



Pinellas County

Staff Report

File #: 22-0561A, Version: 1

Subject:

Ranking of firms and agreement with Gulfstream Outsourcing and Specialized Billing, LLC to provide ambulance transports liability claims processing.

Recommended Action:

Approval of the ranking of firms and agreement with Gulfstream Outsourcing and Specialized Billing, LLC (GoSB) for ambulance transports liability claims processing.

- This contract provides the Ambulance Billing operation within the Financial Services Division of the Safety and Emergency Services Department, a specialized service in applying the regulations associated with the collection of outstanding balances from insurance providers for ambulance transport fees associated with liability claims (workers compensation and auto accident).
- This contract has a projected net revenue of \$6,727,272.00 over a five-year period, based on a gross revenue of \$8,207,272.00, excluding contingency fees of 14.5% on claims 60-days from the date of service and 22% on claims 61 or more days from the date of service.
- This contract was advertised on May 6, 2022, for a request for the processing of liability ambulance claims. Limited response was anticipated due to the nature of the highly specialized service and state regulated requirements (2019 Florida Statute: Title XXXVIII - Insurance, Chapter 627 - Insurance Rates and Contracts, 627.736 - Required personal injury protection benefits; exclusions; priority; claims; and 2019 Florida Statute: Title XXXI - Labor, Chapter 440 - Workers Compensation, 440.13 Medical services and supplies; penalty for violations; limitations).
- One submission was received from GoSB. Negotiations were completed on October 28, 2022.
- A successful pilot program (190-0640-N) approved by the Board of County Commissioners on September 10, 2020, was conducted with GoSB over an eighteen-month period; The pilot program netted revenue totaling \$1,810,620.99 over an eighteen-month period with a contingency fee of 22%.

Contract No. 22-0429-P-(JJ) for an estimated net revenue total of \$6,727,272.00 for a term of five years based on a gross revenue of \$8,207,272.00 with and contingency fees 14.5% on claims 60 days from the date of service and of 22% on claims 61 or more days from the date of service; Authorize the Chairman to sign and the Clerk of the Circuit Court to attest.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

5.1 Maximize partner relationships and public outreach

5.4 Strive to exceed customer expectation

Summary:

This contract will increase ambulance user fee revenue via collection of liability claims in accordance with state regulations without adding cost to the County.

This contract is for five (5) years with a projected net revenue of \$6,727,272.00 based on a projected gross revenue of \$8,207,272.00 and a contingency fee of 14.5% on claims 60-days from the date of service and 22% on claims 61 or more days from date of service.

Background Information:

A request for proposal (RFP) was released on May 6, 2022, resulting in one (1) response. This was expected due to the specialized nature of services and state regulated requirements. The County notified over 1,002 potential vendors of the RFP. The single proposal was reviewed by an evaluation team on June 27, 2022, receiving an exceptional ranking, per attached ranking spreadsheet. Final negotiations were completed on October 28, 2022.

Fiscal Impact:

Estimated net revenue: \$6,727,272.00

Revenue is included in the FY23 adopted budget for the Safety and Emergency Services Emergency Medical Services Fund. Projected net revenue of \$6,727,272.00 is based on a projected gross revenue of \$8,207,272.00 and a contingency fee of 14%.5 for claims less than 60-days from the date of service and 22% for claims 61 days or more from the date of service.

Staff Member Responsible:

Jim Fogarty, Director, Safety and Emergency Services
Merry Celeste, Division Director, Purchasing & Risk, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Agreement
Ranking of Firms