RFP-19-009-CM Questions & Answers

Third Party Administration (TPA) Services for the Self-Funded Workers Compensation and Liability Program

ROLE OF BOARD'S CONSULTANT (for RFP 19-009-CM - Third Party Administration (TPA) Services for the Self Funded WC and Liability Program

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1. Q: Pages 40 and 72 of the RFP note a 30-page limit for the proposal. Please clarify if the 30-page limit applies to the entire proposal response or only specific sections (i.e. supporting documents such as licenses, resumes, certificates, etc.).

   A: Please disregard the reference to the 30 page maximum.

2. Q: Exhibit 10, Item J notes "reference letters" are required. Please confirm that the District requires three letters of reference *in addition to* the completed Exhibit 6 for each reference.

   A: Reference letters are not required. Please disregard this. The RFP does require reference information be provided in the format of Exhibit 6 for three different client experiences.

3. Q: Please clarify the District's Proposal Preparation Requirements. Section 4.2, Item 1 notes that the 3 unbound, original proposals should be sent; however, Item 2 then notes requirements for binder labels. Would the District prefer the 3 original proposals to be sent in binders or simply bound by a clip?

   A: Please disregard the section regarding the binders. No binders are required for the hard copy proposals.

4. Q: Please confirm that it is acceptable for the required 8 USB drives to be password encrypted (for security purposes).

   A: If USB drives are password encrypted, please ensure that the users have access to the password. (We often see each USB drive labelled with the password or each drive in an envelope that has the password written on it.)

5. Q: Please confirm the response time-frame for answers to the questions regarding this RFP.

   A: Responses are provided in this addendum.

6. Q: For the bill review savings, will you provide the following for each of the periods provided:
   - Fee Schedule savings
   - PPO savings
   - UR savings

A:

Date Range	Fee Schedule Savings	PPO Savings	UR Savings
7/1/15 - 6/30/16	$27,635,280	$1,268,099	$ 5,180.38
7/1/16 - 6/30/17	$29,803,152	$930,544	$ 4,025.42
7/1/17 - 6/30/18	$31,207,361	$705,043	$ 2,810.10
7/1/18 - 6/30/19	$25,476,072	$431,552	$ 670.00
7/1/19 - 9/30/19	$7,960,429	$161,965	$ 494.00

7. Q: The RFP indicates peer review and utilization services are required. Are these services currently included in the annual flat fee or are services an allocated loss expense? If services are included, please provide how many peer review and utilization review services were required last year and the costs associated for services.

   A: Peer review and utilization review services provided by the current dedicated program staff are included in the flat annual fee. The occasional external service, when requested by M-DCPS staff, is subject to an additional allocated fee. The current dedicated nurse consultants do provide peer review services regarding pharmacy usage and for medical services.

8. Q: The request for proposal is extensive and requires thoughtful responses. Will the District please allow at least three (3) weeks for proposal submission after the District releases answers to enable proposers to modify responses?

   A: The RFP return date is not being amended.

9. Q: Liability:
   1. Please provide 5 years of loss runs.
   2. What are the adjuster caseload requirements for Fast Track vs. Senior claims adjusters?
   3. Are scene investigations required for all Auto and GL claims?
   4. What are the authority levels for Fast Track, Senior Adjusters, etc.?
   5. How often are roundtables required?
   6. Who selects vendors?

   A: 1. Please see addendum #1 for historical loss and claim count information.

2. The program does not have "Fast Track" or "Senior" claims adjusters for liability claims. There are no adjuster caseload requirements.
3 No.
4. The program does not have "Fast Track" or "Senior" claims adjusters.
5. Roundtables are done when appropriate. It would be reasonable to expect 4 – 6 per year.
6. M-DCPS.

10. Q: What is the number of incoming claims and the expected inventory for examiners?

A: Please see addendum #1 for historical loss and claim count information.

10. Q: Please provide loss runs for the past five years for both Workers' Compensation and liability broken down by claim type, status and duration?

A: Please see addendum #1 for historical loss and claim count information.

11. Q: Please provide the current vendor and fees paid for medical bill review, first notice of injury services, network access and development services, PBM services, wellness initiative services, contagious disease management program services and utilization review services?

A: First Notice of Injury: vendor is Seltzer and Associates. Fees are included.
Medical Bill Review: vendor is Coventry. Fees are included.
Network Access: vendor is Coventry. Fees are included.
PBM: vendor is MyMatrixx. Fees are included.
Wellness Initiative Service. No additional vendor is used. Gallagher Bassett provides services. Fees are included.
Contagious Disease Management Program: No additional vendor is used. Gallagher Bassett provides services. Fees are included.
Utilization Review Services: No additional vendor is used. Gallagher Bassett provides the services. Fees are included.

12. Q: Who currently holds the contract with the providers for the M-DCPS network?

A: The current agreements are issued by Gallagher Bassett "on behalf" of the School District.

13. Q: Please clarify how the process works for the adjusters who are on call 24/7?

A: The account management team is available to M-DCPS Risk Management 24/7 via cell phone and text. The outside liability adjusters and supervisors are also available to M-DCPS 24/7 via cell phone and text.

Additionally, the current system includes a process to contact a dedicated M-DCPS adjuster 24/7 when a claim escalation is appropriate. Adjusters have cell

phones and, at a minimum, the account management team and dedicated adjusting personnel are available, "on call", for such escalations or other emergency situations.

14. Q: Would M-DCPS consider having the team on-site?

A: Unfortunately, the School District does not have sufficient available space.

15. Q: On page 4 of 72, section 1.2, the RFP states, "The selected Proposer(s) will be awarded a five (5) year initial term with two (2) one (1) year options to-renew at the District's sole discretion" and also states the same on page 24 of 72, section 2.1. However, further in the proposal on page 7 of 72, section 1.8, the RFP states, "The term of the resulting agreement shall be for a period of one (1) year with three (3), one (1) year options to renew, at the sole discretion of the District." Please clarify the correct proposed contract term.

A: Please disregard Section 1.8.

16. Q: On page 7 of 72, is it expected that the "three (3) unbound original proposal" all contain original, wet ink signatures or are copies acceptable?

A: The three (3) original proposals should include original signatures on forms.

17. Q: Can M-DCPS elaborate on the existing wellness programs that are in place?

A: The current wellness program has been developed over the past four (4) years. The program has focused on the employees in the transportation department. Many of these employees have free time between bus routes and the program has made fitness classes and equipment available to them to utilize. The program includes games and contests to motivate employees.

The workers' compensation claim rates for employees participating in the programs has dropped significantly.

M-DCPS is looking to expand the program to other departments in the future.

18. Q: On page 35 is M-DCPS asking to retain an outside service to review hospital bills over a threshold instead of TPA providing service?

A: Yes. These hospital audits will be at the request of M-DCPS and ALAE charges can be applied to the audited claim.

19. Q: Are the nurse consultants performing any form of utilization review?

A: Yes. Nurse consultants do provide UR services.

20. Q: On page 34, question 3 – “Provide peer review and utilization review services, as appropriate. Attend and participate in quarterly meetings regarding the network. (These are currently referred to as the QA meetings.)” Who would be required to attend QA meetings?

A: Currently, the TPA’s account management personnel, branch manager, network provider liaisons, and claims supervisors, and nurse consultants attend these meetings.