

TOWN OF EAST GREENWICH, RHODE ISLAND
FIRE DEPARTMENT
REQUEST FOR PROPOSALS

Notice is hereby given that sealed Proposals will be received by the Town Manager of the Town of East Greenwich, Rhode Island at their office in the Town Hall, until 2:00 P.M. prevailing time, April 27, 2017 for the following:

"RESCUE BILLING SERVICES"
FOR THE TOWN OF EAST GREENWICH, RI

In accordance with the technical specifications. All of the above work, known as the "Proposal" to be performed in accordance with the specifications.

The work to be performed under their contract consists of furnishing all plant, labor, materials, equipment, tools, transportation, and all incidentals, related work, and overhead items, and performing all work required for the Proposal, in strict accordance with the specifications, including the Request for Proposals and the proposal which are hereby made a part of the specifications.

Proposals for the above work must be made on the enclosed forms furnished by the Town Manager. These specifications, other Contract Documents, and the Form of Proposal may be examined and obtained during week days except Saturday, between the hours of 9:00 A.M. and 4:00 P.M. at the offices of the:

**Town Manager
Town Hall
125 Main Street
East Greenwich, R. I. 02818**

The Town of East Greenwich acting through its Town Manager reserves the right to reject any or all Proposals or any part thereof, to waive defects in same or to accept any proposal deemed to be in the interest of the Town of East Greenwich.

INSTRUCTIONS TO PROPONENTS

“RESCUE BILLING SERVICES”

FOR THE TOWN OF EAST GREENWICH, RI

1. RECEIPT AND OPENING OF PROPOSALS

The Town of East Greenwich (the "Town") invites and will receive Proposals on the forms attached hereto, all information on which must be appropriately completed. Proposals will be received at the office of the Town Manager until 2:00 p.m. **April 27, 2017** and publicly opened and read aloud on the aforesaid date. The envelopes containing the Proposals must be sealed and addressed to the Town of East Greenwich, 125 Main Street, East Greenwich, R.I. 02818, and plainly marked "*Proposal for Rescue Billing Services for the Town of East Greenwich.*"

2. PREPARATION OF THE PROPOSAL

All Proposals shall be made on the Consultant's Proposal Form attached hereto and shall give the amount of Proposals for work in both words and figures and must be signed by the Consultant as Proponent. Additional copies of the Proposal Form may be obtained from the Town Manager. All blank spaces in each Proposal Form together with appropriate schedules must be completed in full in ink or typewritten, in both words and figures.

In case of a discrepancy between the total shown in the Proposal and that obtained by adding the products of the quantities of items at the unit prices, the sum as written out in words in the Proposal Form shall govern and any errors found in said products, and in the addition, will be corrected.

Each Proposal, together with the appropriate schedules, must be submitted in a sealed envelope bearing on the outside the name of the Proponent, its address, and plainly marked "*Proposal for Rescue Billing Services for the Town of East Greenwich* " If forwarding by mail, the sealed envelope containing the Proposal must be enclosed in another envelope addressed as specified in the Proposal. ***The Town Manager may consider as irregular any Proposal not prepared and submitted in accordance with the provisions hereof and may waive any informalities or reject any and all Proposals.***

Any Proposal may be withdrawn prior to the above scheduled time for the opening of Proposals or authorized postponement thereof.

Any Proposal received after the time and date specified above shall not be considered.

3. PROPOSAL SECURITY AND EVIDENCE OF INSURANCE

Proposal Security is not required.

4. LIQUIDATED DAMAGES FOR, FAILURE TO ENTER INTO THE CONTRACT

Not Required.

5. SECURITY FOR PERFORMANCE

Not Required.

6. POWER OF ATTORNEY
Not Required

7. SCOPE OF WORK

The work under their Contract shall consist of the items contained in the Request for Proposals, including, all incidentals necessary to fully complete said work.

8. CONDITIONS

Each Proponent shall fully acquaint themselves with conditions relating to the scope and restrictions attending the execution of the work under the Contract. Proponents shall thoroughly examine and be familiar with the Specifications.

It is also expected that the Proponent will obtain information concerning the conditions at locations that may affect its work.

The failure or omission of any Proponent to receive or examine any form, instrument, addendum or other document, or to acquaint themselves with existing conditions, shall in no way relieve it of any obligations with respect to their Proposal or to the Contract. The Town shall make all such documents available to the Proponents.

The Proponent shall make its own determination as to conditions and shall assume all risk and responsibility and shall complete the work in and under conditions it may encounter or create, without extra cost to the Town.

The Proponent's attention is directed to the fact that all applicable State laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the work to be performed shall apply to the Contract throughout, and they will be deemed to be included in the Contract as though written out in full in the Contract.

9. ADDENDA AND EXPLANATIONS

Explanations desired by a prospective Proponent shall be requested of the Town in writing, and if explanations are necessary, a reply shall be made in the form of an Addendum, a copy of which will be forwarded to each Proponent. Every request for such explanation shall be in writing addressed to the Town Manager. Any verbal statements regarding same by any person prior to the award, shall be unauthoritative and not binding.

Addenda issued to Proponents prior to date of receipt of Proposals shall become a part of the Contract Documents, and all Proposals shall include the work described in the Addenda.

No inquiry received within seven (7) days of the date fixed for the submission and opening of Proposals will be given consideration.

Any and all such interpretations and any supplemental instructions will be in the form of written Addenda, which, if issued, shall be mailed by regular mail, to all prospective Proponents (at the respective addresses furnished for such purposes), not later than five (5) days prior to the date fixed for the opening of Proposals.

10. NAME, ADDRESS AND LEGAL STATUS OF THE PROPONENT

The Proposal must be properly signed in ink and the address of the Proponent given. The legal status of the Proponent, whether corporation, partnership, or individual, shall also be stated in the Proposal.

A corporation shall execute the Proposal by its duly authorized officer(s) in accordance with its corporate by-laws and shall also list the state in which it is incorporated. A partnership Proponent shall give full names of all partners. Partnership and individual Proponents will be required to state in the Proposal the names of all persons interested therein.

The place of residence of each Proponent, or the office address in the case of a firm or company, with county and state and telephone number, must be given after their signature.

If the Proponent is a joint venture consisting of a combination of any or all of the above entities, each joint venture shall execute the Proposal.

Anyone signing a Proposal as an agent of another or others must submit with their Proposal, legal evidence of their authority to do so.

11. COMPETENCY OF PROPONENT

The opening and reading of the Proposal shall not be construed as an acceptance of the Proponent as a qualified, responsible Proponent. The Town reserves the right to determine the competence and responsibility of a Proponent from its knowledge of the Proponent's qualifications or from other sources.

The Town's required submission with the Proposal shall not be construed as an acceptance of the Proponent as a qualified, responsible Proponent. The Proponent will be required to furnish the following information:

Evidence that the Proponent is in good standing under the laws of the State of Rhode Island, and, in the case of corporations organized under the laws of any other State, evidence that the Proponent is licensed to do business and in good standing under the laws of the State of Rhode Island or sworn statement that it will take all necessary action to become so licensed if its Proposal is accepted. That the Proponent is good standing with the Rhode Island Board of Professional Registration.

In the event that the Town shall require additional certified supporting data regarding the qualifications of the Proponent in order to determine whether he is a qualified responsible Proponent, the Proponent may be required to furnish any or all of the following information sworn to under oath.

(a) Evidence that the Proponent is capable of commencing performance as required in the Contract Documents.

(b) Evidence, in form and substance satisfactory to Town, that Proponent possesses as a going concern the managerial and financial capacities to perform all phases of the work called for in the Contract Documents.

(c) Evidence, in form and substance satisfactory to Town, that the Proponent's experience as a going concern in *Rescue Billing Services* derives from operations of comparable size and scope to that contemplated by the Contract Documents.

(d) Such additional information as will satisfy the Town that the Proponent is adequately prepared to fulfill the Contract.

The Proponent may satisfy any or all of the experience and qualification requirements of their Paragraph 11 by submitting the experience and qualifications of its parent organization and subsidiaries or affiliates of the parent.

12. DISQUALIFICATION'S OF PROPONENTS

Although not intended to be an exhaustive list of causes for disqualification, any one or more of the following causes, among others, may be considered sufficient for the disqualification of a Proponent and the rejection of its Proposal:

- (a) Evidence of collusion among Proponents.
- (b) Lack of competency as revealed by either financial statements, experience or equipment statements as submitted or other factors.
- (c) Lack of responsibility as shown by past work, judged from the standpoint of workmanship as submitted.
- (d) Default on a previous municipal contract for failure to perform.
- (e) Failure to comply with the provisions and specifications of this Request for Proposals.

The Town reserves the right not to accept any Proposal or to reject any or all Proposals, and to waive defects or Irregularities in any Proposal. In particular, any alteration, erasure or interlineations of the Contract Documents and of the Proposal shall render the accompanying Proposal irregular and subject to (but not requiring) rejection by the Town. The Town intends that the Contract shall be awarded within forty-five (45) days following the date that Proposals are publicly opened and read.

13. LIABILITY INSURANCE. On all work to be done, the Consultant or sub consultants shall obtain before work is commenced, and keep in effect until the work is completed and accepted, the following type of liability insurance, and in addition to any other forms of insurance or bonds required under the terms of the contract and specifications. The Town shall be listed as the primary insured on the certificate.

Original Certificates of Insurance shall be furnished Prior to award of contract and attached to the executed copies of the Contract when executed. The Town shall immediately be notified by the Consultant and the insurance company of the termination or cancellation of the policy, and the protection shall be renewed before further work will be permitted at the site by the Consultant.

The Consultant shall not cause any policy to be canceled or permit them to lapse and shall not be subject to cancellation or a reduction in the required amounts of liability or amounts of insurance until notice has been mailed by registered mail to the Town Manager stating when, not less than ten (10) days thereafter, such cancellation or reduction shall be effective.

OTHER DATA: In the event the form of any policy or certificates or the amount of insurance of the companies writing it are not satisfactory to the Town, the Consultant shall secure other policies or certificates in form and amount and with companies satisfactory to the Town. The Consultant shall not cause policies to be canceled or permit them to lapse and all insurance policies shall include a clause to the effect that the policy shall not be subject to cancellation or a reduction in the required limits of liability or, amounts of insurance until notice has been sent by registered mail to the Town stating when, not less than ten (10) days thereafter, such cancellation or reduction shall be effective. All certificates of insurance shall contain true transcripts from the policy, authenticated by the proper officer of the insurer evidencing in particular those insured, the extent of the insurance, the location and operations to which the insurance applies, the expiration date and the above mentioned notice of cancellation clause. All policies and certificates by the accepted successful Proposer shall be delivered to the Town immediately before preparation of the final contracts.

14. WORKMEN'S COMPENSATION INSURANCE. The Consultant shall provide adequate Workmen's Compensation insurance for all employees employed on the project who may come within the protection of such laws. Said insurance shall be written with such company as may be acceptable to the Town and the policy shall be submitted to the Town for examination. Satisfactory certificates of said insurance shall be filed with the Town prior to the commencement of operations by the Consultant. The Consultant will be charged with the responsibility for proper and adequate Workmen's Compensation coverage for all their subcontract operations, and in the event the Consultant's policy does not cover each and every sub consultant, certificate's of insurance issued on policies by companies that may be acceptable to the Town covering each and every sub consultant shall be filed with the Town prior to the commencement of such subcontract operations.

Insurance Covering Special Hazards

Special hazards shall be covered by rider or riders to the Public Liability and/or Property Damage Insurance Policy or Policies here and above required to be furnished by the Consultant or by separate policies of insurance as follows:

(1) Property Damage Liability arising out of the collapse of or structural injury to any building or structure due to:

(a) Excavation (including borrowing, filling, or backfilling in connection therewith) tunneling, pile driving, cofferdam work or caisson work; or

(b) Moving, shoring, underpinning, raising or demolition of all building or structure, or removal or rebuilding of any structural support thereof.

(2) Property Damage Liability for injury to or destruction of property arising directly or indirectly, from blasting or explosions however caused, other than explosions of air or steam vessels, piping under pressure, prime movers, machinery or power transmitting equipment.

(3) Property Damage Liability for:

(a) Injury to or destruction of wires, conduits, pipes, mains, sewers, or other similar property, or any apparatus in connection therewith below the surface of the ground, arising from and during the use of mechanical equipment for the purpose of excavating or within project limits:

(b) Injury to or destruction of property at any time resulting therefrom.

The Consultant shall require similar insurance in such amounts to be taken out and maintained by each sub consultant.

The insurance company shall agree to investigate and defend all claims and suits against the insured for the damages covered, even if groundless, until the insurance company shall elect to effect settlement.

The cost of such insurance shall be distributed over the various prices submitted in the Proposal.

**B. CONSULTANTS COMPREHENSIVE PUBLIC LIABILITY
AND PROPERTY DAMAGE LIABILITY INSURANCE**

The consultant shall furnish evidence to the Town that with respect to the Operations they perform, that they carry regular Consultant's Public Liability Insurance providing for a limit of not less than Five Hundred Thousand Dollars (\$500,000.00) for all damages arising out of bodily injuries to or death of one person, and subject to that limit of One Million Dollars (\$1,000,000.00) for all damages arising out of bodily injuries to or death of two or more persons in any one accident and Consultant's Comprehensive Property damage liability insurance providing for a limit of not less than Five hundred Thousand Dollars (\$500,000.00) for all damages arising out of injury to or destruction of property in any one accident and subject to that limit per accident a total (or aggregate) limit of One Million Dollars (\$1,000,000.00) for all damages arising out of injury to or destruction of property during the policy period.

If any of the work is sublet, similar insurance shall be provided by or in behalf of the sub consultants to cover their operations.

**B. SUB-CONSULTANTS COMPREHENSIVE PUBLIC LIABILITY AND
PROPERTY DAMAGE LIABILITY INSURANCE**

The Consultant shall furnish evidence to the Town that with respect to the operations performed for them by sub consultants, that they carry in their own behalf, consultant's Comprehensive Public Liability Insurance providing for a limit of not less than Five hundred Thousand Dollars (\$500,000.00) for all damages arising out of bodily injuries to or death of one person, and subject to that limit of One Million Dollars (\$1,000,000.00) for all damages arising out of bodily Injuries to or death of two or more persons in any one accident and Consultant's Comprehensive Property damage liability insurance providing for a limit of not less than Five Hundred Thousand Dollars (\$500,000.00) for all damages arising out of injury to or destruction of property in any one accident and subject to that limit per accident a total (or aggregate) limit of One Million Dollars (\$1,000,000.00) for all damages arising out of injury to or destruction of property during the policy period.

C. ERRORS AND OMISSIONS INSURANCE

The Consultant shall furnish evidence to the Town that with respect to the operations they perform, and for them by sub consultants, that they carry on their behalf and the sub-consultant's, Error's and Omission's insurance in an amount to cover the particular project amount.

*SPECIFICATIONS FOR
REQUEST FOR PROPOSALS*

“RESCUE BILLING SERVICES”

FOR THE TOWN OF EAST GREENWICH, RI

SCOPE OF WORK

1. INTRODUCTION

A. The Town of East Greenwich hereinafter called "the Town" is seeking competitive, sealed bids for **“Rescue Billing Services”**. The Town provides fire and rescue services to the residents and others within the Town of East Greenwich, Rhode Island. The costs associated with the delivery of rescue services are often reimbursed by health insurance. The Town desires to retain a firm to bill, collect and manage reimbursements.

2. INTENT

- A. The award of bid will be made by the Town Council at a public meeting to be held subsequent to a complete review of all bids and discussion with the Town Manager, Finance Director and Fire Chief.
- B. Five (5) sets of Bids must be submitted in sealed envelopes or wrappers with the title of the project to which they relate endorsed thereon and addressed to the Town of East Greenwich, 125 Main St., East Greenwich, R.I. 02818 Attn.: Thomas E. Coyle, III, Town Manager or hand delivered to Town Hall, 125 Main Street, East Greenwich, R.I., Monday through Friday from 8:30 AM until 3:30 PM, holidays excluded. Bids should be sealed and clearly marked **"Rescue Billing Services"**. Bids will be received by the Town Manager at the office of the Town Clerk in the Town Hall 2:00 P.M. prevailing time: **April 27, 2017** at which time said Bids will be opened by the Town Manager or his Designee.
- C. The Town of East Greenwich shall award the contract on the basis of the lowest evaluated or responsive bid price. Town of East Greenwich reserves the right to cancel the bidding if it is in the best interest of the Town.
- D. Bids received prior to the time of the opening will be securely kept, unopened. No responsibility will be attached to an officer or person for the premature opening of a bid not properly addressed and identified. No bids shall be accepted via facsimile or email.

- E. The Town of East Greenwich shall award the contract on the basis of the lowest evaluated or responsive bid price utilizing the measurable criteria set forth below:
1. Experience, quality of work and track record in communities where Bidder performed similar services.
 2. Cost of services.
 3. Collection rate.
 4. Quality of software programs and internal operating systems.
 5. Recommendations from third parties.
 6. Display of professionalism when interacting with residents/non-residents being billed as well as with the service providers.
 7. Knowledge of health care industry, rescue billing practices and methodology, health insurance benefits and protocols, federal and state health care and insurance regulations, confidentiality regulations and health insurance trends.
 8. Size of staff and experience of employees.

3. BIDDER QUALIFICATIONS & REQUIREMENTS

Failure of the bidder to comply with any of the requirements of these specifications will be considered as evidence of an inability on the part of the bidder to maintain the quality and integrity standards required by the Town of East Greenwich. This will be deemed as sufficient cause for the rejection of the bid.

The successful bidder must comply with all Rhode Island Laws, applicable to public work projects, including, but not limited to provisions of Chapter 13 of Title 37 of the Rhode Island General Laws, pertaining to prevailing wage rates, and all other applicable local, state and federal laws.

The bidder shall provide a detailed written explanation of all services being provided.

Any exceptions, deviations and clarifications shall be indicated on a page titled "Exception to Bid Specifications" in the bid response and in order of the bid specifications, specifying the section number and subsection letter, quoting the wording used in this document and completely describing the intended exception and the purpose for the exception.

All bids shall remain valid for a period of not less than ninety (90) days from the bid opening date.

- F. Bidder shall provide evidence of general liability insurance at satisfactory levels provided through a reputable company naming the Town of East Greenwich as an additional insured. Bidder shall agree to indemnify and hold the Town harmless from and against all claims related to the delivery of services by Bidder hereunder.

4. SCOPE

A. The Successful Bidder shall:

1. Perform all billing and collection services for the Town on behalf of its rescue service as directed.
2. Provide the Town with all services necessary to collect payments due the Town for each run, resulting in a transport, made by the Town's rescues.
3. Although there are no guarantees for payment to the Town for each patient transported, the successful bidder agrees to set up procedures necessary to collect funds due the Town in connection with rescue services provided to the citizens of the Town and others.
4. Promptly secure all necessary Third Party Provider* Numbers for Blue Cross, Medicare, Medicaid, and other Insurance Company Carriers and take whatever steps necessary in order to submit claims to the various carriers for Rescue Services rendered by the Town.

* Third party payers include all parties (other than the patient) responsible for payment of the patient's bill for ambulance services rendered by the Town. All medical insurance coverage for the patient, as well as Workmen's Compensation coverage, is, for the purposes of the bid, deemed to be provided by a third party payer.

5. Adhere to the Town's Billing and Collections Process Agreement, hereinafter referred to as Exhibit A.
6. Utilize run information received electronically from the Town to promptly ascertain that all required information has been recorded, take the steps necessary to assemble required additional information, and promptly submit all forms required in order to secure payment of the patient's bill from third party carriers.

7. Prepare invoices within five (5) days of receipt of the necessary information from the Town, in accordance with Exhibit A.
 8. Bill residents and non-residents in accordance with Exhibit A.
 9. Prepare invoices for the benefit of the Town and indicate to third party carriers and patients that payment is to be made payable to the Town.
 10. Control the billing of co-insurers, and others, by processing and depositing all payments and forwarding to the Town.
 11. Assume sole responsibility for maintaining patient confidentiality in addition to compliance with any and all recorded privacy regulations (i.e. HIPAA and PHI).
 12. Waive any fee when it is unable to collect.
 13. Include reconciliation services in the fee.
 14. Agree that all information submitted by the Town concerning patients treated or transported by the Town is confidential and shall not be released to any person or corporation other than third party payers and their agents unless authorized in writing by the patient.
- B. The Town reserves the right to grant a write-off for either a portion or the full amount of a patient's invoice.
- C. Funds collected by the successful bidder shall be forwarded electronically to the Town together with a summary containing information concerning patients billed, amount received, amounts outstanding, insurance adjustments and write-offs approved by the Town during the reporting period. These reports will be compiled on a reconciliation summary which will balance the rescue account. The Town will have sole custody of the funds received on the Town's behalf. All funds received will be deposited into a bank account of the Town's choice. The successful bidder will have no negotiating rights to the bank account or access to the funds.

- D. The Town, upon request, shall be notified electronically of all bills submitted on behalf of the Town, the status thereof, and copies of Explanation of Benefits (EOB) forms.
- E. The terms of the bid will be for three (3) years. Term contracts may be extended for one (1) additional term upon mutual agreement unless otherwise stated.

ATTACH SEALED FEE SCHEDULE WITH THE FOLLOWING:
PROPOSAL FORM/ APRIL 27, 2017

I _____(the Consultant) having carefully read and considered the terms and conditions of the Contract Documents do hereby offer to perform such services on behalf of the Town of East Greenwich in accordance with the terms, conditions, and specifications, set forth in Contract Documents at the rate (expressed in words and figures) hereinafter set forth:

The following check mark certifies my Proposal:

Conforms to Specifications : (Yes)_____ (No)_____

Addendum Received: (Yes)_____ (No)_____ Addenda # _____ Date: _____

Addendum Received: (Yes)_____ (No)_____ Addenda # _____ Date: _____

Addendum Received: (Yes)_____ (No)_____ Addenda # _____ Date: _____

Estimated Start Date: _____

(Typed Name of Company)

(Typed Company Address)

(Typed City or Town of Company) (State) (Zip Code)

(_____) _____

(Phone) area code _____ (fax) _____

(Typed Name of Company Official)

(Signed Name of Company Official)

I certify that the above price is free of all State and Federal Taxes

(Signed Name of Official)

(Date)

**TOWN OF EAST GREENWICH
RHODE ISLAND
FIRE DEPARTMENT
REQUEST FOR PROPOSALS**

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**"RESCUE BILLING SERVICES"
FOR THE TOWN OF EAST GREENWICH, RI**

All the above work, known as the "Proposal" is to be performed in accordance with the specification. The work to be performed under their contract consists of furnishing all plant, labor, equipment, product, service, tools, transportation, and all incidentals, related work, and overhead items, and performing all work required for the Proposal, in strict accordance with the specifications, including the invitation for Proposals and the proposal which are hereby made a part of the specifications. Proposals for the above work must be made on forms furnished by the Town Manager. Specifications, other Contract Documents, and the Form of Proposal may be examined and obtained during weekdays except Saturday, between the hours of 9:00 A.M. and 4:00 P.M. at the offices of the:

**Town Manager
Town Hall
125 Main Street
East Greenwich, R. I., 02818**

The Town of East Greenwich acting through its Town Manager reserves the right to reject any or all Proposals or any part thereof, to waive defects in the same or to accept any proposal deemed to be in the best interest of the Town of East Greenwich. "Individuals requesting interpreter services for the hearing impaired must notify the Town Clerk at TDD 886-8606 or Voice 886-8605 forty-eight (48) hours in advance of the scheduled Proposal opening."

Exhibit “A”

**TOWN OF EAST GREENWICH
RESCUE BILLING AND COLLECTION PROCESS AGREEMENT**

.....
**THE TOWN OF EAST GREENWICH RESERVES THE RIGHT
TO DIRECT A CHANGE IN THIS PROCEDURE AT ANY TIME**
.....

With Insurance Information

- 1) Claims submitted direct to insurance carrier
- 2) Denial Appeals submitted as required

.....
No Insurance or No Insurance Information

	<u>Resident</u>	<u>Non-Resident</u>
1) Contact hospital to attain insurance information	Yes	Yes
2) Contact patient via phone to attain ins. Info.	Yes	Yes
3) First bill prior to insurance submission	Yes*	Yes
4) Second bill prior to insurance submission	Yes*	Yes
5) Third bill prior to insurance submission	Yes*	Yes

.....
Balance Billing the Patient

	<u>Resident</u>	<u>Non-Resident</u>
1) First bill for balance after insurance	No	Yes
2) Second bill for balance after insurance	No	Yes
3) Third bill for balance after insurance	No	Yes

.....
Billing Patients Making Monthly Payments

	<u>Resident</u>	<u>Non-Resident</u>
1) First statement, patient making monthly payments	No	Yes
2) Second statement, patient making monthly payments	No	Yes
3) Third statement, patient making monthly payments	No	No**

.....

To Collect Balances Not Received After the Above is Performed

		<u>Resident</u>	<u>Non-Resident</u>
1)	Collection Letter (with Town approval)	No**	No**
2)	Report Bad Credit to Experian Credit Bureau (with approval)	No**	No**



Hardship

		<u>Resident</u>	<u>Non-Resident</u>
As Requested	Request for Cancellation of Charges	Yes	Yes



* **NOT A BILL. REQUEST FOR INFORMATION ONLY**
 ** **PER TOWN REQUEST**



Town of East Greenwich

Billing Vendor

Date