

# MANATEE COUNTY GOVERNMENT SOURCE SELECTION

<b>SUBJECT</b>	Emergency Medical Transportation Billing Services	<b>DATE POSTED</b>	April 7, 2010
<b>PURCHASING REPRESENTATIVE</b>	Frank Lambertson, 749-3042	<b>DATE CONTRACT SHALL BE AWARDED</b>	N/A
<b>DEPARTMENT</b>	Financial Management Dept./Purchasing Div.	<b>CONSEQUENCES IF DEFERRED</b>	N/A
<b>SOURCE RECOMMENDATION</b>	PST Services Inc., a McKesson Company	<b>AUTHORIZED BY DATE</b>	Rob Cuthbert April 7, 2010

### ACTION DESIRED

Authorization to enter into negotiations with PST Services Inc., a McKesson Company, Doral, FL for the purpose of providing Emergency Medical Transportation Services.

### ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.)

Manatee County Code of Laws, Chapter 2-26 Manatee County Purchasing Ordinance, Section 2-26-40 and the Standards and Procedures approved by the County Administrator.

### BACKGROUND/DISCUSSION

- Estimated expenditure would be a percentage of all funds collected. Collections and payments for collection services are as follows for the last four complete calendar years:

2006	2007	2008	2009
384,907.42	485,118.16	495,953.58	719,244.76
488,267.97	443,359.28	500,568.84	480,186.64
329,286.18	417,733.38	450,750.03	488,705.97
336,372.37	411,332.58	344,204.82	651,520.66
359,755.54	419,070.50	594,431.67	630,880.56
537,099.87	667,301.73	468,734.46	721,444.95
429,357.86	443,391.91	621,530.83	711,870.99
694,984.11	719,454.60	604,551.05	709,513.38
682,402.85	562,180.51	488,892.42	645,775.17
504,798.20	606,150.71	603,772.80	525,321.68
534,886.53	517,875.66	423,580.24	642,557.96
349,100.13	444,932.03	482,794.81	689,363.80
<b>5,631,219.03</b>	<b>6,137,901.05</b>	<b>6,079,765.55</b>	<b>7,616,386.52</b>
<b>\$302,309.73</b>	<b>\$334,906.13</b>	<b>\$336,792.29</b>	<b>\$409,802.37</b>

- Funding Source: Commissions are paid from collected funds

<b>SUMMARY</b>	Recommend negotiations with PST Services Inc., a McKesson Company, Doral, FL
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<b>ATTACHMENTS:</b> (List in order as attached)	<b>INSTRUCTIONS TO BOARD RECORDS:</b>
1. Approval Email Ed Hunzeker	N/A
<b>COST</b>	To be negotiated
<b>COMMENTS</b>	N/A
<b>SOURCE (ACCT# &amp; NAME)</b>	Department to advise
<b>AMT./FREQ. OF RECURRING COSTS (ATTACH FISCAL IMPACT STATEMENT)</b>	N/A

- No **MANATEE COUNTY** firms were directly contacted and made aware of this Request for Proposal due to the specialized nature of the Emergency Medical Transportation Billing Services.

- Proposals were received from the following firms:

**Manatee County** firms:

None

**Local** firms:

None

**Other** firms:

Adpi-Intermedix, Ft. Lauderdale, FL  
Aeromedical Collection Services, Inc., Shreveport, LA  
Apollo Health Street, Inc., Sunrise, FL  
Billing 911, Watsonstown, PA  
Certified Ambulance Group, Rocky Hill, CT  
Diversified Ambulance Billing, LLC., Virginia Beach, VA  
Digitech Computer, Inc., Briarcliff Manor, NY  
EMS Management & Consultants, Inc., Clemmons, NC  
MED 3000, Inc., Miamisburg, OH  
PST Services, Inc., a McKesson Co., Doral, FL  
Pridemark Billing Services, Arvada, CO  
Southwest General Services, Dallas, TX

- Approval to enter into negotiations with the following top ranked firm PST Services, Inc., a McKesson Co., Doral, FL.
- Manatee County has the need for billing and collection services for Emergency Medical Services (EMS) transports, as required on a case by case basis, using a billing system that conforms to generally accepted accounting principles (GAAP). Manatee County Emergency Medical Services provides emergency ambulance services exclusively in Manatee County, Florida. A high volume of relatively moderate dollar amounts characterizes the billing and collection operations. Historically, of the total revenues, 41% are received from Medicare, 7% from Medicaid, 21% from private insurance, and 31% from patients and other sources.
- 11/2/09 – 2/22/10 the appropriate proposal procedures were followed. The Request for Proposal (RFP) was broadcast via DemandStar to one hundred eighty five (185) emergency medical transportation billing firms; twenty (20) firms downloaded the RFP and twelve (12) firms' submitted proposals.
- The RFP was advertized locally in the Bradenton Herald.
- The Selection Committee consisted of:  
Renee Nordbye, Utilities Department  
Bill Hutchison, Public Safety Department  
Frank Lambertson, Financial Management Department
- The Selection Committee convened 2/22/10 and shortlisted the following firms:  
Adpi-Intermedix, Ft. Lauderdale, FL  
Apollo Health Street, Inc., Sunrise, FL  
PST Services Inc., a McKesson Company, Doral, FL
- The Selection Committee then ranked the firms as follows for the purpose of negotiating a contract with the top ranked firm:
- Ranked #1, PST Services Inc., a McKesson Company, Doral, FL – The proposer was determined to best meet the needs of the County for billing and collection services for Emergency Medical Services (EMS) transports. The firm has been performing the EMS billing services for the County since April 2005 and both Public Safety and Utilities Department are satisfied with their performance as they have gone above and beyond to meet the County's

requirements. PST Services, Inc., provided technical enhancements expediting processing times, reducing errors and aging of collections.

- Ranked #2, Adpi-Intermedix, Ft. Lauderdale, FL – The firm submitted a professional proposal demonstrating their ability to provide the required services and its references provided positive feedback to the Selection Committee. However was not ranked as highly as the top ranked firm by the Committee.
- Ranked #3, Apollo Health Street, Inc., Sunrise, FL – Its proposal responses addressed all categories requested in the RFP and detailed Apollo's twelve years experience in providing EMS billing and collection services. The Selection Committee however perceived the firms abilities relating to regulations regarding claims, reviews, and hearings as applied in the Medicare and Medicaid programs to be lesser then the selected firm.
- The remaining proposal respondents were not ranked, although well qualified they were not selected based on a comparison of capabilities of the selected firm.

Aeromedical Collection Services, Inc., Shreveport, LA  
Billing 911, Watsonstown, PA  
Certified Ambulance Group, Rocky Hill, CT  
Diversified Ambulance Billing, LLC., Virginia Beach, VA  
Digitech Computer, Inc., Briarcliff Manor, NY  
EMS Management & Consultants, Inc., Clemmons, NC  
MED 3000, Inc., Miamisburg, OH  
Pridemark Billing Services, Arvada, CO  
Southwest General Services, Dallas, TX



**Re: Fw: Selection for Negotiation - Emergency Medical Transportation Billing Services RFP #09-3109FL**

Ed Hunzeker to: Rob Cuthbert  
Cc: Frank Lambertson, Melissa Assha

03/30/2010 02:21 PM

OK

Ed Hunzeker  
County Administrator  
Manatee County Government  
(941) 745-3798

Rob Cuthbert                      May we proceed on this selection? Thank you. ...                      03/30/2010 11:06:35 AM

From: Rob Cuthbert/MCG  
To: Ed Hunzeker/MCG@MCG  
Cc: Frank Lambertson/MCG@MCG, Melissa Assha/MCG@MCG  
Date: 03/30/2010 11:06 AM  
Subject: Fw: Selection for Negotiation - Emergency Medical Transportation Billing Services RFP #09-3109FL

May we proceed on this selection? Thank you. Rob Cuthbert

----- Forwarded by Rob Cuthbert/MCG on 03/30/2010 10:43 AM -----

From: Rob Cuthbert/MCG  
To: Ed Hunzeker/MCG@MCG  
Cc: Frank Lambertson/MCG@MCG, Melissa Assha/MCG@MCG  
Date: 03/11/2010 10:53 AM  
Subject: Selection for Negotiation - Emergency Medical Transportation Billing Services RFP #09-3109FL

Approval to enter into negotiations with the following top ranked firm PST Services, Inc., a McKesson Co., Doral, Florida (Miami-Dade County). This firm has been performing the EMS billing services for the County since April 2005 and both Public Safety and Utilities Department are satisfied with their performance. PST Services, Inc., provided technical enhancements expediting processing times, reducing errors and aging of collections. Additionally, due to the firm's ability to accurately skip trace the Department unpaid bill write offs have decreased.

Estimated expenditure would be a percentage of all funds collected.

Manatee County has the need for billing and collection services for Emergency Medical Services (EMS) transports, as required on a case by case basis, using a billing system that conforms to generally accepted accounting principles (GAAP). Manatee County Emergency Medical Services provides emergency ambulance services exclusively in Manatee County, Florida. A high volume of relatively moderate dollar amounts characterizes the billing and collection operations. Historically, of the total revenues, 41% are received from Medicare, 7% from Medicaid, 21% from private insurance, and 31% from patients and other sources.

Historical: Collections and payments for collection services (average 5.5% fee) are as follows for the last four complete calendar years:

2006	2007	2008	2009
384,907	485,118	495,953	719,245

488,268	443,359	500,569	480,186
329,286	417,733	450,750	488,706
336,372	411,332	344,205	651,520
359,755	419,070	594,431	630,880
537,100	667,301	468,734	721,445
429,358	443,392	621,531	711,871
694,984	719,454	604,551	709,513
682,403	562,180	488,892	645,775
504,798	606,151	603,773	525,321
534,886	517,875	423,580	642,558
349,100	444,932	482,795	689,364
<b>collected</b>	<b>collected</b>	<b>collected</b>	<b>collected</b>
<b>5,631,219</b>	<b>6,137,901</b>	<b>6,079,765</b>	<b>7,616,386</b>
fees	fees	fees	fees
<b>\$302,310</b>	<b>\$334,906</b>	<b>\$336,792</b>	<b>\$409,802</b>

Funding Source: Commissions are paid from collected funds

No **MANATEE COUNTY** firms were directly contacted and made aware of this Request for Proposal due to the specialized nature of the Emergency Medical Transportation Billing Services.

Proposals were received from the following firms:

**Manatee County** firms: None

**Local** firms: None (DeSoto, Hardee, Hillsborough, Pinellas, or Sarasota Counties)

**Florida Based** Firms:

Adpi-Intermedix, Ft. Lauderdale, FL  
 Apollo Health Street, Inc., Sunrise, FL  
 PST Services, Inc., a McKesson Co., Doral, FL

**Out of State** firms:

Aeromedical Collection Services, Inc., Shreveport, LA  
 Billing 911, Watsontown, PA  
 Certified Ambulance Group, Rocky Hill, CT  
 Diversified Ambulance Billing, LLC., Virginia Beach, VA  
 Digatech Computer, Inc., Briarcliff Manor, NY  
 EMS Management & Consultants, Inc., Clemmons, NC  
 MED 3000, Inc., Miamisburg, OH  
 Pridemark Billing Services, Arvada, CO  
 Southwest General Services, Dallas, TX

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The RFP was advertized locally in the Bradenton Herald.

The Selection Committee consisted of:

Renee Nordbye, Utilities Department  
 Bill Hutchison, Public Safety Department

Frank Lambertson, Financial Management Department

The Selection Committee convened 2/22/10 and selected PST Services Inc., a McKesson Company, Doral, FL for billing and collection services for Emergency Medical Services (EMS) transports.

The Selection Committee then ranked the firms as follows for the purpose of negotiating a contract with the top ranked firm:

Ranked #1, PST Services Inc., a McKesson Company, Doral, FL – The proposer was determined to best meet the needs of the County for billing and collection services for Emergency Medical Services (EMS) transports. The firm has been performing the EMS billing services for the County since April 2005 and both Public Safety and Utilities Department are satisfied with their performance as they have gone above and beyond to meet the County's requirements. PST Services, Inc., provided technical enhancements expediting processing times, reducing errors and aging of collections. Additionally, due to the firm's ability to accurately skip trace the Department unpaid bill write offs have decreased.

Ranked #2, Adpi-Intermedix, Ft. Lauderdale, FL – The firm submitted a professional proposal demonstrating their ability to provide the required services and its references provided positive feedback to the Selection Committee. However was not ranked as highly as the top ranked firm by the Committee.

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MED 3000, Inc., Miamisburg, OH  
Pridemark Billing Services, Arvada, CO  
Southwest General Services, Dallas, TX

Frank G. Lambertson, Contracts Negotiator  
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Phone: 941-749-3042  
Fax: 941-749-3034