



Town of South Kingstown

Request for Proposals

Emergency Medical Services Billing Administrator

October 16th 2026

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

**TOWN OF SOUTH KINGSTOWN, RHODE ISLAND
GENERAL INFORMATION**

Interested parties must adhere to the requirements listed below:

1. Receipt and Opening of Bids:

Sealed proposals (bids) will be accepted in the Finance Department, Town of South Kingstown, Attn: Julie Mason, Procurement Administrator, 180 High Street, Wakefield, RI 02879, until 11AM on November 2, 2026, and will then be publicly opened and read aloud at specified time. **Envelopes must be clearly marked with the name of the item bid and time and date of the opening.**

It is the bidder's responsibility to see that their proposal is delivered within the time and at the place prescribed. Bids received prior to the time of opening will be securely kept unopened. No responsibility will attach to any officer or person for the premature opening of a proposal not properly addressed and identified.

Any documents incorrectly addressed or misdirected to other locations other than the Finance Department, Town of South Kingstown, and are not present at the time and date specified of the bid opening for whatever cause will be deemed late and will not be considered. Postmarks will not be considered proof of timely submission. Proposals received by facsimile will not be considered.

2. Preparation of Bids:

Proposals must be submitted on and in accordance with the forms attached hereto, blank places must be filled in as noted, no change shall be made in the phraseology of the proposal or in the item or items mentioned therein, must contain the name and proper address of the bidding firm, and must be signed by a responsible member of the firm with his/her signature and official title. Proposals that are not complete, or contain any omissions, erasures, alterations, additions or contain irregularities of any kind, may be rejected.

3. Telegraphic Modification:

Telephonic, telegraphic or oral proposals, amendments or withdrawals will not be accepted.

4. Withdrawal of Bids:

Proposals may be withdrawn personally or by written request at any time prior to the time specified for the opening. Proposals may be modified in the same manner.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

Negligence on the part of the offeror in preparing the proposal confers no right of withdrawal or modification of his proposal after such proposal has been opened.

5. Qualification of the Bidder:

The Town reserves the right to request each bidder to present evidence that he/she is normally engaged in purveying the type of service bid upon. No Proposals shall be considered from bidders who are unable to show that they are normally engaged in purveying the type of product or equipment specified in the bid proposal. The supplier shall make themselves thoroughly familiar with the contents of the notice before submitting their bid proposal.

6. Laws and Regulations:

This contract shall be governed by and shall be construed in accordance with the laws of the State of Rhode Island. The contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completeness of this Agreement.

7. Questions on this RFP:

Questions related to this RFP must be submitted via the website no later than **October 26, 2026 at 11 A.M.**

8. Obligations of the Bidder:

At the time of the opening of the proposals, each bidder will be presumed to have inspected the Specifications and Contract documents (including all Addenda). The failure or omission of any bidder to receive or examine any form, instrument or document shall in no way relieve them from any obligation in respect to this proposal. Any exceptions or deviations from the provisions contained in this specification must be explained in detail and attached to the proposal. If such deviations do not part from the intent of this notice and are in the best interest of the Town, the proposal will receive careful consideration.

9. Prices:

Proposers shall state the proposed price in the manner as designated in the Bid Proposal Form. In the event that there is a discrepancy between the unit prices and the extended totals, the unit prices shall govern. In the event that there is a discrepancy between the price written in words and written in figures, the prices written in words shall govern. Bidders agree that the prices in this proposal shall be irrevocable for ninety (90) days, or until the bid is awarded by the Town

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

Council. After award by the Town Council, said prices shall then remain firm for the duration of the contract.

10. Tax Exemptions:

The Town is exempt from the payment of R.I. Sales Tax under the 1956 General Laws of the State of Rhode Island, §44-18-30 Para.1, as amended. Proposal is not to include any taxes from which the Town of South Kingstown is exempted by law; the Town will complete tax exemption forms required by the supplier.

11. Acceptance or Rejection:

The Town of South Kingstown reserves the right to reject any or all proposals, to accept any proposal or waive any formality in the proposal as deemed advisable in the best interest of the Town.

12. Incurred Expenses:

The Town of South Kingstown shall not be responsible for any cost incurred by a proposer in preparing and/or submitting a proposal or participating in presentations as part of the evaluation procedure.

13. Freedom of Information Act:

All proposals submissions and materials shall become property of the Town of South Kingstown and will not be returned. Respondents to this RFP are hereby notified that all proposals submitted and the information contained therein and attached thereto shall be subjected to disclosure under the Freedom of Information Act.

14. Payment Terms:

The Town agrees to pay for the service within thirty (30) days after acceptance. Acceptance means 100% satisfaction with the service provided.

15. Equal Employment Opportunity Statement:

For the purposes of this statement the term “vendor” shall mean any and all individuals, companies, corporations, and business entities that provide goods or services to the Town of South Kingstown pursuant to any and all relevant and appropriate Federal, State, and local purchasing rules, regulations and procedures.

The Town of South Kingstown is committed to the general policy and principle of Equal Employment Opportunity in terms of retaining vendors to provide the

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

Town with goods and services necessary for routine and emergency operations. The Town will not discriminate against vendors as entities, or individual employees thereof on any legally-recognized basis included, but not limited to race, age, color, religion, sex, marital status, national origin, physical or mental disability, Veteran's status, pregnancy, sexual orientation, genetic conditions, predisposition to certain diseases, or ancestry, except where a bona fide occupational qualification exists.

By submission of your bid, you agree not to discriminate in the above named categories.

16. Confidentiality:

The billing administrator and the Town acknowledge that the materials and information, which have or will come into their possession, or knowledge in connection with this contract, or the performance hereto, including documents, reports and material developed during the term of the awarded agreement, are deemed to be confidential information, which disclosure to or use by unauthorized parties could be damaging. Therefore, the awarded billing entity and the Town agree to hold such material and information in the strictest confidence and not to make use therefore other than for performance of this contract, except as specifically agreed upon in this contract, or other agreements between or among parties. The obligation referred to in this paragraph is a continuing obligation and extends beyond the terms of this awarded contract.

17. Contract:

Contract is for a **three-year period**, beginning January 1, 2027, through December 31, 2030, with the option of extending the contract thereafter for additional one (1) year periods as agreed upon by the parties. If extensions are granted, the bid percentage shall remain the same as the third-year percentage.

18. Termination:

The Town reserves the right to cancel this contract at any time upon 30 days' written notice. This contract is subject to the approval of the South Kingstown Town Council. The right to reject any or all bids or parts thereof is hereby reserved. Following the implementation, should the Town find that the firm/company has failed in any material respect to perform its agreed obligations under the contract, the contract shall be cancelled by the Town as being in the best interest of the Town. In the event of termination of this contract, as a result of breach by the contractor, the Town shall not be liable for any fees and may, at its sole option, award a contract for the same services to another qualified firm/company or call for new proposals. The contractor shall be responsible for consequential damage as a result of its breach, including but not limited to, extra costs required under new contract for similar services.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

19. Non-Collusion:

By submitting their proposal, the proposer certifies that their proposal is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other proposer, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

20. Town Bidding Website:

The Town of South Kingstown officially distributes bid documents through the Bid Net website under the RI Purchasing Group. There are no fees required to register on the website. **Copies of solicitation documents obtained from any other source are not considered official copies and the Town is not responsible for those documents.** Only those vendors who download the documents from the Bid Net website will receive addendum information, if such information is issued. If you received this document from any other source, we recommend that you register on the Bid Net website: <https://www.bidnetdirect.com/> to obtain an official copy and any associated addendum.

21. Experience:

The bidder must possess a minimum of five (5) years' experience in EMS medical billing and management. The bidder must also be capable of managing non-medical emergency response billing. Bidders must provide the Town with references on the sheets attached. Prior experience and references will be weighed heavily in determining the lowest responsive bidder. Proposals from companies not containing this information will not be considered.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

SUMMARY DESCRIPTION:

The Town of South Kingstown, Rhode Island (population approximately 32,009) is seeking proposals for a billing administrator to oversee billing and collections related to the Town's Emergency Medical Services. The time period covered by the proposal will be January 1, 2027 – December 31, 2030, with extension options as indicated above.

The Town of South Kingstown provides 24-hour emergency medical services (EMS) staffed full-time by career Paramedics responding to over 5,000 calls per year translating to over 3,200 transports per year. Currently, the Town charges each individual receiving these emergency medical services, or medical insurer of such an individual, a transportation and treatment charge as required by a Town Council Approved Fee Schedule. South Kingstown residents and residents of neighboring communities (when so authorized by the Town Council) will not be billed directly for these services. The Town will, however, bill the resident's medical insurer(s) for utilization of services. The cost of services rendered to uninsured town residents and residents of neighboring communities, when so authorized by a vote of Town Council, shall be assumed by the Town of South Kingstown EMS Billing Services Fund.

South Kingstown Emergency Medical Services currently utilizes ESO software for electronic patient reporting. The selected vendor must provide ESO software for EMS electronic patient care reporting. The vendor is responsible for all costs/resources required to maintain for ESO during the length of the contract. The vendor will provide the software/hardware necessary to interface between ESO and the Vendors' processing unit.

The Town reserves the right to add fields to the EMS trip report and the Vendor's system shall accommodate such changes at no additional cost to the Town.

The Town reserves the right to change or upgrade EMS trip report software. The vendor's system shall accommodate such changes at no additional cost to the Town.

Over the last three fiscal years (July 1st through June 30th), the total revenue collected by the billing is as follows:

Fiscal Year 2023	1,170,792.69
Fiscal Year 2024	1,140,372.58
Fiscal Year 2025	1,278,535.11
Fiscal Year 2026	1,368,540.12 (Estimated)

SCOPE OF WORK:

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

- I. To work with Town EMS personnel to collect specific information pertaining to medical incidents, and subsequently submit bills to the applicable medical insurers or self-pay individual.
- II. To accept patient information from the Town via an electronic patient care report (E-PCR).
- III. To update billing, collection, and accounts receivable records on a daily basis and to ensure the accuracy of transactions posted to the billing database. (Accounts receivable records should be classified by collection categories - i.e. Medicare, Medicaid, Blue Cross, Self Pay, etc.)
- IV. To account for, report all contractual adjustments, and record accordingly after the applicable payments have been received.
- V. To properly classify accounts to be transferred on a daily basis to the specified South Kingstown EMS Billing Services Account. Collected funds are to be transferred on a daily basis to the Town's checking account via ACH.
- VI. To provide customer service support for all billing inquiries and requests for information via phone, email and mail.
- VII. To transfer aged uncollectible account balances to a Collection Agency and to properly separate and classify these accounts within the Administrator's accounts receivable summary. After accounts are sent to collection, the Administrator will establish a "Collection Agency" receivable category, which will remain active on their system. As collection agency payments are received, the Administrator will post the activity accordingly. The Administrator's Collection Agency receivable report should accurately reflect the outstanding account balance held by the Collection Agency at anytime.
- VIII. To balance out deposited cash for the month. ACH payments from insurance providers will be deposited directly into the Town's DDA, with documentation of deposits forwarded by the Town to the Administrator. Any payments received directly by the Administrator (including payments by credit card) will be deposited by the Administrator into the Town's DDA on a daily basis and documentation for those deposits will be forwarded to the Town's Finance Department. Also, the Town will pay the administrative fee on a monthly basis, based upon a percentage of the reported collection total net of payments received from the Collection Agency.
- IX. To properly accommodate those individuals electing to pay the Administrator via credit card. Deposits from credit card payments are to be deposited to the Town's DDA as described Section I, above.
- X. To properly separate the Administrator's collections and the Collection Agency's collections on the monthly deposit report. All EMS service collections are deposited into one account - both those billed by the Administrator and those billed by the Collection Agency. Daily activity should be classified properly, and all collections should be posted to the applicable receivable accounts. If there is a fee for posting the Collection Agency collections to the patient

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

accounts, please indicate it on the Proposal Form (Page 14). This will be separate from the Administrator's administrative fee, which only applies to the Administrator's collections. In the event a contractor does not sub-contract collections a report will still be required detailing accounts that have been placed into a collections file.

XI. To meet at regular intervals with Town Finance Department personnel and the Town's EMS Director to review the current billing procedures and to discuss new developments within the healthcare industry, as well as any pending state or federal legislation that might affect the billing process. The Administrator should also periodically review the Town's billing rate structure, and advise if alterations are necessary based upon adjustments to the Medicare, and/or other fee schedules.

XII. To ensure that the Town remains compliant with all applicable HIPAA and Medicare requirements.

XIII. To coordinate the renewal of contracts/agreements between the Town and the healthcare providers, when necessary.

XIV. To prepare monthly and annual reports submitted to the Town by the 15th of each month, for the prior period. These reports should contain the following:

1. A deposit report reflecting cash collections and electronic fund transfers for the month. This report will detail the total deposit for each day of the month and should then split each deposit between the Administrator and Collection Agency, as appropriate.
2. An accounts receivable summary report, reflecting monthly grand totals for the following:
 - Beginning A/R
 - Services Rendered
 - Contractual Adjustments
 - Collections-Administrator
 - Collections-Collection Agency
 - South Kingstown Resident Adjustments
 - Collections Write Offs as Approved by the Town's Finance Director
 - Refunds and Retractions
 - Hardship Reductions
 - Ending A/R
3. A detailed accounts receivable report. This report should reflect the beginning accounts receivable balance, total monthly billings, monthly collections, monthly adjustments, and the ending accounts receivable balance for each individual insurer or other payer.
- 4.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

5. An accounts receivable aging report summarizing receivable balances, by collection category, aged in the following (or similar) manner: 0-30 days, 31-60 days, 61-90 days, 91-180 days, over 180 days.
6. An invoice reflecting the total collections for the month and the amount due from the Town of South Kingstown. This invoice shall net out any payment received from the Collection Agency. If there is a charge for posting the collection agency payments, the invoice should also list the total monthly collection agency collections posted and the associated fee.
7. A refund report reflecting any erroneous or duplicate collections deposited in the Town's account, which need to be refunded to the payer. This report should state the name of the patient, the full name and address of the party to be reimbursed, the amount of the refund, the original deposit date, and the reason for the refund. Backup documentation should be attached.
8. A report of Self-Pay Exceptions, defined as a list of accounts with self-pay balances for patients located in certain zip codes as defined by the Town's Finance Department. The Finance Department will notify the Administrator which of these accounts qualifies for resident balance adjustment.
9. Procedure Analysis Report that summarizes the medical incidents for the month and splits them into various medical procedure categories. (Example: CPR, Defibrillation, Basis Life Support, etc. Only summary totals are necessary). This must be distributed to both the Town's Finance Department and the EMS Director on a monthly and annual basis.
10. Miscellaneous Statistical Reports to allow the Town to track its EMS activity, details of the activity for a specified period as well as the type of services provided, and/or specialized reports on an "as needed" basis, as determined solely by the Town for no additional charge.

XV. The selected Administrator will be required to submit a Vendor Performance Analysis Report, which is a monthly report summarizing the results of the collection effort in order to measure vendor performance. This report should include, but may not be limited to the following:

1. Total number of transports reported by EMS
2. Total number of transports billed by contractor
3. Amount billed by contractor
4. Amount uncollectible due to Medicare/Medicaid assignment, and the Resulting Net Amount Billed (All Medicare/Medicaid uncollectible amounts should be fully supported by adequate authoritative documentation)
5. The number of accounts collected by payer (i.e. Medicare/Medicaid, private insurance and self-payment)
6. Total amount collected by payer

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

7. Amount of overpayments, adjustments, including refunds, returned checks and posting errors and the resulting amount collected.
8. Number of accounts not billable by reason type, i.e. missing signature, no mileage, excessive, missing Patient data (name/address) etc.
9. Dollar value of accounts not billable by reason type
10. Detailed report of accounts with missing signatures
11. Report of denied claims by Payer (Medicare, Medicaid, commercial insurance)
12. Customer Service Reports, which includes the number of calls received and average hold times.

XVI. The selected Administrator must be willing to keep the Town's database open for a period of seven years after the expiration of the billing relationship. This would enable the organization to continue to collect their fee on delinquent revenue received. In return, the Administrator must continue to provide an accounts receivable summary report, which records these subsequent payments. The Administrator must also be willing to provide duplicate bills upon request. Many times, these requests relate to automobile accident settlements, which have taken years to finalize. The Town must be able to provide this information to attorneys.

XVII. The selected Administrator must be willing to work with the Town of South Kingstown Finance and Chief of EMS to create customized detailed reports and forward them to all who want them for no additional charge to the Town.

BID PROPOSAL REQUIRED CONTENTS:

On Page 14, you will find an official Proposal Form. The Town of South Kingstown will pay an administrative fee equal to a percentage of the monthly collections, excluding collections from the Collection Agency. If there is a fee for posting the Collection Agency collections, please indicate that on the form as well. This fee would be a percentage of the collection agency monthly collections. If no fee is required, please indicate zero on the Bid & Contract form. Please fill in the form completely. Additionally, the following supplemental information must be included with your proposal:

1. Description of the Administrative Procedures to be followed when processing claims. Include policy for recording contractual and South Kingstown Self Insurance Fund adjustments.
2. Samples of all of the reports as described in the Scope of Work.
3. A complete set of forms (this shall include, but not be limited to, letters to individuals and insurance carriers, etc.) The bidder should demonstrate complete familiarity with Rhode Island Medicare/Medicaid forms. Include samples of all invoices, statements, collection letters along with a sample timeline showing collection of delinquent accounts from billing to collection and the timing between each step in the process.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

4. Procedures for obtaining patient information. Please demonstrate your ability to accept information via an electronic patient care report (E-PCR). Provide examples of the types of reports currently being received by your organization.
5. Electronic Claims Interface with Rhode Island Medicare, RI Blue Cross Blue Shield and United Health Plans operational and functional.
6. The process, by which all rejected claims for payment are quickly reviewed, corrected and resubmitted.
7. Brief profile of the organization, including:
 - Experience processing health care reimbursement requests for municipal ambulance fees.
 - Location where work will be performed.
 - Ability to meet with Town Finance Staff and the EMS Chief as necessary.
 - Qualifications of all individuals involved in the administrative function, as well as their continuing education requirements.
 - Experience and supporting documentation of personnel achievements and maintenance of certification as medical/EMS Coders.
 - Size of organization (dedicated to EMS billing).
 - List of all of your firm's current EMS department clients with phone numbers and contact names.
8. Policies in place to conform to all HIPAA (privacy) requirements. Include procedures for disposing of confidential client information.
9. Experience updating and maintaining client agreements with healthcare providers.
10. Policies in place to learn of Rhode Island regulatory/legislative changes and to assure compliance.
11. The Contractor agrees to defend, indemnify, protect, save and keep harmless the **Town of South Kingstown** from any and all loss, cost, damage or exposure arising from the negligent acts or omissions of the Contractor in undertaking this project.

The Contractor will maintain in full force at all times during this engagement General Liability insurance coverage in the minimum amount of \$1,000,000 listing the Town as an additional insured on the policy. If the policy is subject to an annual aggregate, said aggregate must be \$2,000,000 per occurrence of liability.

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

Professional Liability & Tech Errors and Omissions insurance coverage in an amount of \$1,000,000 per claim.

Crime Coverage in a minimum amount of \$500,000.

Cyber Liability & Data Privacy Insurance in an amount of \$1,000,000 per occurrence.

12. Confirmation that the firm will maintain the Town of South Kingstown database for seven years after the expiration of the billing contract.
13. Professional references relating to municipal ambulance billing. (Especially RI Municipal Clients) Please include the approximate number of rescue service bills processed for each client.
14. Demonstration of professionalism when interacting with residents/non-residents being billed as well as with the service providers.
15. Plan detailing transfer of billing services from current contractor to new contractor that illustrates clear delineation when and how services will be transitioned.
16. Training to all Town personnel necessary to implement this billing process (i.e. EMS Chief and finance personnel)
17. A full detailed plan of how the system would work.
18. A full explanation of the fee structure.
19. Answers to questions on last page of the bid specifications.
20. A draft copy of your proposed contractual agreement should be included with your proposal.

EVALUATION OF QUALIFICATIONS STATEMENT:

The Town of South Kingstown will review and rank all proposals as follows:

Proposal Evaluation	Points
Administrative Fee/Cost Evaluation (Percentage)	25
Company Qualifications, Experience, Background & References	30
Company Practices, Customer Service, Billing & Collections	20
Proposal Contents & Completeness of RFP (including questions)	25

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM
TOWN OF SOUTH KINGSTOWN, RHODE ISLAND
PROPOSAL FORM**

To: Town of South Kingstown, Finance Department
Julie A. Mason, Procurement Administrator
180 High Street
Wakefield, RI 02879

The undersigned declares that he/she is a representative of the firm who is experienced in this type of work called for in this RFP. Furthermore, I, (We), the undersigned, agree to furnish to the Town of South Kingstown, the Emergency Medical Services Billing System as specified in the Request for Proposals for a Percentage of total fees collected for reimbursement for emergency medical services billing as stated below.

Year One:	_____ percent	_____ %
	(in words)	(in figures)
Year Two:	_____ percent	_____ %
	(in words)	(in figures)
Year Three:	_____ percent	_____ %
	(in words)	(in figures)

Describe any separate fees for Collection Agency Processing, if applicable:

Describe any fees for credit card payment processing:

Optional Services (Please describe the service and any associated fee):

COMPANY NAME: _____

ADDRESS: _____

SIGNATURE: _____

(Please print name and title)

**REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES
BILLING ADMINISTRATOR
Bid Reference SK0020EM**

Please provide on a separate sheet the following information submit with proposal.

Patient Demographics

1. Please explain how your organization will collect patient demographics from local hospitals that that utilized for transport by South Kingstown Emergency Medical Services (SKEMS). Transport hospitals include South County Hospital, Westerly Hospital, Newport Hospital, Kent County Memorial Hospital, Hasbro and Rhode Island Hospital.
2. SKEMS transports mainly to South County Hospital, 100 Kenyon Avenue, Wakefield, RI 02879. Does your company interface with South County Hospital? If not, could your organization create an interface for billing to maintain efficiency?
3. What are the advantages/disadvantages of having electronic interface with the local hospitals?
4. Related to aggressive demographic searches, how would your company handle claims processed with a “bad address” for a patient? What is the process to handle inadequate demographics and obtain the information needed to acquire the correct address?
5. Describe how your company attempts to collect the amount owed from the patient on aged accounts or bad debt.

System of Receiving Electronic Patient Care (ePCR) Reports

1. SKEMS uses ESO software for their electronic patient care reporting. The Billing Administrator shall provide ESO software as the electronic patient care reporting system at no cost throughout the length of the contract.
2. Describe how your company will receive, process and coordinate the verification of the electronic patient care reports to the Town?
3. Explain your quality assurance plan as it relates the reports being overlooked or lost in the system without being processed.

Understanding, Comprehension and Experience with “Billing for Emergency Response Services”

SKEMS has implemented a pilot Community Paramedicine Program (CPP). In July of 2027, SKEMS is anticipating billing for services provided under the Community Paramedicine Program.

1. Explain how your company will bill for the CPP services.
2. Describe how your company will recommend and provide a fee schedule of the CPP.
3. The billing administrator shall provide expert consultation for the CPP at no additional cost. The background/experience of said consultant shall be provided.
4. Explain how your company may bill for the following,
 1. Transport to an alternative destination (such as a primary care doctor’s office, urgent care clinic or behavior health facility).
 2. Provide treatment in place with a qualified health care practitioner, either on scene or connected using telehealth.
 3. Billing for the ALS intercept by EMS fly cars or non-transport units.