



Request for Qualifications FY 22-04

Medical Biller for Non-Metro Area Agency on Aging

Posted October 4, 2021

Non-Metro Area Agency on Aging (NMAAA) is seeing a contractor, agency, or firm to provide technical assistance and medical billing services. NMAAA medical billing needs will cover non-clinical community-based services provided by NMAAA and our subcontractors throughout New Mexico. Examples of billable services include the following but are not limited to, Adult Day Care, Case Management, Home Maker, Transportation, and Nutrition Therapy.

The scope of service will include the following:

1. Provide NMAAA with ongoing guidance and technical assistance to ensure appropriate internal processes are in place for the medical billing program.
 - Guidance with new billing program implementation including start up process and troubleshooting.
 - Guidance and ongoing assistance with the coordination of any billing software needs for NMAAA and subcontractors.
 - Ongoing technical assistance to ensure the accurate development of NMAAA medical billing procedures overtime.
 - Guidance as needed to assure that NMAAA internal policies, procedures and processes are correct and accurate.
 - Provide NMAAA with up to date information on the latest billing rules to lessening errors.
2. Provide medical billing and claims service.
 - Ensure medical billing efficiency, providing NMAAA and our subcontractors the ability to easily increase billable services and grow overtime.
 - Obtain insurance information from patient/client as needed, file claims, follow up on, and appeal claims with health insurance companies ensure payment for services rendered.
 - Provide all billing services include regular invoicing, insurance verification, collections, referral coordination, and reimbursement tracking.
 - Provide NMAAA with an end of month report to include the following data but not limited to, amount billed to insurance, reimbursement received, outstanding and contested bills, the numbers of users and the reimbursement amount associated under specific billing codes.
 - Ensure that the billing process is completed in a way that will maximize payments and reduce denials.
 - Ensure good communications with NMAAA and Subcontractors.

Other Information

The scope of services will be contracted through June 30, 2021.

All services will be performed under the direction of the NMAAA Director.

Non-Metro Area Agency on Aging administers Older Americans Act programs in 32 of New Mexico's counties. We currently have 52 subcontracted providers.

Please visit our website at www.ncnmedd.com for more information on our subcontractors and the varied senior services we provide.

Non- Metro Area Agency on Aging
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www.ncnmedd.com

Responses to this Solicitation

To respond to this solicitation, please email a letter of interest and the following information in a single .pdf document to elizabethr@ncnmedd.com no later than November 5, 2021 at 5:00 pm.

1. A list of all personnel who will provide services and a statement of qualifications relevant to the scope of services for each team member.
2. Negotiable contract rate and /or fee for service rate percentage rate. Please also provide an hourly rate for Scope of Services #1, Guidance and Technical Assistance.
3. Include any additional information relevant to the scope of services as determined by the contractor, agency, or firm.

Please contact Elizabeth Reynolds at elizabethr@ncnmedd.com or 505-787-3774 with any questions.