ADDENDUM 2

REQUEST FOR PROPOSAL

RFP 26-05

Emergency Medical Services (EMS) Billing

Date of Issuance: September 18, 2026

This addendum includes responses to questions received that were not captured in Addendum 1.

1. **Of the approximately 3,510 EMS medical transports in 2025, what percentage were BLS vs. ALS1 vs. CCT?**

   To better clarify, for over a decade, Delaware County ("County") has reimbursed the City for providing EMS services to both county and city residents. Since the City has never billed for EMS services, we do not maintain detailed data on annual collections, mileage, rates, or level-of-care charges.

2. **What is the City's current (or most recent historical) payer mix for EMS transports (Medicare / Medicaid / commercial / self-pay/uninsured)?**

   Please see response to question 1.

3. **Does the City currently have an EMS transport fee schedule in place, or will the selected TPA be expected to help develop one from scratch?**

   The City does not currently have an EMS transport fee schedule in place. The selected TPA will need to develop.

4. **Is the "soft billing" model described in Scope of Services Item #2 intended to also apply to interfacility transports, or only 911 emergency incidents?**

   Yes

5. **What were the net collections for year 2024 & 2025? Do you have a net revenue per transport?**

   Please see response to question 1.

6. **What percentage of AR were the patients copays/deductibles?**

   Please see response to question 1.

7. **What version of ImageTrend does DFD currently use, and is there an existing HL7/API interface specification the city can share?**

   The ImageTrend version currently in use is 1.26.09.1.1

8. **Does the City have an existing merchant/lockbox banking relationship, or will the selected TPA need to establish payment processing and remittance channels?**

   The City does not currently have a lockbox provider.

9. **Are there existing hospital data-sharing agreements in place for the interfacility transport sites listed in the RFP, or would the TPA need to establish those from scratch?**

   No. The selected TPA shall assist the City in the completion and submission of credentialing and enrollment applications required for billing Medicare, Medicaid, and private insurers.

10. **Will the City retain any receivables/claims-in-process billed under the outgoing agreement, or does the new TPA take over billing prospectively only (dates of service on/after January 1, 2027)?**

    The City has only ever been reimbursed for these services. The selected TPA shall be responsible for EMS billing effective January 1, 2027.

11. **Is there a target date by which the TPA must demonstrate a successful ImageTrend integration test prior to go-live?**

    To date, the City does not have a target date for successful demonstration prior to go-live. All tasks shall be completed to ensure the program is operational by January 1, 2027.

12. **How are collection fees and refunds intended to be netted or itemized on the monthly gross payment remittance? Is a sample settlement/reconciliation report available from the outgoing vendor for reference?**

    The City does not have a current sample settlement/reconciliation report as we have never billed for EMS services. Collection fees and refunds must be clearly identifiable. Respondents are asked to propose the best approach based on their knowledge and experience.

13. **Is the SSAE 21 SOC 1 Type 2 audit requirement (Scope of Services Item #18) a condition of contract award, or may a newly-awarded TPA complete its first audit cycle after go-live?**

    The selected TPA may complete the SSAE 21 SOC 1 Type 2 audit requirement following its first audit cycle after go-live?

14. **Does the City have a preferred format or existing template for the monthly reports referenced in Item #16?**

    No. Using their experience and knowledge of industry best practices, Respondents shall propose their recommended reporting approach. Please see Section 6.3 Claims Processing, Billing System and Reporting.

15. **Regarding RFP No. 26-05 – Emergency Medical Services (EMS) Billing Services, we would appreciate any available and permissible information related to the incumbent vendor for this or a similar prior engagement, specifically:**

    a. **Current or prior incumbent vendor(s) providing EMS billing or reimbursement services to the City of Delaware Fire Department.** Please see response to question 1.
    b. **Contract term and expiration date of any active or recently expired agreement for these services.** The City does not currently have a contract for EMS Billing Services.
    c. **Historical contract value or annual spend associated with the current or prior EMS billing or reimbursement engagement.** The total reimbursed to the City in 2025 was $1,014,779.00.
    d. **Scope of services provided under any active or prior EMS billing or reimbursement contract.** Delaware County has reimbursed the City for providing EMS services to both county and city residents.
    e. **Any publicly releasable award information, including prior solicitation numbers, award notices, or contract documents.** N/A

16. **Does the City wish to have any hardware (iPads, toughbooks, etc.) and/or annual ePCR costs included in pricing? If so, how many units of hardware does the City currently utilize for services?**

    No