



## MOUNTAIN VIEW FIRE RESCUE

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[www.mvfr.org](http://www.mvfr.org)

### REQUEST FOR PROPOSAL For AMBULANCE BILLING SERVICES

<b>RFP Issue Date:</b>	02/23/2026
<b>Last Day for Questions:</b>	03/20/2026
<b>Responses To Questions Up Until:</b>	03/27/2026
<b>Proposal Due Date:</b>	03/30/3026
<b>Interviews Scheduled:</b>	Week of April 6th
<b>Interviews Completed</b>	04/24/2026
<b>Anticipated Award Date:</b>	04/28/2026

Proposals should be emailed by **5:00pm MST on March 30, 2026**, to the following:

Paul Johnson

Division Chief of EMS

[pjohnson@MVFR.org](mailto:pjohnson@MVFR.org)

303-902-3243

Tonya Olson

Director of Finance

[tolson@MVFR.org](mailto:tolson@MVFR.org)

720-678-9872

Mountain View Fire Rescue (MVFR) is soliciting proposals from qualified firms to provide comprehensive Emergency Medical Service (EMS) billing services.

The district seeks an experienced and responsive billing partner capable of delivering accurate, compliant, and efficient revenue cycle management for emergency ambulance transports performed by the district.

The successful proposer will demonstrate proven success with fire-based EMS agencies, the ability to interface with ImageTrend, and the ability to maintain a robust record of strong customer service, transparency, and data integrity.

All official communication regarding this RFP, including any addenda or clarifications, should be sent to both Division Chief of EMS, Paul Johnson and Director of Finance, Tonya Olson (emails and phone numbers are below).

Proposals must be submitted via email before the due date and time indicated above. Late submissions will not be accepted.

The district intends to award a contract to the proposer whose submission best satisfies all evaluation criteria and provides the greatest overall value, which may not be the lowest-cost proposal.

MVFR reserves the right to reject any or all proposals, to waive informalities, or to cancel this solicitation at any time.

#### GENERAL CONDITIONS

- All proposal costs are the responsibility of the proposer
- Proposals shall remain firm for **90 calendar days** following the submission deadline
- All materials submitted become the property of the district and are subject to public record laws
- The district reserves the right to negotiate final terms and conditions with the selected proposer prior to award

#### **I. GENERAL INFORMATION**

#### **II. STATEMENT OF WORK**

#### **III. TERM OF CONTRACT**

#### **IV. CONTENT OF PROPOSAL**

#### **V. EVALUATION AND AWARD**

## I. GENERAL INFORMATION

Mountain View Fire Protection District provides fire suppression, emergency medical, rescue, and community risk reduction services across approximately **250 square miles in Boulder and Weld Counties, Colorado**.

The district proudly serves the communities of **Erie, Dacono, Mead, Niwot, Superior, Eldorado Springs**, and unincorporated areas of Boulder and Weld Counties. MVFR protects a population of approximately **84,000 residents** and runs around 7,000-8,000 total calls per year.

The district operates multiple fire stations strategically located across the service area and provides **Advanced Life Support (ALS)** transport services.

EMS represents around 70% of the district's total call volume with **around 3,000 transports per year**, underscoring the need for an experienced billing vendor capable of managing high-volume transport billing with precision and compliance.

## II. STATEMENT OF WORK

The selected contractor will provide all labor, expertise, software, and administrative functions necessary to manage the complete EMS billing process for MVFR.

### 1. General Requirements

The contractor shall:

- Process and submit all EMS transport claims for payment to Medicare, Medicaid, commercial insurers, and private payors
- Provide all necessary systems and staffing to ensure accurate and timely claims submission
- Maintain integration with the district's ePCR system, ensuring seamless data transfer and claim generation
- Submit claims within 72 hours of receipt of completed ePCRs, unless otherwise directed by the district
- Provide timely follow-up and reconciliation of claims and payments
- Maintain deductible management capabilities to delay billing until deductible has cleared
- Prefer use of an Automated Claims Examiner tool or equivalent to pre-screen claims for coding errors, incomplete fields, or compliance exceptions before transmission to payers
- Maintain compliance with all applicable federal, state, and local regulations including HIPAA, HITECH, and applicable state open records requirements
- Knowledge and ability manage and work with an ambulance subscription program

- Provide the ability to take and manage credit card, or other payment types from customers

## **2. Reporting and Data Management**

The contractor shall:

Provide monthly reports detailing the following preferred information or similar-recommendations:

- Number of transports by type (emergent/non-emergent, ALS/BLS, base charge category)
- Payer mix (Medicare, Medicaid, commercial insurance, private pay, etc.)
- Detailed charges, payments, and adjustments by payer
- Detailed write-offs by category
- Average payments by payer for fully adjudicated claims
- Detailed payment information by transaction month and date
- Configurable bad debt collections criteria
- Listing of accounts eligible for bad debt collections
- Listing of accounts recently sent to bad debt collections
- Charges and payments by transaction month vs. date of service month
- Outstanding accounts receivable aging by payer group
- Custom and ad-hoc reporting provided at no extra cost within 72 hours of request
- Colorado Emergency Medical Services (EMS) Supplemental Payment reporting
- Make reports available electronically in Excel format upon request
- Provide secure online dashboard access for district personnel to review live account data
- Provide regular listings of ePCR records that are deficient from a billing perspective, with reasons for deficiency for QA/QI and other purposes
- Support the district with audit documentation (e.g., Medicare, Medicaid, or insurance inquiries)

## **3. Training and Communication**

The contractor shall:

- Provide initial and ongoing orientation to district staff regarding the billing process and documentation best practices
- Conduct periodic review meetings with district administration to evaluate performance and address trends or issues
- Maintain a dedicated account manager for the district with availability during normal business hours
- Be available for on-site meetings upon request

### **III. TERM OF CONTRACT**

The initial term of the contract resulting from this RFP will be one (1) year, commencing upon contract execution.

The district reserves the option to extend the contract for additional one-year periods, by mutual agreement.

Either party may terminate the contract with written notice in accordance with the terms negotiated in the final agreement.

### **IV. CONTENT OF PROPOSAL**

Each proposer shall submit a comprehensive proposal containing, at a minimum, the following information:

#### **1. Company Overview and Experience**

- Brief history and structure of the company
- Experience providing EMS billing services for fire-based or governmental agencies
- Description of current clients and average annual call volume handled
- Average collection rate of two (minimum) current clients (after Medicaid, Medicare adjustments)
- Accounts Receivable turnover rate of two (minimum) current clients

#### **2. Technical Capability**

- Description of billing systems utilized
- Demonstrated capability to integrate with ImageTrend
- Overview of claim workflow and automation features

#### **3. Compliance and Security**

- Overview of HIPAA safeguards, data encryption standards, and user access controls
- Description of how confidential information is stored, transmitted, and destroyed

#### **4. Reporting and Transparency**

- Samples or descriptions of standard reporting packages
- Description of online reporting tools and data access methods

#### **5. Implementation Plan**

- Detailed transition plan and timeline from contract award to full operation
- Staff training or onboarding processes

#### **6. References**

- At least three (3) current EMS agency clients. At least one fire-based EMS agency
- Include contact names, titles, phone numbers, and email addresses

## 7. Cost Proposal

- Provide complete pricing structure, including percentage of collections or other fees
- Identify any one-time implementation, interface, or setup costs

## V. EVALUATION AND AWARD

All proposals will be evaluated by the Division Chief of EMS and Director of Finance, and/or their designees.

The district will shortlist qualified firms for interviews or demonstrations.

Final decision will be made based on the evaluation criteria.

Evaluation will be based on the following criteria:

<b>Evaluation Criteria</b>	<b>Weight</b>
Cost proposal and overall value	30%
Technical capability and ePCR integration	25%
Reporting capabilities and transparency	20%
Colorado presence (ability to be available, and understanding of specific needs in the State)	5%
Quality of references and client satisfaction	10%
Experience with fire-based EMS agencies	10%