



UNIVERSITY OF KENTUCKY Purchasing Division

REQUEST FOR PROPOSALS

UK-2329-23

Mental Health Patient Transport

ADDENDUM # 2

3/21/2023

ATTENTION: This is not an order. Read all instructions, terms and conditions carefully.

IMPORTANT: RFP AND ADDENDUM MUST BE RECEIVED BY 3/28/2023 @ 3:00 P.M. LEXINGTON, KY TIME

Offeror must acknowledge receipt of this and any addendum as stated in the Request for Proposal.

Please refer to and incorporate within the offer, the attached Questions and Responses.

OFFICIAL APPROVAL
UNIVERSITY OF KENTUCKY

Patricia Pflug

Contracting Officer / (859) 257-5409

SIGNATURE

Typed or Printed Name



UNIVERSITY OF KENTUCKY

Purchasing Division

Written Questions and Answers

Mental Health Patient Transport

RFP UK-2329-23

Closing Date: 3/28/2023

Today's Date: 3/21/2023

No.	Question	Answer
1	Can you provide a list of your hospital's owned and affiliated facilities (including community network hospitals) that fall within the scope of the RFP?	Kentucky Children's Hospital (KCH), Chandler, and Good Samaritan
2	Will transportation be limited to Behavioral Health patients, or will other non-ambulance patients be transported as well? If yes, is the hospital willing to consider rideshare services?	Transportation will be focused on pediatric and adolescent behavioral health patients. We are open to considering innovation and alternative proposals that will provide support to our patients.
3	Who orders transportation (ED nursing staff, care managers, unit clerks etc.)?	Case managers or psych SW normally
4	Is there a centralized transportation center? If yes, what is the center's role in transportation ordering?	YES. The UK Communications Center dispatches all emergency and non-emergency runs for UK Healthcare EMS. They dispatch all UK pediatric/neonatal transports. They also receive all incoming calls from ground EMS and air medical agencies transporting to Chandler and Good Sam.
5	Is there a current transportation voucher program? If yes, can you provide data on the type of patient, mode of transport, date and time, and pick-up/drop-off locations?	We screen patients for eligibility and provide, Ubers, Cab, AMR or w/c van if needed. We also schedule with wheels and RTEC

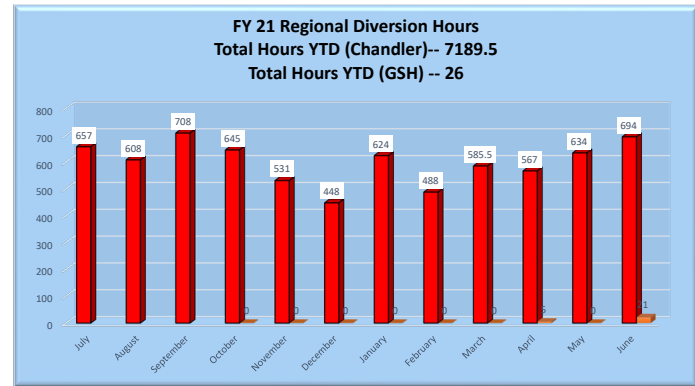
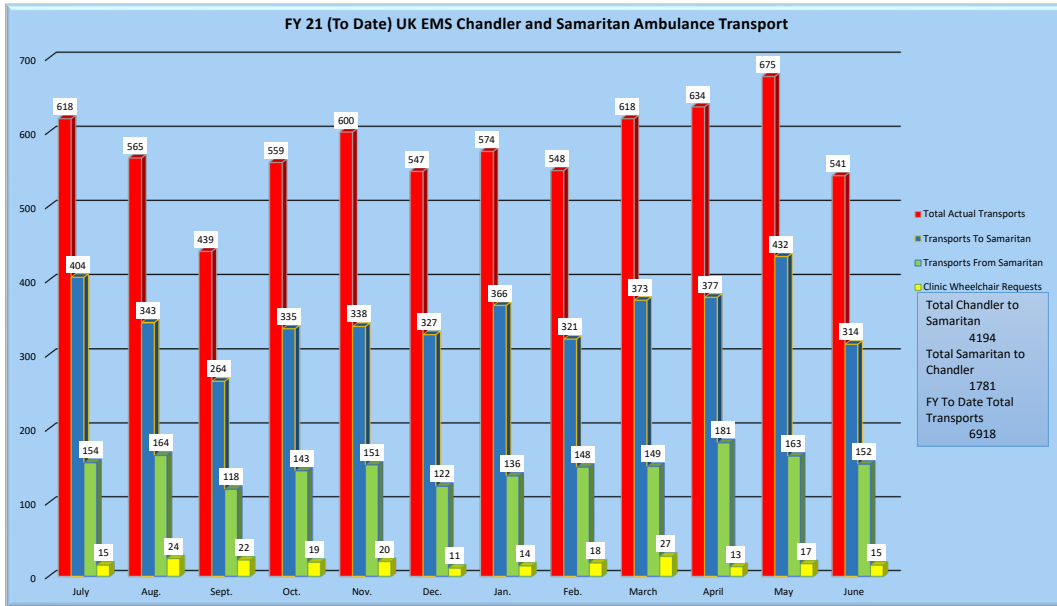
6	<p>What bed management system does the hospital currently use? Are there any planned changes to this system?</p>	<p>EPIC. No planned changes.</p>																																																																								
7	<p>What will work best for invoicing? (Individual bills for specific facility departments or a single bill)</p>	<p>For invoicing please provide specific facility billing as we will need to determine the correct cost center for the entities moving forward. Please send those invoices to HospitalPayments@uky.edu</p>																																																																								
8	<p>Please provide payor mix percentage for: PAYOR TYPE Medicare Medicare HMO Contracted Government Medicare HMO Medicaid Medicaid HMO Contracted Government Medicaid HMO Non-Contracted Insurance Contracted Insurance Private Pay Facility</p>	<p>Summary of patient discharges (ages 0-17) on a monthly basis. (Inpatient only)</p> <table border="1"> <thead> <tr> <th></th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Blue Cross Blue Shield</td> <td>120</td> <td>132</td> <td>142</td> <td>139</td> <td>154</td> <td>133</td> <td>820</td> </tr> <tr> <td>Commercial</td> <td>38</td> <td>41</td> <td>41</td> <td>61</td> <td>54</td> <td>52</td> <td>287</td> </tr> <tr> <td>Medicaid</td> <td>10</td> <td>12</td> <td>26</td> <td>23</td> <td>47</td> <td>54</td> <td>172</td> </tr> <tr> <td>Medicaid Replacement</td> <td>259</td> <td>335</td> <td>368</td> <td>389</td> <td>371</td> <td>324</td> <td>2,046</td> </tr> <tr> <td>Self-Pay</td> <td>4</td> <td></td> <td>9</td> <td>7</td> <td>10</td> <td>9</td> <td>39</td> </tr> <tr> <td>Tpl</td> <td>5</td> <td>4</td> <td>1</td> <td>2</td> <td>3</td> <td>3</td> <td>18</td> </tr> <tr> <td>Tricare</td> <td>9</td> <td>12</td> <td>6</td> <td>10</td> <td>7</td> <td>6</td> <td>50</td> </tr> <tr> <td>Grand Total</td> <td>445</td> <td>536</td> <td>593</td> <td>631</td> <td>646</td> <td>581</td> <td>3,432</td> </tr> </tbody> </table>		Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	Blue Cross Blue Shield	120	132	142	139	154	133	820	Commercial	38	41	41	61	54	52	287	Medicaid	10	12	26	23	47	54	172	Medicaid Replacement	259	335	368	389	371	324	2,046	Self-Pay	4		9	7	10	9	39	Tpl	5	4	1	2	3	3	18	Tricare	9	12	6	10	7	6	50	Grand Total	445	536	593	631	646	581	3,432
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Grand Total	445	536	593	631	646	581	3,432																																																																			
9	<p>Is the expectation that a provider will bill insurances or will UK Healthcare be the payer?</p>	<p>For billing purposes, we would be interested in knowing if the provider is enrolled in Medicaid/MCO to provide Non-Emergency Transportation (NEMT) services. (See https://www.chfs.ky.gov/agencies/dms/provider/Pages/nemt.aspx)</p>																																																																								
10	<p>In a separate excel sheet, please provide data for the last two years of transports into and out of the system, columns to include: • Date • Mode of transport • Patient Origination • Patient Destination • Diagnosis • ICD10 Code Please provide this data on a separate excel sheet. Ensure all shared data is blinded and NO patient identifying information is included in the file.</p>	<p>Please see the attachments.</p>																																																																								

FY 21' Emergency Communications and Adult Transport Dashboard

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
Adult Transports												
Total Adult Tx Requests	642	611	468	595	628	571	630	570	650	691	723	592
Total Actual Transports	618	565	439	559	600	547	574	548	618	634	675	541
Transports To Samaritan	404	343	264	335	338	327	366	321	373	377	432	314
Transports From Samaritan	154	164	118	143	151	122	136	148	149	181	163	152
Clinic Wheelchair Requests	15	24	22	19	20	11	14	18	27	13	17	15
Declines From Sam	2	1	3	3	2	3	1	2	3	9	2	5
MRI Transports	6	21	16	7	1	0	3	2	5	4	4	4
Reverse Transports							49	46	45	40	52	26
ECMO Transports	5	5	5	5	8	4	8	3	3	3	5	5
Total Miles Logged	3254	3867	3867	2673	3726	3226	3598	3601	4282	4106	4201	3512
Call to Dispatch Goal %	95	95	95	93	95	95	95	95	95	95	95	95
Dispatch to Move Goal %	96	92	93	95	95	96	91	96	95	91	93	91
Neo/Peds Ground Transports												
Total Ground Transports	69	75	57	72	55	59	62	58	66	65	63	64
Call Volume												
Total Phone Calls	8548	7988	8080	7570	8123	7727	7160	6970	7910	8269	9228	8081
Total Radio Calls	8778	7793	7262	7206	7355	6699	6851	5898	7777	7830	8742	8126
Total Call Volume	17326	15781	15342	14776	15478	14426	14011	12868	15687	16099	17970	16207
Ambulance Volume												
EC Units Arriving Chandler ED	1597	1012	1512	1532	1558	1533	1523	1525	1534	1594	1710	1555
EC Units Arriving Samaritan ED	601	373	496	511	475	475	469	507	492	471	581	573
Flight Volume												
Total Flight Volume	325	226	296	260	116	214	197	125	295	332	345	315
Regional Divert												
Chandler	657	608	708	645	531	448	624	488	585.5	567	634	694
Samaritan				0	0	0	0	0	0	5	0	21

7371
6918
4194
1781
215
36
73
59
43913
1138
1124
765
95654
90317
185971
18185
6024
3046
7189.5
26

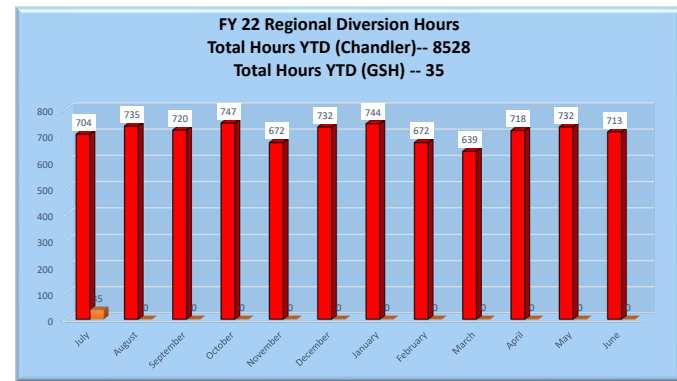
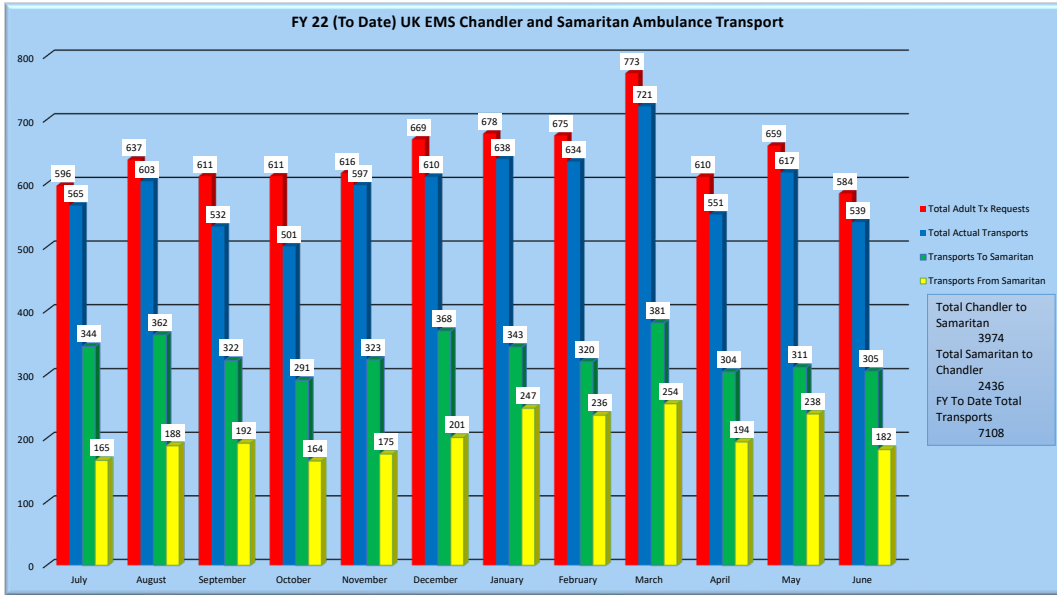
Q1 Totals	Q2 Totals	Q3 Totals	Q4 Totals
1721	1794	1850	2006
1622	1706	1740	1850
1011	1000	1060	1123
436	416	433	496
61	50	59	45
15	8	6	16
43	8	10	12
		258	118
15	17	14	13
10988	9625	11481	11819
285	283	285	285
281	286	282	275
201	186	186	192
24616	23420	22040	25578
23833	21260	20526	24698
48449	44680	42566	50276
4121	4623	4582	4859
1470	1461	1468	1625
847	590	617	992
1973	1624	1697.5	1895



FY 22' Emergency Communications and Adult Transport Dashboard												
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
Adult Transports												
Total Adult Tx Requests	596	637	611	611	616	669	678	675	773	610	659	584
Total Actual Transports	565	603	532	501	597	610	638	634	721	551	617	539
Transports To Samaritan	344	362	322	291	323	368	343	320	381	304	311	305
Transports From Samaritan	165	188	192	164	175	201	247	236	254	194	238	182
Clinic Wheelchair Requests	11	8	16	10	13	17	10	17	18	13	17	22
Declines From Sam	2	0	0	0	12	1	1	2	4	1	2	0
MRI Transports	5	4	1	3	3	16	19	5	12	4	12	12
Reverse Transports	19	17	3	3	41	39	35	27	36	44	43	26
ECMO Transports	3	7	2	1	4	1	2	3	0	0	4	3
Total Miles Logged	3126	3235	3123	2961	3911	3976	3826	3724	3921	4102	4208	3995
Call to Dispatch Goal %	95	95	95	95	95	95	95	95	95	95	95	95
Dispatch to Move Goal %	96	94	87	82	97	91	94	94	93	90	94	92
Neo/Peds Ground Transports												
Total Ground Transports	82	81	65	72	82	84	70	57	69	63	66	74
Call Volume												
Total Phone Calls	8784	10257	14837	14036	8884	8537	8363	7796	9684	9477	9398	7165
Total Radio Calls	7272	8433	8980	7026	6855	7680	7131	7038	8114	7871	8437	8329
Total Call Volume	16056	18740	23817	21062	15739	16217	15494	14834	17798	17348	17605	17957
Ambulance Volume												
EC Units Arriving Chandler ED	1512	1496	1484	1454	1401	1428	1506	1235	1532	1586	1658	1533
EC Units Arriving Samaritan ED	595	641	537	544	537	512	532	479	593	536	608	567
Flight Volume												
Total Flight Volume	268	256	220	244	302	253	221	206	273	159	298	370
Regional Divert												
Chandler	704	735	720	747	672	732	744	672	639	718	732	713
Samaritan	35	0	0	0	0	0	0	0	0	0	0	0
Peds			50.9	0	0	0	0	0	0	0	0	0

7719
7108
3974
2436
172
25
96
333
30
44108
1140
1104
865
117218
93166
17825
6681
3070
8528
35
50.9

Q1 Totals	Q2 Totals	Q3 Totals	Q4 Totals
1844	1896	2126	1853
1700	1708	1993	1707
1028	982	1044	920
545	540	737	614
35	40	45	52
16	13	7	3
10	22	36	28
39		211	113
12	6	5	7
9484	10848	11471	12305
285	285	285	285
277	270	281	276
228	238	196	203
33878	31457	25843	26040
24685	21561	22283	24637
58613	53018	48126	52910
4492	4283	4273	4777
1773	1593	1604	1711
744	799	700	827
2159	2151	2055	2163



FY 23' Emergency Communications and Adult Transport Dashboard

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
Adult Transports												
Total Adult Tx Requests	561	640	540	456	584	497	520	510				
Total Actual Transports	547	608	509	435	521	469	482	454				
Transports To Samaritan	286	316	261	243	278	246	250	221				
Transports From Samaritan	184	232	185	140	171	146	167	154				
Clinic Wheelchair Requests	25	17	7	18	11	10	16	20				
Declines From Sam	2	2	3	1	0	0	2	4				
MRI Transports	9	8	6	10	10	0	3	6				
Pulm function/ECHO/Nuclear Medicine	8	10	4	16	22	12	6	4				
ENDO/IR Transports	92	142	90	80	92	86	110	82				
Emergency Runs	39	53	46	51	53	52	43	52				
Off Campus Transports	24	32	23	22	30	27	25	39				
Turn Over to Lex Fire	8	11	11	10	9	12	6	14				
ECMO Transports	1	1	3	1	2	3	1	1				
Total Miles Logged	3172	3279	2994	2769	2906	2678	2866	2705				
% of transports vs. requests	95	95	94	95	90	94	92	89				
Neo/Peds Ground Transports												
Total Ground Transports	55	84	87	81	82	74	71	80				
Total Air Transports	2	1	8	5	5	5	0	4				
Call Volume												
Total Phone Calls	9045	9396	8727	10066	9350	8722	8804	8761				
Total Radio Calls	8034	8372	8082	7627	7813	6417	6465	6685				
Total Call Volume	17,079	17768	16809	17693	17163	15139	15269	15446				
Ambulance Volume												
EC Units Arriving Chandler ED	1679	1575	1551	1625	1682	1753	1591	1496				
EC Units Arriving Samaritan ED	676	706	577	723	576	561	583	592				
Flight Volume												
Total Air Medical Transports	283	292	351	361	305	249	206	233				
Regional Divert												
Chandler	744	744	710	560	531	136	639	523				
Samaritan	0	21	17	0	8	0	12	0				
Peds	0	0	0	0	0	0	0	0				

total
4308
4025
2101
1379
124
14
52
82
774
389
222
81
13
23369
93%
614
30
72871
59495
132,366
12952
4994
2280
4587
58
0

	Q1 Totals	Q2 Totals	Q3 Totals	Q4 Totals
1741	1537	1030	0	
1664	1425	936	0	
863	767	471	0	
601	457	321	0	
49	39	36	0	
10	1	6	0	
23	20	9	0	
22	50	10	0	
324	258	192	0	
138	156	95	0	
79	79	64	0	
30	31	20	0	
5	6	2	0	
9445	8353	5571	0	
95	93	93	0	
226	237	151	0	
11	15	4	0	
27168	28138	17565	0	
24488	21857	13150	0	
51656	49995	30715	0	
4805	5060	3087	0	
1959	1860	1175	0	
926	915	439	0	
2198	1227	1162	0	
38	8	12	0	
0	0	0	0	

