

# REQUEST FOR PROPOSALS

## Emergency Medical Billing and Management Services

### Request for Proposals (RFP)

March 10, 2016

Dear Service Providers:

The City of Wheeling is now accepting Proposals for Emergency Medical Billing and Management Services for the City of Wheeling's Fire Department.

A very basic overview of the requirements for submitting a Proposal are stated in the attached Request for Proposals, ("the RFP"). A PRE-BID MEETING WILL ALLOW AN OPPORTUNITY FOR INTERESTED SERVICE PROVIDERS TO DISCUSS WITH THE WHEELING FIRE DEPARTMENT AND ADMINISTRATION THE NEEDS OF THE CITY AND THE SERVICES SOUGHT. This meeting will be held at the City of Wheeling Office of the City Manager, 1500 Chapline Street - Room 302, Wheeling, WV on March 22, 2016 at 10:00 a.m. Although this is not a mandatory pre-bid meeting, those bidders who are interested in providing a proposal are urged to attend as supplemental information to the RFP will most likely be provided in the discussion format. All questions regarding this RFP should be directed to Chief Larry Helms, Wheeling Fire Department at 304-234-3776 or by e-mail at [wfdchief@wheelingwv.gov](mailto:wfdchief@wheelingwv.gov).

All Proposals are due to the Office of the City Manager, City of Wheeling, 1500 Chapline Street, Suite 302, Wheeling, WV 26003, no later than March 29, 2016 at 2:00 p.m. One (1) original and three (3) copies of your Proposal response should be submitted in a sealed envelope or box, plainly marked with the Proposal service description, as follows:

#### Request for Proposals

**Attn: Robert Herron, City Manager**

**Name of Company Submitting Proposal**

**Emergency Medical Billing and Management RFP**

The RFP may be downloaded in pdf format from the City of Wheeling website at <http://www.wheelingwv.gov> or by requesting a pdf version via e-mail at [citymanager@wheelingwv.gov](mailto:citymanager@wheelingwv.gov). The City of Wheeling is an equal opportunity purchaser. The City of Wheeling reserves the right to accept or reject any or all proposals or parts thereof within the sole discretion of the City in its best interests.

Sincerely,



Robert Herron  
City Manager

RH:jb

cc: Larry Helms, Fire Chief

## Exhibit A

### **Responsibilities of EMS Billing Company**

- a. Billing Company will assist EMS Agency, as necessary, to complete and submit credentialing applications to Medicare, Medicaid, and any third party payer for group and/or individual provider numbers when required for billing purposes.
- b. Billing Company will review the billing policies of EMS Agency and assist with the development of insurance billing policies and procedures in accordance with insurance regulations and standards; and otherwise advise EMS Agency of any material changes in third party rules and regulations.
- c. Billing Company will develop and maintain electronic data interfaces directly with EMS Agency's hospital service sites (to the extent permitted by such sites) to collect patient demographic data. EMS Agency will use its best efforts to cooperate with and otherwise assist in the development and maintenance of such interfaces including, but not limited to, communicating directly with hospital information system staff, administration, and other staff members to authorize and otherwise enable the system.
- d. Billing Company will provide basic training to EMS Agency for management personnel. Additional follow up training may be provided by Billing Company from time to time as mutually agreed by Billing Company and EMS Agency.
- e. Billing Company will process all patient encounter information submitted by EMS Agency in a timely manner and bill for all EMS Services within the guidelines established by EMS Agency and the insurance or third party payer to whom the claim is being submitted.

- f. **Billing Company will provide toll free phone lines and customer service staff to respond to patient inquires and otherwise assist patients with co-payments, insurance claims, and other related matters.**
  
- g. **Billing Company will conduct all billing in accordance with applicable federal and state laws, rules, and regulations, insurance regulations and standards, and EMS Agency's policy.**