

**REQUEST FOR PROPOSAL (RFP)**  
**FOR PROVIDING BASIC LEVEL AMBULANCE SERVICES FOR BOUNDARY COUNTY**



**Boundary Volunteer Ambulance Service, Inc.**  
**(BVA)**

6447 RAILROAD STREET  
P.O. BOX 441 BONNERS FERRY, IDAHO 83805  
Phone: (208) 267-2604  
Fax: (208) 267-9408

**MISSION STATEMENT**

The mission of Boundary Volunteer Ambulance, Inc. (BVA) a 501(c)(3) nonprofit organization, is to provide the best possible care, transportation, rescue, and extrication to the sick and injured who request our services, while continuing to promote the individual growth of our members and our community.

**DATE: 9/12/13**

**REQUEST FOR PROPOSAL (RFP)**  
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**TABLE OF CONTENTS**

COMPANY BACKGROUND

DCOUMENTATION OF BVA'S STATE OF IDAHO EMERGENCY MEDICAL SERVICES LICENSE

REQUESTED FUNDING

DCOUMENTATION OF MEDICAL DIRECTOR LICENCING

BCH LETTER OF SUPPORT

EXPERIENCE IN BILING AND COLLECTIONS

PLAN FOR PROVIDING COVERAGE

SIGNATURE PAGE

ATTACHEMENTS

**REQUEST FOR PROPOSAL (RFP)**  
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"Boundary Volunteer Ambulance Service, Inc. ("BVA") already has a legally binding contract in force with Boundary County Idaho dated July 27, 2012 to provide ambulance service for Boundary County for the 2013-14 tax year in exchange for compensation equal to the entire (.04) Boundary County Ambulance Service District Levy. Accordingly, this response from BVA is not intended to be and shall not constitute a waiver of its rights under the July 27, 2012 contract and BVA intends to legally enforce its rights under the July 27, 2012 contract with Boundary County if Boundary County continues to refuse to abide by its terms and provisions. BVA has been and continues to be willing and able to abide by the terms of the July 27, 2012 contract and, in fact, has acted under and in reliance on its terms since July 27, 2012. For these reasons, this submission shall not be construed or interpreted as prejudicial to BVA's rights to enforce its contract rights under the July 27, 2012 agreement.

In addition, Boundary County's RFP proposal violates Idaho Code in several material respects and BVA, by submitting this response thereto, is not waiving its rights to object to the legal infirmities at the appropriate time if the same shall be necessary. It is BVA's position that Boundary County can NOT enter into a contract with any service provider under, pursuant to or because of the Boundary County RFP.

Also, it is to be noted that BVA's representatives asked Boundary County to clarify different aspects of the RFP and the Boundary County Commissioners refused to do so. The RFP is unclear, vague and ambiguous in numerous aspects. It is doubtful that any meaningful significant response can be submitted by any party. It is simply just not clear what the RFP is asking for in many material aspects. The RFP must therefore be thrown out for that additional reason and because of Boundary County's refusal to clarify many of its terms.

Finally, over the past several months, the Boundary County Commissioners have requested that BVA provide to it fixed dollar numbers for 3 and 5 year contract lengths instead of using the financial terms of the July 27, 2012 contract. BVA agreed to do so without prejudice to its rights to enforce the July 27, 2012 agreement and with the understanding that doing so did not constitute a waiver of its rights and that if alternative terms could not be arrived at BVA would simply act to enforce (and expect the County to abide by) the July 27, 2012 agreement. Since

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that time, BVA and the Boundary County Commissioners have, in fact, exchanged several different counteroffers. This submission is therefore being made contemporaneously with (and mirrors) BVA's latest response to Tevis Hulls September 10, 2013 letter to Brian W. Woods, attorney for BVA. BVA is only filing this response to the RFP out of an abundance of caution and this response is in no way, shape or form intended to be a waiver of or a consent to be bound by the RFP process.

1. Boundary Volunteer Ambulance was founded January 13, 1965, by a group of local community members who felt there was a need for quality emergency medical care which can be the difference between life and death for patients living in such a rural area. BVA is comprised of mostly of volunteers in addition to paid administrative staffing.

BVA is a 501(c)(3) organized for charitable and educational purposes. Our top priority is the welfare for those who live, visit, recreate, or pass through Boundary County.

Over the last 10 years, BVA has progressed significantly due to new regulations in emergency medical services and the increased needs of the community.

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# State Of Idaho Emergency Medical Services

Intermediate Life Support  
10/1/2012 – 9/30/2013  
Boundary Volunteer Ambulance Service  
Ambulance License # 7102

Issued by the Idaho Department of Health and Welfare, Emergency Medical Services Bureau. This License Confirms that the service meets the provisions of Idaho Code §56-1011 through §56-1023 and the minimum standards specified in the *Rules Governing EMS IDAPA 16.02.03 and the Rules of the EMS Physician Commission IDAPA 16.02.02.*

A handwritten signature in black ink, appearing to read "Wayne A. Denny".

Wayne A. Denny  
Bureau Chief

This license is non-transferable.

**REQUEST FOR PROPOSAL (RFP)**  
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3. Requested Funding:

- First Year 2013-2014, Full levy of .04% less \$80,000 to assist the County with repaying promissory obligation between Boundary County and the Ambulance Service District.
- Second Year 2014-2015, \$250,000
- Third Year 2015-2016, \$250,000

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4. Medical Director Licensing:

IDAHO STATE BOARD OF MEDICINE  
P.O. Box 83720 - Boise, Idaho 83720-0058

*This Certifies that*

HENRY STUART KENDALL WILLIS III MD  
723 CHUTE CANYON WAY  
BONNERS FERRY ID 83805

*Holds Idaho license as a*

PHYSICIAN AND SURGEON

License No. M-9300  
Expire Date: 06/30/2013

Mary Leonard  
Associate Director

**Idaho State Board of Pharmacy**  
P.O. Box 83720 Boise, ID 83720-0067 <http://bop.idaho.gov>

HENRY S WILLIS III MD  
6640 KANIKSU ST  
BONNERS FERRY, ID 83805

IS REGISTERED IN THE STATE OF IDAHO:

Practitioner Controlled Substance  
CS10917 Issued: 11/05/2012 Expires: 12/31/2013

DEA REGISTRATION NUMBER	THIS REGISTRATION EXPIRES	FEE PAID
BW6633677	05-31-2014	\$551
SCHEDULES	BUSINESS ACTIVITY	ISSUE DATE
2,2N, 3,3N,4,5	PRACTITIONER	04-02-2011
WILLIS, HENRY S K III MD 6640 KANIKSU STREET BONNERS FERRY, ID 83805-0000		



REQUEST FOR PROPOSAL (RFP)  
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Boundary Volunteer Ambulance Service, Inc.



September 10, 2013

Boundary County Commissioners  
P. O. Box 419  
Bonners Ferry, ID 83805

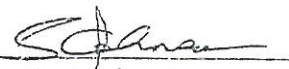
Dear Commissioners:

Boundary Community Hospital has enjoyed a close working relationship with the Boundary Volunteer Ambulance (BVA) for many years. The Hospital emergency room physicians provide medical direction to the BVA personnel. In addition, both the Hospital and BVA staff have trained and participated in many educational programs over the many years of association.

The BVA staff has and continues to provide excellent service to our Community. However, as the volume of patients have increased so also has the need for advanced personnel to assist with the care and transportation of more critical patients when the helicopter medical transportation is unavailable, primarily due to weather.

Boundary Community Hospital believes basic and advanced emergency medical transport services are an important, if not vital, component of the health care delivery system in Boundary County.

Sincerely,

  
Craig A. Johnson  
CEO/CFO

  
Elden Koon  
Board Chairman

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5. Experience in Billing & Collection Process:

BVA has contracted with a third party biller, Riverstone Billing Services, Inc. since 2008 for all medical billing. BVA collects the data from all service calls and provides the information to the billing service. Riverstone submits claims to the appropriate insurance carriers, Medicare, Medicaid or other coverage provider in a timely manner. Monthly billing statements, courtesy phone calls, past due notices and 30-day collection letters are submitted by Riverstone. Outstanding uncollected accounts exceeding four months are considered bad debts and turned over to BVA for additional attempts at collection. BVA makes final attempts for payment arrangements. If no response, accounts are forwarded to Chapman Financial for further collection attempts or BVA submits to small claims court.

BVA's billing service has a Certified Ambulance Coder from the National Academy of Ambulance Coding on staff. Currently BVA has a staff member enrolled in the National Academy of Ambulance Coding and will be certified in the near future.

**REQUEST FOR PROPOSAL (RFP)**  
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6. Plan for Providing Coverage to Boundary County:

BVA will provide a minimum of 3 ambulances, staffed with 45 volunteers.

Ambulances will be stationed in a manner to provide coverage to the Cities of Bonners Ferry, Moyie Springs, Naples, Eastport, Porthill as well as the outlying areas of Boundary County including Kootenai Tribe of Idaho tribal owned grounds.

BVA maintains a radio repeater system in order to improve upon the existing communications available. BVA will continue to maintain and improve communications equipment and capabilities.

Additional Mass Casualty supplies and towing is available by BVA.

BVA also provides inter-facility transfers to ensure patients can access appropriate and timely advanced care.

7. Plan for Accountability of operation and service:

**REQUEST FOR PROPOSAL (RFP)**  
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BVA provides comprehensive ongoing training and supervision of its personnel. In addition a Medical Supervision Plan, Clinical Practice Policy Manual, Standard Operating Guidelines, Personnel Policy Manual, Operations Manual, and Safety Manual are maintained.

Dr. Willis, BVA's Medical Director, provides continuing education training and oversight of the Quality Assessment and Quality Improvement aspects of the clinical practice policies.

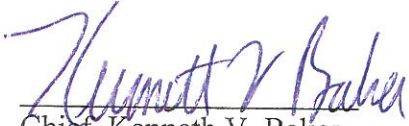
BVA abides by the State of Idaho standards of practice including compliance in the state Prehospital Electronic Records Collection System (PERCS)

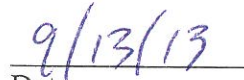
All personnel are background checked through the Department of Health and Welfare as well as driving records obtained. Random and post-accident drug testing is exercised.

BVA maintains within the compliance HIPPA regulations.

**REQUEST FOR PROPOSAL (RFP)**  
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Signature Pate

  
\_\_\_\_\_  
Chief, Kenneth V. Baker

  
\_\_\_\_\_  
Date

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Attachments:

- RiverStone Billing Services Support Letter
- City of Bonners Ferry Support Letter
- City of Moyie Springs Support Letter
- Paradise Valley Fire District Support Letter
- North Bench Fire Department Support Letter



*R*iverstone Billing Services Inc.

PO Box 3101  
Bonners Ferry, ID 83805  
P.208-267-2070 F. 208-267-3160

September 11, 2013

Boundary County Commissioners  
6452 Kootenai Street  
PO Box 419  
Bonners Ferry, ID 83805

RE: Documentation of Experience in Billing and Collecting Practices

Dear Boundary County Commissioners;

We are a medical billing service in business for seven years with a staff of three billing representatives with more than twenty five years combined experience. Our office is HIPPA compliant and strives for the highest level of confidentiality. We are located in Bonners Ferry and provide services to several medical offices and specialties.

In 2008, we began working with Boundary Volunteer Ambulance Services Incorporated. As a billing service, we initially transferred patient demographics and balances from the previous billing service, updated the provider numbers, and made some changes and maintenance to insurance contracts.

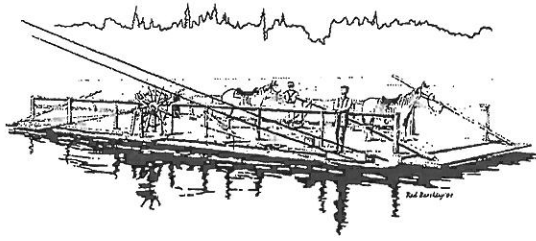
Once established, our daily and monthly tasks include: data entry of demographics and charges, electronic and/or paper submission of primary and secondary claims to insurance carriers, statement billing of patients, recording payments received, and producing monthly account receivable, aging, and collection reports. Once a payment or denial from insurance is received, or if the account is private pay, a statement is generated. If no response, nor payments are received within a four month period, a past due notice is sent out with the next statement. The patient/guarantor then receives a 30-day collection letter followed by a courtesy phone call before their account is transferred back to BVA for further collection proceedings. Other duties include responding to patient inquiries regarding billing issues, assisting with bad debt collection processes, and running reports for checks and balances on all chargeable services.

Riverstone Billing has a Certified Ambulance Coder from the National Academy of Ambulance Coding (NAAC) on staff. Currently claims are billed and coded at a basic level of service (BLS). If the Boundary Volunteer Ambulance becomes certified at the state level to provide care at an advanced level of service (ALS), our office is ready and equipped to process these claims.

In the six years that we have been working with BVA we have formed a good working relationship and strive to have open and clear lines of communication. Our goal is to continue working alongside Boundary Volunteer Ambulance to provide the best possible services for our community.

Respectfully,

Casady Brimhall  
President, CEO



## CITY OF BONNERS FERRY Fire Chief Patrick Warkentin

7232 Main Street P.O. Box 149  
Bonners Ferry, Idaho 83805  
Phone: 208-267-4390 Fax: 208-267-4375  
Cell: 208-610-0335 Email: [patw@bonnersferry.id.gov](mailto:patw@bonnersferry.id.gov)

September 10, 2013

This letter is in support of BVA Chief Ken Baker, his staff and EMT's and their pursuit of providing outstanding EMS care for the citizens of Bonners Ferry and Boundary County as well as those persons who travel through our community.

As a firefighter in Boundary County, I have had the opportunity and responsibility to respond to numerous EMS calls and to assist BVA crews in their efforts to treat and transport sick and injured citizens. Due to the fact that BVA is an approximately fifty year old institution manned by local volunteers who know the community and the people that they serve, I have witnessed nothing but great care and as importantly caring for the patients of this organization.

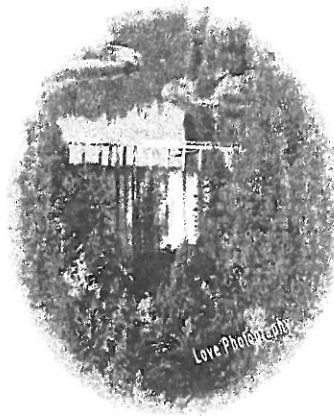
I believe their struggle to maintain an adequate level of service to the citizens of Boundary County with the current declining income from various insurance agencies and lack of local funding is not sustainable. Adding to that issue is the constant increase in call volume, over one hundred calls last month alone, and the difficulty of keeping sufficient staff that are willing and able to volunteer and train for this stressful and demanding job.

This is the time to support the local volunteers who provide this essential service and not the time to go outside of the community by taking tax payers monies to support and pay EMS agencies from outside Boundary County.

Patrick Warkentin, Chief  
Bonners Ferry Fire  
PO Box 149  
Bonners Ferry, Idaho 83805  
1-208-267-4390  
1-208-610-0335 (c)  
[patw@bonnersferry.id.gov](mailto:patw@bonnersferry.id.gov)



# City of Moyie Springs



TELEPHONE (208) 267-5161  
POST OFFICE BOX 573  
MOYIE SPRINGS, IDAHO 83845  
FAX (208) 267-5161

September 13, 2013

Boundary County Commissioners  
PO Box 419  
Bonners Ferry, ID. 83805

RE: Boundary County Volunteer Ambulance

TO WHOM IT MAY CONCERN

The City of Moyie Springs supports the Boundary County Volunteer Ambulance for the work they've done for the city.

Thank you.

Sincerely,

A handwritten signature in black ink that reads 'Chad Farrens'.

Chad Farrens  
Council President

st



# Paradise Valley Fire District

"Providing Quality Emergency Response and Fire Protection for the Public"

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September 12, 2013

Boundary County Commissioners  
Boundary County Court House  
Bonners Ferry, Idaho 83805

Re: Boundary Volunteer Ambulance Association

Dear Sirs:

On behalf of the Board of Commissioners for the Paradise Valley Fire District, I am writing in support of the Boundary Volunteer Ambulance Association. In the past we have had an excellent working relationship with them and look forward to a continuing association that provides professional cooperation and mutual aid for one another.

Our major concerns with using an alternate source of medical assistance are lack of extrication experience; absence of rescue equipment, i.e. extrication, ropes, harnesses; and *quid pro quo* when our department needs services for training and fire calls.

Thank you for considering our long-term successful relationship with Boundary Volunteer Ambulance Association in making your decision regarding EMS services in Boundary County.

Yours respectfully,

Doug Ladely  
Chief

Cc: Boundary Volunteer Ambulance Association



NORTH BENCH FIRE DEPARTMENT

Gus Jackson  
Fire Chief

Office (208)267-8674 Cell (208)597-0356

Po Box 1234

Bonnars Ferry Id, 83805

dcgjackson@outlook.com

It is the mission of the North Bench Fire Department to preserve life and property, promote public safety and foster growth through leadership, management and actions, as an all risk life safety response provider

Boundary County Commissioners  
Boundary County Court House  
Bonnars Ferry, Idaho 83805

Re: Boundary Volunteer Ambulance

Dear Sirs:

On behalf of the board members for North Bench Fire Department, I am writing in support of Boundary Vol Ambulance. It is the intent of this letter to show that NBFD and BVA have an outstanding working relationship in place, and look forward to continuing this relationship in the future. Boundary Volunteer Ambulance provides several support services for North Bench Fire Dept as we do for them, this mutual assistance between our two organizations is working great at this point in time and we see no reason for changing this. At this time we do not see nor feel that another agency coming in would be beneficial for our department, as new agency would require new contracts and relationships to be started.

Sincerely Gus Jackson  
Fire Chief NBFD

From the desk of Fire Chief Gus Jackson