

University of Missouri Health Care
REQUEST FOR INFORMATION #31080
AMBULANCE SERVICES

Issue Date: July 19, 2019

Introduction

The Curators of the University of Missouri on behalf of University of Missouri Health Care request information to aid in the understanding and determining needs for ambulance services. Of particular interest are options for billing services, transport coordination, or risk-sharing models.

The purpose of this RFI is to identify vendor capability to supply these services, and recommendations from vendors on how to implement the services.

These services can be used for all University of Missouri Health Care affiliates as determined by department needs. No contract award will be made as a result of this request.

Submission Instructions

Submit responses to rothle@health.missouri.edu no later than **Friday August 30, 2019, 3:00 CDT**.

Ambulance Services Specific Background:

MU Health Care Emergency Services is the prehospital division of MU Health Care. The service line consists of an air medical division, ground ambulance service, and a nationally accredited EMS Education Program.

MU Health Care Ambulance Service provides 911 coverage, inter-facility transports, specialty care transports via a pediatric and neonatal critical care team, long-distance transports, and special event medicine to the citizens of Boone County Missouri and the patients of the University of Missouri.

Ambulance Service billing is currently done in-house. There is likely billing efficiency to be gained by partnering with an external agency.

Ambulances respond to 911 calls and non-911 calls. Dispatch for 911 responses is provided by Boone County Joint Communications, and that process is not part of this RFI. Dispatch for inter-facility and long-distance transports is currently done by manual process with requirement for significant workload on administrative and supervisory personnel. This RFI looks for processes that would lead to improved efficiency as well as ability to capture additional transport volume.

Additionally, MU Health Care is interested in expanding services through an adult critical care ground program. The organization is seriously considering participating in a later cycle of the CME ET3 Model as there is strong interest in the benefits of this model to the overall system as ambulance service progresses to a value-based reimbursement model. Through this initiative, MU Health Care would like an understanding of submitter's ability to provide access to nurse triage line in cooperation with the local PSAP. There will likely also be an integration of community paramedicine in the near future.

Company Experience and References

1. Provide an overview of your company's experience in providing billing services to ambulance agencies that are similar in size and scope to the University of Missouri Health Care.
2. Provide an overview of your company's experience in providing ambulance transport coordination to facilities that are similar in size and scope to the University of Missouri Health Care.
3. Provide an overview of your company's experience in providing ambulance alternative delivery models to agencies that are similar in size and scope to the University of Missouri Health Care.
4. Describe market differentiator(s) for your company. What features set your product apart from other vendors in the market?
5. Describe any risk-sharing models offered. Include examples in which the risk-sharing model(s) are clearly defined.
6. Provide a list of existing public, not-for-profit clients for which you provide services, the type of medical services covered and the number of years you have been collaborating.
7. Provide a list of current Academic Medical Center (AMC) clients for which you provide services, the type of medical services covered and the number of years you have been collaborating.
8. Please provide any return on investment documentation that will help in determining the advantages of a partnership with your company.
9. Describe applicable quality and safety programs relating to ambulance service.
10. Describe overall business and marketing strategies.

Eligibility

1. Describe your process for determining appropriate staffing levels and unit hour utilization.
2. Describe your company's billing practices to include collections.
3. Describe your equipment (to include vehicle) procurement process. Include information such as standard features, fleet management process and repair/replacement process.

Cost / Fees

1. Describe all costs/fees that would be incurred by University of Missouri Health Care related to partnership.

Implementation and Training

1. Describe the implementation and set up process if we were to contract with your company for ambulance services.
2. Describe any internal staff resources that are required for implementation of your ambulance services.
3. Provide an example implementation timeline with set up process, implementation and estimated deliverables.
4. Describe training and deployment assistance during implementation through Go Live.

Support

1. Describe how your company will support University of Missouri Health Care if selected for ambulance services.
2. Describe your firm's process for patient complaint submission, management and resolution.

Questions and Contact Information

If you have questions about this RFI please contact Laura Roth at rothle@health.missouri.edu.