

Town of Old Orchard Beach Maine



Town of Old Orchard Beach, Maine
NOTICE OF REQUEST FOR PROPOSALS
AMBULANCE BILLING SERVICES

October 24, 2025

Diana Asanza, Town Manager
Town of Old Orchard Beach
1 Portland Ave.
Old Orchard Beach ME 04064

Town of Old Orchard Beach

Request for proposal to provide ambulance billing

Introduction:

The Old Orchard Beach Fire Department is seeking proposals from qualified third-party vendors to provide EMS ambulance billing services. Our department has been handling these services in-house and is now looking to outsource this function to a specialized agency. We aim to enhance efficiency, accuracy, and revenue collection while ensuring compliance with all relevant regulations and standards.

Project Overview:

Scope of Work:

1. **The following reports shall be submitted to the Old Orchard Beach Fire Department monthly:**

Distribution of charges and collections- This report will track the charges, payments and financial class mix of all patients for a given month or other specified period.

Receivable Report- This report will have outstanding invoices sorted by date or account for thirty, sixty, ninety, one hundred twenty and over one hundred twenty days. This report will also provide totals for these categories

Patient Alpha Listing- This report lists all patients alphabetically by patient last name.

Monthly Payment Listing- This report lists payments, required charge offs (contractual adjustments), and refunds posted to each patient's account

Overpayment (refund request) Report- This report lists all patients' due refunds as a result of overpayment on account

Non-Sufficient Funds (NSF) Report- This report lists all non-sufficient fund checks that have been returned to the Old Orchard Beach Fire Department

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Total emergency and non-emergency requests; total ALS and BLS requests, total nonbillable and patient refusal requests and total requests being transported outside of Old Orchard Beach sorted by time of day and level of service.

2. **Real-Time Feedback on PCR Submissions:**

Offer real- time feedback on all Patient Care Reports submitted to ensure accuracy and completeness, thereby optimizing billing efficiency.

3. **Departments Audits Handling:**

Manage all department audits related to EMS ambulance billing.

Services to be Provided— Successful bidders shall provide the following services:

Mail an invoice to each patient transported at the established rates.

File all insurance claim forms for all patients based upon information received from the patient or obtained from successful bidder's research done at referring to or receiving health care facilities.

Send copies of patient care reports and Physician Certification statements to Medicare, Medicaid, insurance companies, or any other third-party payers (when requested) to obtain payment.

Comply with attorney requests for billing charges in a timely manner.

Any claim denial for medically necessary transport shall be resubmitted properly and within the time frame provided and additional information provided within the resubmission to show validity of the claim for maximum benefit.

Follow-up electronically submitted and mailed claims for which payment has not been received at thirty (30), sixty (60), and ninety (90) days following initial submittal. Follow-up efforts and results must be documented and available to the Old Orchard Beach Fire Department.

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Record customers' payments and refunds. The successful bidder will provide the Old Orchard Beach Fire Department with necessary refund requests including all pertinent information relating to refund payments and/or insurance companies, indicating the refund payee's name, address and reason for refund.

Refunds will be sent to and approved by the Finance staff and the O.O.B. Fire Chief. Successful bidders will pay the approved refund and then will be reimbursed by the town of Old Orchard Beach on the next approved billing cycle.

Prepare monthly management/financial reports as stated above.

The successful bidder shall be responsible for keeping up to date, all credentialing contracts with insurance providers.

Vendor shall submit a proposed Scope of Service statement with the RFP response

The successful bidder will be required to follow all federal and state laws regarding collection services.

Reporting Capabilities:

Provide, in detail, the monthly reports you will provide and how they will be delivered to the department.

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Proposal Requirements: Interested vendors are requested to submit proposals addressing the following points.

1. Company Background:

Provide an overview of your company, including experience providing EMS billing services and any relevant certifications or accreditations.

2. Proposed Approach:

Describe your approach to managing EMS billing, including the methods used for accuracy, compliance and revenue optimization.

3. References:

Furnish references from current and past clients who have utilized your EMS ambulance billing services.

Submission Guidelines— Proposals must be submitted in writing no later than January 23rd, 2026

Evaluation Criteria— Proposals will be evaluated based on the following criteria

1. Experience and Reputation of the vendor
2. Proposed approach and methodology
3. Reporting Capabilities
4. Training Plan
5. Cost- Effectiveness
6. References and Client Feedback

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Submission Instructions:

Please submit your proposal by January 23rd, 2026.

The proposal shall be submitted in a sealed envelope plainly marked “Ambulance Billing – RFP” and will be received at the

Town Manager’s Office
Old Orchard Beach Town Hall
1 Portland Ave
Old Orchard Beach, Maine 04064.

Submissions will be accepted by mail or hand delivery. The proposal must be signed with the firm’s name and bear the handwritten signature of an officer or employee having authority to bind the company

For any questions regarding this RFP, please contact Tim Fleury at 207-934-5714 or tfleury@oobmiane.com.

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BID FORM

Company Profile:

Company Name: _____

Contact information:

Relevant experience and qualifications: (Attach on separate sheet)

Proposed Timeline:

Estimated start and completion dates for the project:

Pricing Structure:

Detailed pricing for each component of the scope of work.

(Attach on separate sheet)

References:

Contact information for at least three previous clients. (Attach on separate sheet)

Licenses and Insurance:

Proof of relevant licenses and insurance coverage (Attach on separate sheet)