



# Fort Myers Beach Fire Control District

## RFP – Ambulance Billing Questions & Answers

Updated: 5/9/22

1. Does Fort Myers Beach Fire District utilize a “lockbox” for collections? **Yes**
  - a. Under the new contract will the billing provider be required to pay the lockbox fee or will the cost be covered by the Fire District? **District paid fees**
  - b. If you are requiring the vendor to pay can you provide the current cost of the lockbox? **N/A**
2. Does the Fire District have its own merchant account for processing credit cards? **No**
3. Will the new vendor be responsible for onsite documentation training? **No**
  - a. If so, how often is training required?
4. As part of the contract is the new vendor required to mail Notice of Privacy Practices to patients? **Yes**
5. In the two most recent fiscal or calendar years, what was the actual number of **billable** transports provided by the Fire District? (please list each year individually)  
**Fiscal yearend 9/30/21 – 1773**  
**Fiscal yearend 9/30/20 – 1445**
6. In the two most recent fiscal or calendar years, what was the total amount of cash posted by the Fire District for ambulance transports? (please list each year individually)  
**Fiscal yearend 9/30/21 – \$ 627,495**  
**Fiscal yearend 9/30/20 – \$ 535,056**
7. In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by the Fire District for ambulance charges?  
**Fiscal yearend 9/30/21 – \$ 1,454,581**  
**Fiscal yearend 9/30/20 – \$ 1,242,499**
8. Please provide the number of emergency and non-emergency transports broken down by service level
  - a. ALS Emergency  
**YE21- 827**  
**YE20- 851**

- 
- b. ALS Non-Emergency N/A
  - c. BLS Emergency  
YE21- 826  
YE20- 546
  - d. BLS Non-Emergency (DOA transport)  
YE21- 14  
YE20- 1
  - e. ALS 2  
YE21- 38  
YE20- 29
  - f. Specialty Care Transport N/A
  - g. Paramedic Intercept N/A
  - h. Treat No Transport  
YE21- 68  
YE20- 18
9. Please provide your current rates for each of the service levels.
- a. ALS Emergency 875
  - b. ALS Non-Emergency N/A
  - c. BLS Emergency 650
  - d. BLS Non-Emergency 650
  - e. ALS 2 875
  - f. Specialty Care Transport N/A
  - g. Paramedic Intercept N/A
  - h. Treat No Transport 150
10. How much does the Fire District charge per mile? 12.00
11. What is your average loaded mileage? 7
12. Please provide the charge mix, i.e., the total percentage of charges that were billed to the following four main payer groups in the two most recent fiscal or calendar years.
- a. Medicare  
YE21- 31.7%  
YE20- 30.7%
  - b. Medicaid  
YE21- 1.0%  
YE20- 1.3%
-

---

c. Commercial insurance

YE21- 45.5%

YE20- 49.1%

d. Self-pay accounts

YE21- 21.7%

YE20- 18.9%

13. Does the Fire District use a collection agency? **Yes**

a. If so, does your current vendor charge its billing fee to cash that's collected by the collection agency? **Yes, but this will open for negotiation**

14. Does the Fire District participate in any supplemental payment programs?

a. If so, can you describe the role of the billing vendor in supporting these programs and the payment structure arrangement that is in place for this portion of the contract? **Yes, the Florida PEMT grant program. The billing company provides billing information for Medicaid patients.**