

## **Request for Proposals- EMS Billing Agency**

### **Purpose**

The Town of Gouldsboro is seeking proposals from qualified firms to provide comprehensive Emergency Medical Services (EMS) billing and revenue recovery services for the Town's municipal EMS department, Schoodic EMS. Schoodic EMS, a dba of Town of Gouldsboro, responds to approximately 400 calls annually. The Town seeks a reliable, professional billing partner with experience serving small EMS agencies and familiarity with Maine billing and insurance practices.

### **Scope of Services**

Services shall include, but are not limited to:

- Processing of EMS patient care reports for billing
- Insurance claim submission and follow-up
- Patient billing for self-pay patients
- Medicare, Medicaid, Tricare and private insurance billing
- Compliance with all applicable federal and Maine laws
- Customer service support for patients with billing questions
- Regular reporting to the Town regarding billing activity and collections efforts
- Secure handling of protected health information (HIPAA compliance)
- Submit appeals on prior claims submitted by previous biller

### **Vendor Qualifications**

Proposals should demonstrate:

- Experience providing EMS billing services in Maine
- Experience serving EMS agencies with fewer than 400 calls per year
- Adequate staffing levels to ensure continuity of service
- Organizational structure that avoids reliance on a single individual
- Operation in multiple states (if applicable)

### **Proposal Requirements**

Proposals must include:

- Company background and history
- Description of EMS billing experience
- Expected turn around time to bill insurances after submitting reports
- States where the firm currently operates
- Description of billing software and data security practices
- Description of reporting provided to Gouldsboro (online portal, weekly/(bi)monthly reports, etc)
- Pricing structure (percentage or flat rate)
- Length of contract
- Filing of appeals process
- Three references from EMS clients

### **Evaluation Criteria**

Proposals will be evaluated based on experience, qualifications, service reliability, pricing, and demonstrated ability to serve a small municipal EMS agency.

### **Submission Instructions**

Proposals must be submitted to the EMS Director, Andi Both, at [ems@gouldsborotown.com](mailto:ems@gouldsborotown.com) by the deadline March 20, 2026. The Town reserves the right to accept or reject any or all proposals.