

April 4, 2017

**BOARD OF COUNTY COMMISSIONERS
ORANGE COUNTY, FLORIDA**

RFP #Y17-1011-LC

**THIRD PARTY CLAIM ADMINISTRATION
AND MANAGED CARE SERVICES**

ADDENDUM NO. 2

This addendum is issued to provide clarifications/responses to questions received.

1. Question: To use M/WBE's as subcontractors for several services requested under the RFP. Those include nurse case management, pre certs, appraisals, home health care, DME's, infusions and surveillance. Can you please provide historical data for those services for 2015 and 2016 so that we can apply the specific %'s to our overall contract as requested by the RFP (Schedule of sub-contracting – M/WBE Participation Form).

Answer: TCM is the only item that is bid under the contract that would be eligible for subcontracting. The Scope of Service specifically states that the County chooses all ancillary providers so pre-cert, appraisals; DMC, surveillance etc. cannot be used to meet MWBE participation. The only services eligible to be subcontracted for the purposes of meeting the MWBE. The goals are those items listed on the Price Proposal Form, pages 40 and 41.

2. Question: Number of appraisals for 2015 & 2016 broken out by auto and property.

Answer: This information is not available.

3. Question: Number of home health visits and DME purchases for 2015 & 2016.

Answer: This information is not available.

4. Question: Number of surveillance hours for 2015 & 2016.

Answer: This information is not available.

5. Question: Number of nurse case management hours for 2015 & 2016 broken out by TCM & FCM.
- Answer: NCM is charged on a dedicated staff basis and is not charged to a file on an hourly basis. This information is not available.
6. Question: Number of pre certs for 2015 & 2016.
- Answer: Pre-cert is part of our administrative fee and is not a separate allocated cost. This information is not available.
7. Question: How many utilization reviews and pre certifications have been completed annually over the last 3 full policy periods?
- Answer: This information is not available.
8. Question: How was Orange County billed for utilization reviews and pre certifications?
- Answer: Under the administrative fees in the contract.
9. Question: On Page 56 under “Telephonic Case Management”, is the County requesting a fee for a Case Management unit “dedicated exclusively” consisting of one (1) Supervisor, three (3) nurse case managers, and one (1) nurse assistant?
- Answer: Yes.
10. Question: Regarding nightly downloads to County’s claim system: What is the name of the County’s software system?
- Answer: RSG/Dimitri, although this is also out to bid and a new system will replace it at the same time this contract goes live.
11. Question: Does the County require that all the positions identified on the price proposal form must be dedicated to the County’s account, meaning they are not to work on any other accounts?
- Answer: Yes, they only work on the OC account.
12. Question: For the liability staffing and pricing, the County is requesting 2 adjusters and 1 supervisor. Does the County require that the supervisor be fully dedicated to the County’s program?
- Answer: Yes.

13.Question: Page 3, 6. Insurance. Do certificates of insurance need to be submitted with the response?

Answer: No, just prior to the inception for the contract.

14.Question: Page 12, 5. Fee Schedule. Please provide the following information Loss runs for the last 3 years.

- a) Open claim counts, by claim type (workers' compensation, liability and property)
- b) Please breakdown/identity these same open claim count by their subcategories (workers' compensation – indemnity and medical only; liability – bodily injury and property damage)
- c) If this information could be provided in an Excel spreadsheet that would be ideal.

Answer: See Amendment #1.

15.Question: Page 20, Scope of Services. We assume that the Orange County (County) does not expect us to respond to the Scope of Services based on the response instructions on pages 12 and 13. May we ask you to confirm?

Answer: Yes we do.

16.Question: Page 21, Section 3C. We describe in detail the County's current loss fund management process. Are the checks issued by your current third party administrator printed on their check stock or is it custom check stock peculiar to the County?

Answer: TPA check stock from the County account.

17.Question: Page 26, Section v. "Orange County maintains all check releasing authority. All checks or wiler transferred funds...to this requirement. The documentation...and nature of the charges." Please describe in detail how this process works with your current third party administrator.

Answer: The current TPA provides a daily spreadsheet of checks that were printed for release that day. They are reviewed by the Risk Management Division and Comptroller's Office who provides email authorization to release by 11 am each day.

18.Question: Page 53, Letter R. What system does the County currently use to manage OSHA reporting? Is this tool provided through your current third party administrator?

- Answer: The County has the TPA provide us with the annual OSHA 300 log which we file with OSHA upon request.
- 19.Question: Page 55, Fee Schedule Form. Does the staffing models on pages 55, 56 and 57 represent the County's current staffing models?
- Answer: Yes.
- 20.Question: Please confirm, one way or the other, that the claim service and nurse case management teams would be physically located at the third party administrator's office.
- Answer: It is up to the proposer to provide their staffing proposal including location.
- 21.Question: Page 56, Telephonic Case Management. Please provide insight into why the County utilizes three (3) telephonic nurse case managers on its program. On page 21, Section 3a, the County indicates that it experiences some 1,100 workers' compensation claims annually – should we assume that a telephonic nurse case manager is involved in each claim regardless if it's an indemnity or medical only claim? Generally speaking, please provide insight into the County's nurse case management strategy.
- Answer: Each case is triaged by a TCM. If the claim is going to be LT, they stay on the claim until the County agrees with the TCM closing their file.
- 22.Question: Schedule of Sub-contracting – M/WBE and SDV Participation Forms. Please identify the current M/WBE and SDV subcontractors who service the County's workers' compensation, liability and property claims administration program.
- Answer: There are none. The current TPA did not propose any subcontractors.
- 23.Question: What is the County's projected award date for the program?
- Answer: Depending on protests and the BCC schedule, the contract should be awarded in June 2017, tentatively.
- 24.Question: Does the County currently use a third party RMIS provider? If so, please identify the provider.

Answer: Yes, RSG. However, they are no longer offering this product to unbundled accounts so the RFP for the RMIS provider is also currently out to bid.

25.Question: Please confirm that the answer given to question #25 in the Addenda does not apply to workers' compensation but only to liability claims.

Answer: Some information that is necessary for the investigation of a workers' compensation claim is subject to HIPAA (post-employment physicals) so the County cannot make a blanket statement that HIPAA only applies to liability claims.

26.Question: What is a "Designated Records Set" as noted in the Business Associates Agreement? (page 96-97, #1.23.9, #1.23.10)
Can nurses be staffed in a different location that adjusters?

Answer: While it is not a requirement that adjusters and medical case management staff be housed at the same location you must provide a detailed description of how staff will communicate and share information including the protocol for posting notes and comments in the claims file. See Questionnaire 2- Medical Case Management.

27.Question: What RMIS system will the data be fed into?

Answer: The County currently uses Dimitri a web-based claims solution developed by Risk Sciences Group. However, RSG will no longer support this software for its unbundled clients so the County is also putting out a bid for a risk management information system concurrently with the TPA solicitation.

28.Question: Under section "5. Submission of Proposals," 5.3 says "In addition to the hard copy submission, each Proponent should submit two (2) digital versions of its Proposal in Adobe Portable Document Format ("PDF") on compact disk (CDs). CD One (!) version should be a duplicate of the hard copy of the Proposal with no deviations in order or layout of the hard copy proposal. CD Two (2) version should be a redacted version of the hard copy Proposal. Please refer to the Georgia Open Records Acts (O.C.G.A. § 50-18-72) for information not subject to public disclosure." Can the County confirm if this CD is just for the Informational response and not the Cost response?

Answer: Proposal Format, second paragraph; reads:

Firms or companies desiring to provide services, as described in the Scope of Services, shall submit sealed proposals, one (1) original, eight (8) copies and one (2) electronic copy on CD or USB drive not later than 2:00 PM local time March, 16, 2017, to the Orange County Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, Florida 32801, (407) 836-5635. "the electronic copy shall include everything on that is part of your proposal including the fee response"

ACKNOWLEDGEMENT OF ADDENDA

- a. The proposer shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the proposal.

- b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Proposer