

**INDIAN RIVER COUNTY  
OFFICE OF MANAGEMENT AND BUDGET  
PURCHASING DIVISION**

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**DATE:** June 12, 2023

**TO:** BOARD OF COUNTY COMMISSIONERS

**THROUGH:** John Titkanich, County Administrator  
Kristin Daniels, Director, Office of Management and Budget

**FROM:** Jennifer Hyde, Purchasing Manager

**SUBJECT:** Award of RFP 2023036 for Ambulance Billing and Coding Services

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**BACKGROUND:**

Ambulance billing and medical coding services have been provided since April 20, 2001 by Per-Se Technologies, currently doing business as Change Healthcare (“Change”), under an agreement approved by the Board, and resulting from an Invitation to Bid (“Bid”). Due to the longevity of the agreement, the Emergency Services District’s Fire Rescue Division (“Division”) recommended a Request for Proposals (“RFP”) be issued for a new contract, in anticipation of rates more favorable to the County, as well as an improvement in service to both the County and the Division’s patients.

**DISCUSSION:**

A selection committee comprised of David Rattray, Fire Chief, Steve Greer, Battalion Chief, Beth Casano, Administrative Assistant, Raeanne Cone, Assistant Finance Director, and Ed Halsey, Internal Auditor, individually reviewed and scored the received proposals. A public meeting was held during which each committee member read their ranking of firms, and an overall initial ranking of firms developed.

The committee invited the three top-ranked proposers to participate in interviews and demonstrations of both the County’s interface with the provider’s system, and the patient portal. At the conclusion of interviews, the committee members read their ranking of firms, and the final ranking was developed, as shown below.

1. EMS Management & Consultants
2. Digitech Computer, LLC
3. Change Healthcare Technology Enabled Services
4. Credit Bureau Systems/Ambulance Medical Building
5. Quick Med Claims
6. EMS Consultants/Elevos

The committee recommends award to EMS Management & Consultants (“EMS|MC”). A sample agreement was included in the RFP, and EMS|MC has agreed to that agreement as presented by the County.

After the final ranking was published, the current provider, ranked third by the committee, emailed the Division, noting that the current term of the agreement with Change does not end until April 30, 2024. The agreement, authored by the vendor, includes automatic one-year extensions, unless either party provides a written 90-day notice of intent to terminate.

The Purchasing Manager reached out to Change and asked for consideration of an earlier, mutually-acceptable, termination date. This request was rejected by Change.

After the Board’s award of the RFP, staff will submit written notice of our intent to terminate the agreement with Change, effective no later than April 30, 2024, which is the last date of the current term.

The term of the new agreement is anticipated to be three years, with two three-year renewals available. The agreement will be presented for consideration at an upcoming Board meeting.

**FUNDING:**

The current and proposed fees for ambulance billing services are shown in the table below:

Item	Change (current contract)	EMS   MC
Percentage of Net Collections	6.8%	4.75%
Additional Per Medicaid patient	\$13.50	\$9.50
Per client prior claim (previous month)	\$7.50	n/a
Prior A/R Gross Collections	10%	n/a

EMS|MC’s fees also include 6% of the reimbursements received by the County under the Public Emergency Medical Transportation (“PEMT”) program (through the Florida Agency for Health Care Administration) for Medicaid Fee for Service provided by their partner, Public Consulting Group (“PCG”).

Funding for ambulance billing comes from the Fire Rescue/Other Professional Services Account. Fees paid to Change in the previous fiscal year were \$460,261. Fees paid under the existing agreement over the past 22 years total more than \$6.8 million. Total fees paid to the new provider are anticipated to be lower.

Account Number	Account Description	Current Balance
11412022-033190	Emergency Services District/Fire Rescue/Other Professional Services	\$21,142

**RECOMMENDATION:**

Staff recommends the Board approve the final ranking of firms, authorize staff to execute final negotiations with EMS Management & Consultants, and authorize the Purchasing Manager to issue the notice of intent to terminate the existing agreement with the current provider.