZATION

Ambulance Billing Services City of Dubuque, Iowa

August 14, 2026

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Ambulance Billing Services City of Dubuque, Iowa

Ambulance Billing Services Request for Proposal

August 14, 2026

1.0 INTRODUCTION

The City of Dubuque, Iowa is soliciting competitive sealed proposals from qualified vendors to provide Ambulance Billing Services (the “RFP”).

The vendor selected for Ambulance Billing Services will be expected to provide a full range of services generally associated with billing services of a local government ambulance program.

2.0 SCOPE OF SERVICES

The vendor selected will be expected to provide a full range of services generally associated with Ambulance Billing Services for billing and collection of pre-hospital emergency care and transport-based EMS services to start December 1, 2026, with an initial term ending November 30, 2029. The term shall be subject to automatic renewal for up to two (2) additional twelve (12) month periods unless one party delivers to the other party a written notice of non-renewal at least one hundred twenty (120) days before the next scheduled renewal date. These services include but are not limited to:

BILLING

ELECTRONIC CLAIMS

- A. Proposer shall have a current Medicare Sender Number and Medicaid Provider Number.
- B. Proposer shall have the capability of electronically transmitting claims to Medicare and Medicaid of Iowa, Medicare and Medicaid of Illinois, and Medicare and Medicaid of Wisconsin. Proposer shall indicate if they are filing

electronically for any service at this time and how other types of insurance filing will be handled. Proposer shall have the capability of handling the City's Ground Emergency Medical Transport (GEMT) billing and reporting requirements.

- C. Proposer shall be capable of filing paper claims for Medicare and Medicaid requests.
- D. The successful proposer will be required to collect the patient's signature in cases where the City's EMS was unable to obtain the patient's signature during transport (if required). The record of this signature will be maintained by the successful proposer for review by Medicare Auditors.
- E. The successful proposer will be responsible for requesting and obtaining from the City's Fire Department all required documentation for handling insurance reviews and/or hearings.
- F. Preference will be given for a vendor who currently interfaces with ESO EHR.
- G. Preference will be given to a vendor with current clients in the State of Iowa.
- H. National Emergency Medical Services Information System (NEMSIS) reporting standards will be followed for data provided to the selected vendor.

INVOICING

- A. The successful proposer must file customer insurance claims within five (5) working days from receipt of transport information from the City's EMS responses.
- B. The successful proposer must invoice Private or Self Pay EMS customers a minimum of four (4) times in the first 90 days for any unpaid balance by billing immediately and then at 30, 60, and 90 days.
- C. The successful proposer will forward unpaid and inactive accounts exceeding 120 days from invoice date to the City.
- D. All customers must be invoiced at least once thirty (30) days after the first month. The customer's invoice should include a summary of the amount paid by the insurance company, as well as what is due from the customer. The invoice should include an aging of the balance due and a notice to the customer that the department utilizes Iowa Offset.
- E. The successful proposer will be responsible for rebilling the insurance company for its portion of a bill if the claim is not paid in accordance with the City's terms. If correspondence to the insurance company is required, a copy of the correspondence will go to the customer.

NON-DELIVERABLE/RETURNED MAIL

- A. The successful proposer will be responsible for processing all returned mail that originates from its mailings.

- B. This mail must be opened and date-stamped on the date of receipt.
- C. Mail must be processed within five (5) working days.
- D. The successful proposer will aggressively attempt to identify the proper address of the patient for billing purposes.

ACCOUNTS RECEIVABLE

- A. The successful proposer will be responsible for the purchase and maintenance of software (and upgrades) providing extraction of data capabilities from ESO Suite.
- B. The successful proposer must collect from the patient, or the patient's insurance, all legally collectable amounts. All Medicare and Medicaid regulations governing collection of the accounts due must be adhered to.
- C. The successful proposer must establish a business relationship with the local Hospitals or Medical Records Departments for non-identified insurance carrier information. Preference will be given to proposers with the ability to facilitate a data exchange or interface between local hospitals and proposer's billing software or company.
- D. After 120 days from the first invoice date, all accounts with no payment activity that have little or no immediate prospect for payment will be turned over to the City for further action. The successful proposer must make every effort possible to make collection within the 120 days without jeopardizing the goodwill of the City, and in compliance with all applicable federal, state and local laws and regulations, including, without limitation, those regulating debt collection, privacy and confidentiality requirements.
- E. As part of the collection of accounts receivable, the successful proposer will be required to pay for all postage, computer equipment, billing software, computer supplies, envelopes, letterhead, insurance claim forms and all other materials and supplies needed to collect the amount due.
- F. The successful proposer will provide the following monthly accounts receivable reports in PDF and Excel formats:
- G. Patient detail aging by category by call date, with subtotals for:
 - a. 0-30 days
 - b. 31-60 days
 - c. 61-90 days
 - d. 91-120 days
 - e. 121-180 days
 - f. More than 180 days outstanding.
- H. The report should total the total accounts receivable balance.

- I. All information must be able to be sorted and categorized by payer mix, to include the following categories:
 - a. Private Pay
 - b. Private Insurance
 - c. Medicare
 - d. Medicaid
 - e. Workers' Compensation Insurance
 - f. Auto Insurance
 - g. Contract
 - h. GEMT
- J. Detail of credits posted during the city's fiscal year (June 30) and detail of credits posted monthly. This needs to be able to be sorted by CALL DATE, so that we can determine whether payments were made for calls in corresponding periods outlined above.
- K. These reports must be submitted to the City Finance Department and the Fire Department.
- L. The City needs to have online access to view patient accounts and payment information.

THIRD PARTY BILLING

- A. The successful proposer will be required to bill the patient's secondary insurance, if applicable.
- B. The successful proposer will be responsible for collecting the information from the patient if the information provided by the City's Fire Department is incomplete.
- C. The successful proposer will be required to provide to Medicare the appropriate Medigap Numbers for electronic transmission of secondary claims, if applicable.

Collection

MEDICARE APPEALS

The successful proposer must make application on behalf of the patient for the first appeal related to a Medicare denial that reasonably will produce revenue, with additional documentation, i.e., Emergency Department physician notes etc.

The successful proposer will be required to acquire and submit the necessary documentation on behalf of the patient as part of the application process.

MEDICAID PAYMENTS

The City recognizes that under Medicaid guidelines, the City cannot pursue the Medicaid recipient for any balances remaining after Medicaid has made payment. The City will not require prior approval for this type of write-off; however, the successful proposer will include in detail the Medicaid write-offs monthly to the City Finance Department and the Fire Department.

HARDSHIP CASES

The City recognizes the possibility that some EMS customers may experience a legitimate financial hardship, and would suffer an undue burden, in being expected to pay an ambulance transport bill in its entirety and/or unpaid insurance balances. The successful proposer will be required to obtain from the individuals qualifying for a hardship case review, all pertinent information necessary for the City to make a decision to approve or deny a hardship write-off.

Software, Accounting & Financials

DEPOSITS

- A. Mailed payments will utilize a lock box system to speed payment receipt. The successful proposer will receive payment information from the lockbox processor so payments can be posted to patient accounts. Any additional account correspondence received in the lockbox will be forwarded, or made available, to the successful proposer. The costs of the lockbox system will be borne by the City.
- B. Credit card payments can be processed in various ways. Currently, credit card payments are taken by our current provider. The proposer will detail in full their current credit/debit card acceptance methods, including any fees associated with credit/debit card payments.

RECEIPT POSTING

- A. The routine accounting functions, including posting charges, receipts and account balances, must never exceed 24 hours from receipt of information.
- B. Any refunds due on accounts that result from overpayments must be securely communicated to the City on a weekly basis for processing.
- C. Failure to consistently comply with the above posting requirements will result in a delay of payment of fees to the proposer until patient accounts are brought current.

AUDITS AND SERVICE ORGANIZATION CONTROLS REPORTING

- A. The successful proposer must make available to the City's auditors all records that pertain to City business.

- B. The successful proposer will be required, upon notice, to allow the City and its authorized representatives the right to audit, inspect and copy all such records and documentation as often as the City deems necessary during the contract period established; and during the period of five (5) years thereafter. Such activity will be conducted during normal business hours and at the expense of the City. The City will retain ownership of all such records.
- C. The successful proposer must provide a Service Organization Control Report (commonly referred to as SOC report, preferably SOC-2) to the customer with this proposal and on an annual basis during the contract term. This report will be provided at the proposer's cost and must be provided by a credentialed attestation firm.
- D. The successful proposer must make available to state and federal auditors, including but not limited to auditors for Medicare and Medicaid, all records pertaining to City business.

PROFESSIONAL BILLING – ACCOUNTING PROCEDURES

The successful proposer will be expected to adhere to generally accepted accounting principles to ensure the establishment of an efficient billing, collection, and recording system that is easily understood and audited. A list of required reports from the proposer is located in Appendix D.

MAINTENANCE OF RECORDS

The successful proposer must keep and maintain adequate records of work, information, expenses, costs, invoices, and materials provided and performed pertaining to the City's EMS ambulance transport billing. These records must be maintained during the contract period and for a period of five (5) years thereafter. Upon contract termination, the data must be returned to the City of Dubuque in an agreed-upon file format and delivery method.

REQUEST FOR PAYMENT

The successful proposer must invoice the City for services performed on a monthly basis. The invoice must be accompanied by a collections report for the period for which the successful proposer is seeking payment. Payment will be made only for services performed within the previous complete month.

SOFTWARE REQUIREMENTS

- A. All computer data/information concerning work performed under this proposal, including, but not limited to, patient information and balances due, will always remain the property of the City. Further, the successful proposer must agree to surrender any and all information concerning work performed under this proposal (written and electronic format) at the termination of this contract by either party.

- B. The following features are required to be available through the billing software:
 - a. Electronic Remittance Notification (ERN). This program is to provide paid and denied assigned paper and electronic claim information from Medicare.
 - b. Electronic Claim Status (ECS). This program is to provide a report which shows the status of all the outstanding paper and electronic assigned claims in the Medicare B processing system.
 - c. Electronic Rejects. This program is to provide a report of all claims from the previous day's transmission that were rejected on the front end of the Medicare B processing system.
 - d. The software must have the capability of producing daily and monthly reports; and to electronically file claims to Medicare, Medicaid, Wellmark and other agencies.
 - e. The software will include an accounts receivable function capable of following up with balance due from customers and insurance companies.
 - f. The system will produce monthly statements that show the amount due from the customer and insurance company.
 - g. There will be collection notices (letters) available by specific customer that can be user-defined.
- C. The Fire Department currently uses ESO to record data. The successful proposer will be required, at its expense, to have appropriate billing software compatible with the Fire Department's system.
- D. The successful proposer will be required to submit a system disaster recovery plan, as well as a full description of system backup and recovery plans.

Professional Communication

PROFESSIONAL INTERAGENCY COMMUNICATIONS

The successful proposer will always maintain an ongoing professional and courteous working relationship with the City's customers and the City, including all respective departments and divisions (Including but not limited to the Fire, Finance, City Manager, and City Clerk departments).

CUSTOMER CALLS

The successful proposer must provide a telephone number with voicemail, fax number, and e-mail address by which customers may contact it. The successful proposer will utilize an answering system that states "Dubuque Fire Department" when contacted by a customer. Under no circumstances will customers pay the cost of the calls. On Saturdays, Sundays, and Holidays, voicemail and e-mail are to be

checked at least once daily. The successful proposer must possess the ability to communicate effectively with a linguistically diverse population.

CUSTOMER COMMUNICATIONS

All written or verbal communications between the successful proposer and the EMS customer (patient or legal guardian) will be conducted professionally and courteously.

MEETINGS

The successful proposer will be expected to meet with City staff or authorized agents quarterly or at either party's request. The successful proposer will be responsible for any expenses incurred to attend these meetings.

REPORTS REQUEST

- A. All written requests for ambulance transport records/reports by customers, legal guardians of patients, attorneys, law enforcement agencies, insurance companies, court subpoenas, notarized statements, physicians, or medical facilities are to be forwarded immediately to the Fire Department.
- B. All verbal requests for ambulance transport records/reports are to be referred to the local Fire Department phone number.
- C. The successful proposer will advise all callers of the appropriate procedures (as established and provided by the City) to follow in obtaining EMS transport records/reports.

HIPAA COMPLIANCE

The selected proposer must enter into a Business Associate Agreement agreeing to comply with all applicable confidentiality provisions of the federal Health Insurance Portability and Accountability Act, as amended (HIPAA). The required agreement is in Appendix E.

Education

TRAINING

- A. The successful proposer will be required to provide in-service training for the City EMS staff on report writing to meet Medicare requirements. The in-service training will be held on the premises of the City's Fire Department or other designated location by the City on a bi-annual basis; or as deemed necessary by the City.
- B. The successful proposer will be responsible for providing the City's Fire Department with any information updates that are deemed pertinent to ambulance billing (i.e., Medicare and Medicaid billing charges/changes).
- C. The successful proposer will be responsible for providing the City's Fire Department with working documentation and training on ambulance

transport records that would facilitate reimbursement by third-party payers.

- D. The successful proposer will be responsible for providing the City's EMS staff with training to keep our policies and practices regarding billing and revenue current.

Time Requirements/Setup

ESTIMATED SCHEDULE OF EVENTS

August 14, 2026: Request for Proposals issued.

August 21, 2026: Written requests for clarifications will be received until 3:00 pm, CST.

August 24, 2026: Addendum (if any) will be e-mailed no later than 3:00 pm, CST.

September 3, 2026: Sealed proposals due by 11:30 p.m. CST

September 2026: Evaluation and Selection Committee review and proposer interviews.

October 2026: City Council recommendation and approval.

December 1, 2026: Contract start date: billing service software in place and fully operational.

SET-UP/TRANSITION PROCESS

Billing responsibilities will be assumed by the new contractor on the first day of the contract. Ninety (90) days following the commencement of the contract, there will be a full and complete transfer of billing/collection information to the successful proposer. It will be the successful proposer's responsibility to complete the transfer from the City's current provider, at the proposer's expense. A smooth continuation of billing and collection services must be provided so the City can deliver uninterrupted, efficient service to its citizens and can maintain its standard of revenue from accounts paid.

3.0 COMMUNITY BACKGROUND

The City of Dubuque is located on the Mississippi River in northeastern Iowa, adjacent to Illinois and Wisconsin. The City is approximately 30 square miles in area, with a population of approximately 60,000 people. The City's annual operating and capital budget is nearly \$265 million and funds a full range of services. The City's website is www.cityofdubuque.org.

The community has a stable and diversified manufacturing base and a growing service sector. Dubuque is the major retail, medical, education, and employment center for the tri-state area. Tourism continues to be a major economic force in the community. City government works in collaboration with the private sector to

promote economic development. The job creation and unemployment numbers show that Dubuque is growing steadily in the current economic climate. Dubuque's construction numbers reveal an even more encouraging picture. The City has formed strong relationships with the local business community to promote continued economic growth and success.

4.0 USE OF CITY RESOURCES

Requesting Use of City Resources for Preparation of the RFP Response

All information requests shall be directed to the City's Fire Department as detailed in Section 6.0 of the request for proposal. All Firms should note that directly contacting other City of Dubuque staff or any of the selection committee members shall be considered inappropriate and grounds for disqualification.

5.0 INFORMATION TO BE INCLUDED IN THE PROPOSAL

To simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following information and shall be organized in the order and manner specified below. While additional data may be presented, the following sections must be included in the proposal response. These sections represent the minimum criteria against which the proposal will be evaluated.

Submitted information should be based on emergency care and transportation responses only and must include Advanced Life Support: Emergent, Advanced Life Support II, Basic Life Support: Emergent, Basic Life Support: Non-Emergent, and Treat-No Transport.

- A. A complete history of your firm with emphasis on the knowledge and experience in emergency care and transportation-based ambulance services. Proposers should have experience with, and complete and up-to-date knowledge of, ambulance billing with Medicare, Medicaid, and all other commercial insurance providers,
- B. The following submittal information is to be obtained from a similar-sized emergency care and transportation ambulance-billing contract within the past two years (calendar years 2024 and 2025). Please identify the contract entity and list separate responses for each of the two years.
 - a. Total number of emergency-based responses billed.
 - b. Total number of Basic Life Support responses billed.

- c. Total number of Advanced Life Support responses billed.
 - d. Total number of treatment-no transport responses billed.
 - e. Total number and amount billed to and collected from private insurance carriers.
 - f. Total number and amount billed to and collected from Medicare and Medicare write-offs.
 - g. Total number and amount billed to and collected from Medicaid and Medicaid write-offs.
 - h. Total number and amount billed to and collected from clients with no known insurance carrier.
- C. A list of all emergency ambulance billing contracts held since Jan. 1, 2021. Please provide company or governmental agency, contact person, email address, mailing address, and phone number.
- D. Provide a minimum of three (3) references for which you have performed comparable services while under contract. To the extent possible, include references that are local governments.
- a. For each reference provide: a complete address, telephone number, e-mail address, as well as the name and job title of a contact individual.
 - b. Describe the services performed under the contract; especially any experience in billing and management of accounts receivable. Also include the length of the contract and the dollar value.
 - c. For each reference, discuss your firm's effectiveness in the collection and receipt of billable accounts.
 - d. Describe any experience your firm has had in accessing and extracting automated information for each cited reference.
- E. The successful proposer will be up to date on current regulations, including but not limited to the Affordable Care Act (ACA) and the Health Insurance Portability and Accountability Act (HIPAA). There shall be a complete and up-to-date understanding of Medicare regulations regarding electronic claims, paper claims, reviews and hearings, and there shall be a complete and up-to-date understanding of ground ambulance transportation billing. The City prefers that the personnel assigned to the City's contract have attended seminars, workshops, etc., or have other current background education in this area. For individuals to be assigned to the City of Dubuque account:
- a. Provide copies of certificates, diplomas, etc. showing attendance at

seminars, workshops, or other background education in Medical Billing and Medicare Regulations regarding electronic claims, paper claims, reviews and hearings.

- i. Examples of provided certificates include Certified Medical Reimbursement Specialist and Certified Medical Billing certifications.

- F. Provide copies of your Medicare Sender Number and Medicaid Provider Number.
- G. Sample reports are to be submitted with your proposal as listed on Appendix D for a government entity of similar size:
- H. Provide a proposed timetable for all contract activities which must occur from the date of contract award throughout the first contract year.
- I. Proposers must have the capability of electronically transmitting claims to Medicare and Medicaid of Iowa, Illinois, and Wisconsin. Indicate if you are filing electronically for any service at this time and how other types of insurance filing will be handled.
- J. Preference will be given to a vendor who currently interfaces with ESO EHR. Indicate whether you have such capability.
- K. Credit card payments can be processed in various ways. **Detail your preferred process for collections via credit card.**
- L. Discuss how training will be provided to the City.
- M. Billing responsibilities will be assumed by the new contractor on the first day of the contract. Ninety (90) days following the commencement of the contract, there will be a full and complete transfer of billing/collection information to the successful proposer. It will be the successful proposer's responsibility to accomplish the transfer from the City's current provider. This will be at the proposer's expense. A smooth continuation of billing and collection services must be provided so that the City can deliver uninterrupted, efficient service to its citizens and can maintain its standard of revenue from accounts received. **Indicate how you intend to accomplish this task and the approximate number of days to complete this process.**

6.0 PROPOSAL QUESTIONS AND ANSWERS

If you have any questions concerning this Request for Proposal, please submit your requests to the City of Dubuque's Fire Department contact as indicated in this RFP. The City has made considerable efforts to ensure an accurate representation of information in this RFP. Each Proposer is urged to conduct its own investigations into the material facts provided.

No answers given in response to questions submitted shall be binding upon this RFP unless released in writing (letter or email) as an officially numbered and titled addendum to the RFP by the City of Dubuque.

Any questions concerning this RFP must be received on or before 3:00 p.m. CDT on August 21, 2026. Any inquiries received after this date will not be answered. When submitting a question to the City of Dubuque Fire Department contact, please include the appropriate contact information.

From the date of issuance of the RFP until final City of Dubuque action, the Proposer shall not discuss the RFP with or contact any other City of Dubuque staff or any of the Selection Committee members except as expressly authorized by the City of Dubuque's EMS Coordinator identified in this section (Section 6.0). Violation of this restriction will be considered a violation of the rules and be grounds for disqualification of the Consultant's proposal.

City of Dubuque EMS Supervisor's contact is as follows:

Sam Janecke
City of Dubuque
E-mail: sjanecke@cityofdubuque.org
Phone: 563.589.4194 Office
Fire Department
50 West 13th St
Dubuque, IA 52001

7.0 SUBMISSION REQUIREMENTS

Before submitting a proposal, each Proposer shall make all investigations and examinations necessary to ascertain requirements affecting the full performance of

the contract and to verify any representations made by the City of Dubuque upon which the Proposer will rely.

PROPOSAL SUBMITTAL INFORMATION

- Submittal Deadline: September 3, 2026, on or before 11:30 p.m. (Local Time)
- Mailing Address: City Clerk's Office
City of Dubuque – City Hall
50 W. 13th Street
Dubuque, Iowa 52001
- Submittals: Proposal: One electronic (.pdf) copy shall be provided to <https://cityofdubuque.sharefile.com/r-r28e8cc4444b48228>

The submitted proposal shall be signed and labeled **Ambulance Billing Services**

An electronic PDF copy must be submitted to <https://cityofdubuque.sharefile.com/r-r28e8cc4444b48228>. No faxed proposals will be accepted.

The proposal document must be signed by an officer of the Firm who is authorized to legally bind the Proposer.

Proposals are to contain a statement indicating the period during which the proposal will remain valid. A period of not less than ninety (90) calendar days from the proposal closing date is required.

Each Proposer assumes full responsibility for delivery and receipt of the completed proposal package on or before the deadline. Any proposals received after the submittal deadline will not be considered.

The City of Dubuque is not liable for any cost incurred by any Proposer prior to the execution of an agreement or contract. Nor shall the City of Dubuque be liable for any costs incurred by proposers in responding to this RFP and those not specified in any contract. All results from this request for proposals review process and project will remain the property of the City of Dubuque.

Evaluation and selection of a Vendor will be based on information submitted in the proposal, interviews, oral presentations if necessary, references, and supplemental information. Failure to respond to each requirement in the RFP may be a basis for rejecting a response.

The proposals will be evaluated by personnel from the Dubuque Fire Department and Finance Departments, who will then make a recommendation to the City Manager. Any contract award(s) made by the City of Dubuque is subject to prior approval by the Dubuque City Council at the recommendation of the City Manager.

The City reserves the right to request additional information or modifications to proposals prior to award if determined to be in the best interests of the City. The City may conduct reference and background checks on the proposer(s) selected as finalist(s) and may request interview(s) with the proposers and project team members. If reference or background checks reveal untruthful or materially misleading statements of qualifications, a proposal may be rejected in the City's discretion.

In the event of unsuccessful contract negotiations or contract termination, the City reserves the right to enter contract negotiations with other qualified providers that submitted acceptable proposals.

If the successful proposer fails to execute an agreement and to supply the required proof of insurance or other documents or information within ten (10) days after the agreement form is presented to the successful proposer for signature, or within such extended period as the City may grant based upon reasons determined sufficient by the City, then the City may either award the contract to the proposed offering the next greatest value to the City or re-advertise for proposals. If a more favorable proposal bid is received by re- advertising, the defaulting proposer shall have no claim against the City.

Thank you for your consideration and interest in the project.

Sincerely,

Samuel Janecke
11 W. 9th Street
Dubuque, Iowa 52001
Phone: 563.589.4194
Email: sjanecke@cityofdubuque.org

**Ambulance Billing Services
City of Dubuque, Iowa**



**Ambulance Billing Services
Fee Proposal**

August 14, 2026

Fee Proposal

Fee:

Percentage of monthly ambulance billing collections to be paid to the successful proposer:	%
Percentage of GEMT add-on rate revenue to be paid to the successful proposer	%

Fee Note:

All expenses incurred in the billing process are the responsibility of the successful proposer. The rates shall be a percentage based on the net amount of money collected (total collections less refunds and credits).

For proposal evaluation only, the Evaluation and Selection Committee will assume that the proposer will collect \$1,728,505 annually and the GEMT add-on rate revenue will be \$2,413,018. No actual collection amounts are guaranteed or implied.

Additional Comments:

Name of Institution: _____

Authorized Representative: _____

Title: _____

Date: _____

Ambulance Billing Services Request for Proposal

August 14, 2026

Appendix A

Insurance Requirements

CITY OF DUBUQUE INSURANCE SCHEDULE J

1. _____ shall furnish a signed certificate of insurance to the City of Dubuque, Iowa, for the coverage required in Exhibit I prior to commencing work and at the end of the project if the term of work is longer than 60 days. Contractors presenting annual certificates shall present a certificate at the end of each project with the final billing. Each certificate shall be prepared on the most current ACORD form approved by the Iowa Department of Insurance or an equivalent approved by the Chief Financial Officer. Each certificate shall include a statement under Description of Operations as to why the certificate was issued. Eg: Project # _____ or Project Location at _____ or construction of _____.
2. All policies of insurance required hereunder shall be with an insurer authorized to do business in Iowa and all insurers shall have a rating of A or better in the current A.M. Best's Rating Guide.
3. Each certificate shall be furnished to the Finance Department, 50 West 13th Street, Dubuque, Iowa 52001.
4. Failure to provide coverage required by this Insurance Schedule shall not be deemed a waiver of these requirements by the City of Dubuque. Failure to obtain or maintain the required insurance shall be considered a material breach of this agreement.
5. Contractors shall require all subconsultants and sub-subconsultants to obtain and maintain during the performance of work insurance for the coverages described in this Insurance Schedule and shall obtain certificates of insurances from all such subconsultants and sub-subconsultants. Contractors agree that they shall be liable for the failure of a subconsultant and sub-subconsultant to obtain and maintain such coverages. The City may request a copy of such certificates from the Contractor.
6. All required endorsements shall be attached to certificate of insurance. The certificate is due before the contract/agreement can be approved.
7. Whenever a specific ISO form is listed, the current edition of the form must be used, or an equivalent form may be substituted if approved by the Chief Financial Officer and subject to the contractor identifying and listing in writing all deviations and exclusions from the ISO form.
8. Contractors shall be required to carry the minimum coverage/limits, or greater if required by law or other legal agreement, in Exhibit I. If the contractor's limits of liability are higher than the required minimum limits then the provider's limits shall be this agreement's required limits.
9. Contractor shall be responsible for deductibles and self-insured retention for payment of all policy premiums and other cost associated with the insurance policies required below.
10. All certificates of insurance must include agents name, phone number, and email address.
11. The City of Dubuque reserves the right to require complete, certified copies of all required insurance policies, including endorsements, required by this Schedule at any time.
12. The City of Dubuque reserves the right to modify these requirements, including limits, based on changes in the risk, or other special circumstances during the term of the agreement, subject to mutual agreement of the parties.

**CITY OF DUBUQUE INSURANCE SCHEDULE J
(continued)**

Exhibit I

A. COMMERCIAL GENERAL LIABILITY

General Aggregate Limit	\$2,000,000
Products- Completed Operations Aggregate Limit	\$1,000,000
Personal and Advertising Injury Limit	\$1,000,000
Each Occurrence	\$1,000,000
Fire Damage Limit (any one occurrence)	\$50,000
Medical Payments	\$5,000

- 1) Coverage shall be written on an occurrence, not claims made, form. The general liability coverage shall be written in accord with ISO form CG 00 01 or business owners from BP 00 02. All deviations from the standard ISO commercial general liability form CG 00 01, or business owners from BP 00 02, shall be clearly identified.
- 2) Include endorsement indicating that coverage is primary and non-contributory.
- 3) Include Preservation of Governmental Immunities Endorsement (sample attached).
- 4) Include additional insured endorsement for:
The City of Dubuque, including all its elected and appointed officials, all its employees and volunteers, all its boards, commissions and/or authorities and their board members, employees and volunteers. Use ISO form CG 20 26.
- 5) Policy shall include Waiver of Right to Recover from Others Endorsement.
- 6) Policy shall include cancellation and material change endorsement providing thirty (30) days advance written notice of cancellation, non-renewal, reduction in insurance coverage and/or limits and ten (10) days written notice of non-payment of premium shall be sent to: City of Dubuque, Finance Department, 50 West 13th Street, Dubuque, Iowa 52001.

B. AUTOMOBILE LIABILITY

Combined Single Limit	\$1,000,000
-----------------------	-------------

Coverage shall include all owned, non-owned, and hired vehicles. If the Contractor's business does not own any vehicles, coverage is required on non-owned and hired vehicles.

- 1) Policy shall include Waiver of Right to Recover from Others Endorsement

**CITY OF DUBUQUE INSURANCE SCHEDULE J
(continued)**

C. WORKERS' COMPENSATION & EMPLOYERS LIABILITY

Statutory benefits covering all employees injured on the job by accident or disease as prescribed by Iowa Code Chapter 85 as amended.

Coverage A	Statutory – State of Iowa	
Coverage B	Employers Liability	
	Each Accident	\$100,000
	Each Employee - Disease	\$100,000
	Policy Limit – Disease	\$500,000

Policy shall include Waiver of Right to Recover from Others endorsement.

Coverage B limits shall be greater if required by the Umbrella/Excess Insurer.

OR

If, by Iowa Code Section 851.A, the Vendor is not required to purchase Workers' Compensation Insurance, the Vendor shall have a copy of the State's Nonelection of Workers' Compensation or Employers' Liability Coverage form on file with the Iowa Workers' Compensation Insurance Commissioner, as required by Iowa Code Section 87.22. Completed form must be attached.

D. UMBRELLA/EXCESS LIABILITY **\$1,000,000**

The General Liability, Automobile Liability, and Employer's Liability Insurance requirements may be satisfied with a combination of primary and Umbrella or Excess Liability Insurance. If the Umbrella or Excess Insurance policy does not follow the form of the primary policies, it shall include the same endorsements as required of the primary policies, including, but not limited to, Waiver of Subrogation and Primary Non-Contributory in favor of the City of Dubuque, the Dubuque Regional Airport, and the Dubuque Regional Airport Commission.

E. PROFESSIONAL LIABILITY **\$2,000,000**

If the required policy provides claims-made coverage:

- 1) The retroactive date must be shown and must be before the date of the agreement.
- 2) Insurance must be maintained, and evidence of insurance must be provided for at least five (5) years after completion of the work or services.
- 3) If coverage is canceled or non-renewed and not replaced with another claims-made policy form with a retroactive date prior to the date of the agreement, the contractor must provide "extended reporting" coverage for a minimum of five (5) years after completion of the work or services.

**CITY OF DUBUQUE INSURANCE SCHEDULE J
(continued)**

F. CYBER LIABILITY/BREACH

\$1,000,000

_____ Yes _____ No

Coverage for First and Third-Party Breach Liability, including but not limited to lost data and restoration, loss of income and cyber breach of information.

CITY OF DUBUQUE SCHEDULE J
(continued)

Iowa Code Chapter 670, Liability of Governmental Subdivisions, provides cities with certain immunities which may be available to you. Naming the City of Dubuque an additional insured on your insurance as is requested by this insurance schedule may result in your waiver of those immunities. If you would like to preserve those immunities, please use this endorsement or an equivalent form. The preservation of immunities is for your benefit.

**PRESERVATION OF GOVERNMENTAL IMMUNITIES
ENDORSEMENT**

1. Nonwaiver of Governmental Immunity. The insurer expressly agrees and states that the purchase of this policy and the including of the City of Dubuque, Iowa, as an additional insured does not waive any of the defenses of governmental immunity available to the City of Dubuque, Iowa under Code of Iowa Section 670.4 as it is now exists and as it may be amended from time to time.
2. Claims Coverage. The insurer further agrees that this policy of insurance shall cover only those claims not subject to the defense governmental immunity under the Code of Iowa Section 670.4 as it now exists and as it may be amended from time to time. Those claims not subject to Code of Iowa Section 670.4 shall be covered by the terms and conditions of this insurance policy.
3. Assertion of Government Immunity. The City of Dubuque, Iowa, shall be responsible for asserting any defense of governmental immunity, and may do so at any time and shall do so upon the timely written request of the insurer.
4. Non-Denial of Coverage. The insurer shall not deny coverage under this policy and the insurer shall not deny any of the rights and benefits accruing to the City of Dubuque, Iowa, under this policy for reasons of governmental immunity unless and until a court of competent jurisdiction has ruled in favor of the defense(s) of governmental immunity asserted by the City of Dubuque, Iowa.
5. No Other Change in Policy. The above preservation of governmental immunities shall not otherwise change or alter the coverage available under the policy.

SPECIMEN

(DEPARTMENT MANAGER: FILL IN ALL BLANKS AND CHECK BOXES)

Ambulance Billing Services
City of Dubuque, Iowa

Ambulance Billing Services Request for Proposal

August 14, 2026

Appendix B

City of Dubuque Standard Terms and Conditions

STANDARD TERMS AND CONDITIONS

ACCELERATED PAY DISCOUNTS - Accelerated discounts should be so stated on the bid submittal page. If quick pay discounts are offered, the City reserves the right to include that discount as part of the award criteria. Prices must, however, be based upon payment in net thirty (30) days after receipt, inspection and acceptance. In all cases, quick pay discounts will be calculated from the date of the invoice or the date of acceptance, whichever is later.

ADA COMPLIANCE

1. The Vendor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101 et seq.) and applicable Federal regulations under the Act.
2. Bids for design, construction, programs, policies and concessions of any type shall comply with the 2010 Standards for Accessible Design, the ADA title II regulation, Section 504 of the 1973 Rehabilitation Act, and similar statutes and regulations prohibiting discrimination on the basis of disability.
3. The Vendor shall ensure that its websites and all online services, including those websites or online services provided by third parties upon which Dubuque relies to provide services or content, comply with, at minimum, Web Content Accessibility Guidelines - WCAG 2.0 AA.

ASSIGNMENT - The City and the Vendor each are hereby bound and the partners, successors, executors, administrators and legal representatives of the City and the Vendor are hereby bound to the other party to the Contract and to the partners, successors, executors, administrators and legal representatives (and said assigns) of such other party, in respect of all covenants, agreements and obligations of the Contract. Any assignment or attempt at assignment made without prior written consent of the City shall be void.

BID CURRENCY/LANGUAGE - All bid prices shall be shown in US Dollars (\$). All prices must remain firm for the duration of the Contract regardless of the exchange rate. All bid responses must be submitted in English.

BID FORM - Each bidder must submit an original bid and additional copies as required on the forms attached. The bidder shall correctly sign the bid, and the bid may be rejected if it shows any omissions, alterations of the form, additions not called for in the bid, or any irregularities of any kind. In case of a discrepancy between the unit price and the extended price, the unit price shall prevail.

BID INFORMATION IS PUBLIC – The bid and all documents submitted with any bid shall become public documents subject to Iowa Code Chapter 22, which is otherwise known as the “Iowa Open Records Law”. By submitting the bid any document to the City of Dubuque in connection with a bid, the submitting party recognizes this and waives any claim against the City of Dubuque and any of its officers and employees relating to the release of any document or information submitted. Each submitting party shall hold the City of Dubuque and its officers and employees harmless from any claims arising from the release of any document or information made available to the City of Dubuque arising from any opportunity. Bid information requested by the public or other bidders will be provided in an alternative format if the requestor is a person with a disability and requires an alternative form for comprehension.

BID REJECTION OR PARTIAL ACCEPTANCE - The City reserves the right to accept or reject any or all bids or parts thereof. The City further reserves the right to waive technicalities and formalities in bids, as well as to accept in whole or in part such bids where it is deemed advisable in protection of the best interests of the City.

CONFLICT OF INTEREST - The Vendor represents, warrants, and covenants that no relationship exists or will exist during the Contract period between the Vendor and the City that is a conflict of interest. No employee, officer or agent of the Vendor shall participate in the selection or in the award if a conflict of interest, real or apparent, exists. The provisions of Iowa Code ch. 68B shall apply to the Contract. If a conflict of interest is proven to the City, the City may terminate the Contract, and Vendor shall be liable for any excess costs to the City as a result of the conflict of interest. The Vendor shall establish safeguards to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by the desire for private gain for themselves or others with whom they have family, business, or other ties. The Vendor shall report any potential, real, or apparent conflict of interest to the City.

CONTRACT DOCUMENTS – The Contract Documents are this Contract, the Request for Bids, the Vendor's Bids, and the following additional documents, if any:

In the event of a dispute with respect to any term or condition in the Contract Documents, they shall be interpreted in the following order: this Contract, the Request for Bids, the Vendor's Bids, and the following additional documents, if any:

DISPUTES - Should any disputes arise with respect to the Contract, the Parties agree to act immediately to resolve such disputes. Time is of the essence in the resolution of disputes. The Vendor agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute and the City shall continue to make payment for all Work properly performed. Should the Vendor fail to continue to perform its responsibilities regarding all non-disputed work, without delay, any additional costs incurred by the City or the Vendor as a result of such failure to proceed shall be borne by the Vendor. The unintentional delayed payment by the City to the Vendor of one or more invoices not in dispute in accordance with the terms of the Contract will not be cause for Vendor to stop or delay Work.

FORCE MAJEURE - Force majeure shall be any of the following events: acts of God or the public enemy; compliance with any order, rule, regulation, decree, or request of any governmental authority or agency or person purporting to act therefore; acts of war, public disorder, rebellion, terrorism, or sabotage; floods, hurricanes, or other storms; strikes or labor disputes; or any other cause, whether or not of the class or kind specifically named or referred to herein, not within the reasonable control of the party affected. A delay in or failure of performance of either party shall not constitute a default hereunder nor be the basis for, or give rise to, any claim for damages, if and to the extent such delay or failure is caused by force majeure. The party who is prevented from performing by force majeure shall be obligated, within a period not to exceed fourteen (14) days after the occurrence or detection of any such event, to give notice to the other party setting forth in reasonable detail the nature thereof and the anticipated extent of the delay, and shall remedy such cause as soon as reasonably possible, as mutually agreed between the parties.

INDEMNIFICATION - To the fullest extent permitted by law, the Vendor shall indemnify and hold harmless the City, its officers and employees, from and against all claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from performance of the Contract, provided that such claim, damages, loss or expense is attributable to bodily injury, sickness, disease or death, or injury to or destruction of property, including loss of use resulting therefrom, but only to the extent caused in whole or in part by negligent acts or omissions of the Vendor, or anyone directly or indirectly employed by the Vendor or anyone for whose acts the Vendor may be liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder.

LAWS AND REGULATIONS - The Contract shall be governed, interpreted and enforced in accordance with all applicable federal, State of Iowa, and local laws, ordinances, licenses and regulations and shall apply to the Contract throughout, as the case may be. The Vendor certifies that in performing the Contract it will comply with all applicable provisions of the federal, state, and local laws, ordinances, licenses and regulations. Venue for any action arising out of this Contract shall be the Iowa District Court for Dubuque County, Iowa.

METHOD OF AWARDING - The City reserves the right to make awards based on the entire bid or on an item by item basis. However, if Vendor's bid is based on an "all or none" condition, the City may consider its bid non-responsive and reject the entire bid.

NO GIFT STANDARD - The City of Dubuque is committed to upholding the highest ethical standards in all of its business practices. This standard recognizes the need to avoid even the perception of improper gifts or favors to employees. Therefore, all suppliers have been asked to abide by the City's "No Gift" standard. The "No Gift" standard also applies to all offers of discounts or free items at any place of business targeted toward a City employee and not available to the general public, regardless of the value.

NON-COLLUSION STATEMENT - Neither the Vendor, nor anyone in the employment of the Vendor, has employed any person to solicit or procure the Contract nor will the Vendor make any payment or agreement for payment of any compensation in connection with the Contract. There is no contract, agreement or arrangement, either oral or written, expressed or implied, contemplating any division of compensation for Work rendered under the Contract or participation therein, directly or indirectly, by any other person, firm or corporation, except as documented in the Contract. Neither the Vendor, nor anyone in the employment of the Vendor, has either directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive procurement in connection with the Contract.

NON-DISCRIMINATION AND EQUAL OPPORTUNITY - All Vendors that engage in contracts with the City of Dubuque, Iowa agree as follows: The Vendor will not discriminate against any employee or applicant for employment because of race, sex, color, creed, ancestry, national origin, marital status, Familial status, religion, age, disability, sexual orientation, gender identity, genetic information, status with regard to public assistance, status as a veteran or any classification protected by federal, state, or local law, (Protected Classes) except where age and sex are essential bona fide occupational requirements, or where disability is a bona fide occupational disqualification. Such action shall include, but not be limited to the following; (a) Employment, (b) Upgrading, (c) Demotion or transfer, (d) Recruitment and advertising, (e) Layoff or termination, (f) Rate of pay or other forms of compensation, and (g) Selection for training, including apprenticeship. The Vendor further assures that managers and employees comply with

both the spirit and intent of federal, state, and local legislation, government regulation, and executive orders in providing affirmative action as well as equal opportunity without regard to the protected classes, as stated above. The Vendor will include, or incorporate by reference, the provisions of the nondiscrimination clause in every contract or subcontract unless exempt by the rules, regulations or orders of the City and will provide in every contract or subcontract that said provision will be binding upon each Vendor.

REGULATORY AGENCY COMPLIANCE - Compliance with laws and regulations set forth by regulatory agencies is required. These agencies include, but are not limited to, OSHA – Occupational Safety & Health Agency, EPA – Environmental Protection Agency, ICC – Interstate Commerce Commission, DNR – Department of Natural Resources, and DOT – Department of Transportation. The City of Dubuque expects that Vendors will offer expertise on conformance of regulations applying to the products they sell and the Work they perform.

RIGHT TO PROTEST - Anyone wishing to file a protest concerning (1) the specifications, (2) the bid procedure or (3) the award of the Contract must do so in writing in accordance with the City's Protest by bidders which is found in the City's purchasing policy

SAFETY DATA SHEETS - The Hazard Communication Standard (HCS) requires chemical manufacturers, distributors, and importers to ensure that each container of hazardous chemicals leaving the workplace is labeled, tagged, or marked and to provide Safety Data Sheets (SDS) to communicate the hazards of hazardous chemical products. It is the chemical supplier's responsibility to determine which products are covered and to provide SDS with the initial shipment. It is also the chemical supplier's responsibility to provide any updated or revised SDS, as they become available for any products sold and delivered to the City of Dubuque. City of Dubuque employees shall not accept a shipment of any chemical that does not have a SDS attached or currently on file. Safety Data Sheets shall be available in alternative formats if the requestor is a person with a disability and requires an alternative format for comprehension.

SUBCONTRACTING - All Sub Vendors shall be listed in the Contract or in a written amendment to the Contract.

SUSPENSIONS AND DEBARMENT - The Vendor hereby certifies, pursuant to 2 CFR pt. 180 and 2 CFR pt. 3000, that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in the Contract by any federal agency. The Vendor further certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any contracts with the City of Dubuque or the State of Iowa.

TAXES - The City of Dubuque is exempt from sales tax and certain other use taxes. Any charges for taxes from which the City is exempt will be deducted from invoices before payment is made.

TERMINATION OF CONTRACT - The City may terminate the Contract at any time for any reason with or without cause. In that event, all finished or unfinished Work, reports, materials(s) prepared or furnished by the Vendor under the Contract shall, at the option of the City, become its property. If the Contract is terminated by the City as provided herein, the Vendor shall be paid for all Work which has been authorized, provided, and approved up to the effective date of termination. The City will not be subject to any termination fees from the Vendor.

WARRANTIES - WORK - The Vendor shall perform Work for the City pertaining to the Project as set forth in the Contract.

Vendor represents that the Work and all of its components shall be free of defects; shall be performed in a manner consistent with other Vendors in a similar industry and application; and shall conform to the requirements of the Contract.

Vendor shall be responsible for the quality, technical accuracy, completeness and coordination of all Work performed under the Contract. Vendor shall, promptly and without charge, provide all corrective Work necessary as a result of Vendor's acts, errors, or omissions with respect to the quality and accuracy of the Work.

Vendor shall be responsible for any and all damages to property or persons as a result of Vendor's acts, errors, or omissions, and for any losses or costs to repair or remedy any Work undertaken by City based upon the Work as a result of any such acts, errors, or omissions.

Vendor's obligations shall exist without regard to, and shall not be construed to be waived by, the availability or unavailability of any insurance, either of City or Vendor.

WARRANTIES - INTELLECTUAL PROPERTY - Vendor represents and warrants that all the materials and Work produced, or provided to the City pursuant to the terms of the Contract shall be wholly original with the Vendor or that the Vendor has secured all applicable interests, rights, licenses, permits or other intellectual property rights in such materials and work. The Vendor represents and warrants that the materials and Work, and the City's use of same, and the exercise by the City of the rights granted by the Contract shall not infringe upon any other work or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm, or corporation. The Vendor further represents and warrants that the materials and Works does not infringe upon the copyright, trademark, trade name, trade dress patent, statutory, common law or any other rights of any person, firm or corporation or other entity. The Vendor represents and warrants that it is the owner of or otherwise has the right to use and distribute the Work contemplated by the Contract.

Ambulance Billing Services

City of Dubuque, Iowa

Ambulance Billing Services Request for Proposal

August 14, 2026

Appendix C

Description of Dubuque EMS Services

DEMOGRAPHICS

The Dubuque Fire Department is the primary provider of pre-hospital emergency care and transportation, including advanced life support (ALS) level services for an urban city with a resident population of approximately 60,000. Dubuque is located on the Iowa side of the Mississippi River and borders southwest Wisconsin and northwest Illinois. It is home to several major corporations and facilities, including three universities, four colleges, two hospitals, and multiple factories. As such, the population swells during the workday. Within the corporate limits of Dubuque, there are two hospitals.

For fiscal years 2023-2025, the following was billed for services.

	2023	2024	2025
Billed for Services	\$3,802,798	\$3,873,718	\$4,353,025

For calendar years 2023-2025 the following was collected for billed services resulting in the described payer mix

	2023	2024	2025
Collected for Services	\$3,562,065	\$3,194,711	\$3,738,737
Payer Mix			
Private Pay	10%	11%	10%
Commercial Insurance	14%	14%	13%
Medicare	52%	52%	55%
Medicaid	24%	22%	21%
Workers Comp	0%	1%	1%
	100%	100%	100%

ESTIMATED SERVICE STATISTICS

NOTE: The following numbers are approximate and are provided for proposer information only. No minimum amounts are guaranteed or implied.

	2023	2024	2025
Billable calls:	4984	5126	5234
Call volume:	6191	6431	6657
ALS Transports:	65%	70%	71%
BLS Transports:	35%	30%	29%

The following is a schedule of the City's current ambulance service rates:

Advanced Life Support Emergent	\$ 2669
Advanced Life Support II	\$ 2669
Basic Life Support Emergent	\$ 1334
Loaded Mileage	\$ 14.25
Treat – No Transport ALS	\$ 275
Treat – No Transport BLS	\$ 0.00

Ambulance Billing Services

City of Dubuque, Iowa

Ambulance Billing Services Request for Proposal

August 14, 2026

Appendix D

Required Account Reports

Monthly Reports

- A. Electronic Transmission Logs - list of electronic transmission dates and total of charges submitted to the insurance company.
- B. Management Review of Monthly Activity- This report will include at a minimum, the totals of charges, receipts, adjustments, and the ending accounts receivable balance during the period covered by the report. These reports must be submitted to the Finance Department and the Fire Department.

Quarterly Reports

- A. Review with Graph Depicting Areas of Business - total transport revenue for the month depicted in a pie graph with percentage of revenue by the defined area. The defined areas are: commercial/private insurance, private pay, Medicare, Medicaid, other.
- B. Comparison of Revenue Generated- Current Year vs. Last Year depicted in a bar graph for visual comparison.
- C. Cash Receipts Comparison - Current Year vs. Last Year depicted in a bar graph for visual comparison.
- D. Patient detail aging by category by call date, with subtotals for 0-30 days, 31-60 days, 61-90 days, 91-120 days, 121-180 days, and more than 180 days outstanding. The report should total the accounts receivable balance.
- E. Accounts Receivable/Change from the Previous Month - reporting the previous month accounts receivable balance compared to the current month balance, such as auto, health, workers' compensation, GEMT, etc.
- F. Accounts Receivable/Aging with Pie Chart- the total accounts receivable aged depicted in a pie graph with percentage of each category of current to 365 days in 30- day increments and more than 365 days. The report should total to the total accounts receivable balance.
- G. Accounts Receivable/Breakdown by Type of Insurance- the total accounts receivable divided up into the type of insurance, including GEMT payments.
- H. Transport Statistics - the total types of emergency care and transportation divided into percentage of each type.
- I. Average Runs per Day - the total runs per day divided into percentage of each type.

Accounting Reports - including the following:

- A. Accounts Receivable Reconciliation - the total accounts receivable transactions in an Excel spreadsheet format for the City government accounting office to easily identify the debit and credit changes. The report should include the beginning accounts receivable balance for the month, the total charges (debit), the total receipts (credits), the total adjustments by debit and credit, and the ending accounts receivable balance for the month. The ending balance should be the same as the computer system balance.
- B. General Ledger Adjustment Detail - the report should include the total amount of adjustments by category (i.e., bad debt: \$150; Medicare Adjustment: \$300, etc.) This report should balance to the accounts receivable reconciliation report.

- C. Collection Agency Report of Accounts - total amount sent to the contracted collections vendor, which reflects total outstanding by month.
- D. Accounts Receivable Summary - total of charges, receipts, adjustments, and total accounts receivable up to that point in time.

Ambulance Billing Services
City of Dubuque, Iowa

Ambulance Billing Services Request for Proposal

August 14, 2026

Appendix E

Business Associates Agreement

Business Associates Agreement

This Business Associate Agreement ("Agreement") between Dubuque Fire Department and _____ is executed to ensure that _____ will appropriately safeguard protected health information ("PHI") that is created, received, maintained, or transmitted on behalf of Dubuque Fire Department in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, *et seq.*, as amended ("HIPAA"), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D – Privacy, Sections 13400, *et seq.*, the Health Information Technology and Clinical Health Act, as amended (the "HITECH Act").

A. General Provisions

1. **Meaning of Terms.** The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
2. **Regulatory References.** Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.
3. **Interpretation.** Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.

B. Obligations of Business Associate

_____ agrees that it will:

1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law;
2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information ("e-PHI") and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement;
3. Report to Dubuque Fire Department any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to Dubuque Fire Department without unreasonable delay but in no case later than 60 days after discovery of the breach;
4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of _____ agree to the same restrictions, conditions, and requirements that apply to _____ with respect to such information;
5. Make PHI in a designated record set available to Dubuque Fire Department and to an individual who has a right of access in a manner that satisfies Dubuque Fire Department's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request;
6. Make any amendment(s) to PHI in a designated record set as directed by Dubuque Fire Department, or take other measures necessary to satisfy Dubuque Fire Department's obligations under 45 CFR §164.526;

7. Maintain and make available information required to provide an accounting of disclosures to Dubuque Fire Department or an individual who has a right to an accounting within 60 days and as necessary to satisfy Dubuque Fire Department's obligations under 45 CFR §164.528;
8. To the extent that _____ is to carry out any of Dubuque Fire Department's obligations under the HIPAA Privacy Rule, _____ shall comply with the requirements of the Privacy Rule that apply to Dubuque Fire Department when it carries out that obligation;
9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by _____ on behalf of Dubuque Fire Department, available to the Secretary of the Department of Health and Human Services for purposes of determining _____ and Dubuque Fire Department's compliance with HIPAA and the HITECH Act;
10. Restrict the use or disclosure of PHI if Dubuque Fire Department notifies _____ of any restriction on the use or disclosure of PHI that Dubuque Fire Department has agreed to or is required to abide by under 45 CFR §164.522; and
11. If Dubuque Fire Department is subject to the Red Flags Rule (found at 16 CFR §681.1 *et seq.*), _____ agrees to assist Dubuque Fire Department in complying with its Red Flags Rule obligations by: (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of Dubuque Fire Department's Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of Dubuque Fire Department agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting Dubuque Fire Department of any red flag incident (as defined by the Red Flag Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to Dubuque Fire Department of any threat of identity theft as a result of the incident.

C. Permitted Uses and Disclosures by Business Associate

The specific uses and disclosures of PHI that may be made by _____ on behalf of Dubuque Fire Department include:

1. The review of patient care information for providing advice to Dubuque Fire Department concerning a particular ambulance incident;
2. The review of patient care information and other medical records and submission of that information to carriers, insurers, and other payers and assisting Dubuque Fire Department in an insurance or Medicare audit or other similar action; and
3. Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that _____ has been engaged to perform on behalf of Dubuque Fire Department.

D. Termination

1. Dubuque Fire Department may terminate this Agreement if Dubuque Fire Department determines that _____ has violated a material term of the Agreement.

2. If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement, if feasible.
3. Upon termination of this Agreement for any reason, _____ shall return to Dubuque Fire Department or destroy all PHI received from Dubuque Fire Department, or created, maintained, or received by _____ on behalf of Dubuque Fire Department that _____ still maintains in any form. _____ shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

Agreed to this _____ day of _____, 2026.

Dubuque Fire Department

Signature: _____

Title: _____

Date: _____

Signature: _____

Title: _____

Date: _____