

CHATHAM COUNTY PURCHASING DEPARTMENT
ADDENDUM NO. 1 TO RFP#20-0032-7

FOR: Annual Contract for Worker's Compensation-Third Party Administrator (TPA) Services

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PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

1. **Question:** Ref. page 3 of 38, General Information, and Page 11 of 38, Section 2.18 WBE Participation. Please clarify if there is a participation goal for any such prime contractor for DBE (Disadvantaged) Business Enterprise, MBE (Minority Business Enterprise), WBE (Woman Business Enterprise), or any other qualified minority enterprise. If yes, is it mandatory? If it is required or desired, what is the required or desired percentage of the contract value? The point value for evaluation is noted, but not the percentage goal. What is the required or desired percentage of the contract value? Please confirm that the utilization of a sub-contractor can only be submitted for the scope of service required by the contract, and not for ancillary service providers who do not provide the services within the scope of work in the contract for third party claims administration.
Response: There are no stated goals in this RFP, however, the County strongly encourages the utilization of minority and women business enterprises in Chatham County. We would ask that you show us that you have put forth a good faith, demonstrate a history of using MWBEs on past projects and a healthy utilization of minorities on past projects and a healthy utilization of minorities and women in your current workforce. The fifteen points (15) will be awarded based on your approach and utilization MWBEs both past and present. The sub-contractors must perform a commercially useful function (CUF) as it relates to the scope of work outlined this RFP.
2. **Question:** Who is the current MBE/WBE or other minority enterprises currently used by the incumbent for this contract?
Response: To our knowledge we do not have any MWBE participation on this current contract.
3. **Question:** Ref. page 4 of 38 Section 1.3. How to Submit Proposals - Due to the current situation with COVID-19, it may be difficult to provide hard copy submittals due to unanticipated delivery options, or availability of the County to receive deliveries. Will the County consider electronic submission? Will the County extend the due date.
Response: Due to COVID-19, proposals may be submitted electronic. Hard copies are encouraged. Although building access has been restricted, staff is available during normal work hours to receive proposals. Proposals should be received by the due date/time. The proposal due date/time remains the same.
4. **Question:** Ref. page 9 of 38 Section G. Deductible and Self-Insured Retention: It may not be practicable, possible, or cost-effective to reduce or waive a deductible of the Proposers self-insured retention policies. Will a bond be required, and if so, how much of a bond will the County require?
Response: This cannot be answered until the declaration is made of the deductibles or self-insured retention.

5. **Question:** Ref. page 18 of 38 5.1. Background and Objectives and page 22 of 38. Section 5.7 Data Management. Who is the incumbent? If it is Underwriters Safety and Claims, please confirm Underwriters Safety and Claims has all claims data including open/reopened and closed claims for all the self-insurance claims. If not, please clarify. Please verify all the claims data is on the RiskMaster claim system.
Response: Underwriters Safety and Claims is the incumbent. Their data is on RiskMaster.
6. **Question:** To determine possible data conversion needs, please provide:
- a. **Question:** The bill review company used by the incumbent for the County.
Response: BHN (Bluegrass Health Network)
 - b. **Question:** The medical case management company used by the incumbent for the County.
Response: Not Applicable
 - c. **Question:** The utilization review company used by the incumbent for the County.
Response: BHN
 - d. **Question:** The nurse triage company used by the incumbent for the County.
Response: BHN
 - e. **Question:** The Pharmacy Benefit Management company used by the incumbent for the County.
Response: Preferred Medical Network
 - f. **Question:** The company used by the incumbent for CMS/SCHIP reporting.
Response: The County does not have a preferred vendor. The vendor varies by claim.
 - g. **Question:** Who is the broker for the County?
Response: USI
 - h. **Question:** Does the County currently have any preferred vendors for independent medical evaluations, Medicare set-aside agreements, private investigators, rehabilitation suppliers? If yes, who does the County prefer?
Response: The County does not have any preference.
 - i. **Question:** The claim system used by the incumbent.
Response: RiskMaster
 - j. **Question:** How many authorized Users will the County require for claim system access?
Response: 7-10
7. **Question:** Ref. page 19 of 38, Section 5.2 Chatham County Internal Procedures - Please provide the list of physicians the County currently uses for its traditional panel of physicians?
Response: Worker's Comp. Panel is posted along with the bid document at purchasing.chathamcounty.org.
8. **Question:** Ref. page 19 of 38. Section 5.2 Chatham County Internal Procedures - Does the County have any direct contracts with its panel physicians?
Response: Not at this time, but are exploring the possibilities.
9. **Question:** Ref. page 20 of 38 Claim Experience: - Provide the current total number of open indemnity (Lost Time) claims regardless of the date of injury (or as of 3/31/20) and

the current total number of open Medical Only claims regardless of the date of injury (or as of 3/31/20).

Response: 61 for open indemnity (Lost Time) claims and 33 open Medical Only claims.

10. **Question:** Ref. page 23 of 38 Section 5.9 Financial Management

a. Please provide the County's current annual savings for the last year or the previous 12 months. Please include a summary of:

Response: Responses are for FY2019

b. Total number of bills

Response: 2264

c. Total fee schedule reductions

Response: \$1,176,030

d. Total PPO reductions

Response: \$96,393

e. Total Specialty Bill Review reductions

Response: \$490,096

f. Total fee for fee schedule reductions

Response: \$0

g. Total fees for PPO reductions

Response: 30% below Fee Schedules

h. Total fees for Specialty Review reductions

Response: 30% below Fee Schedules

i. Any other fees associated with medical bill review or any kind of reductions.

Response: None

11. **Question:** Ref. page 17 of 38 4.5.5 Fee Proposal and page 26 of 38 Fee Schedule

a. Section 4.5.5 indicates to quote a lump sum per contract year. Please confirm that includes all pending inventory – “run-off” claims (all open and reopened claims to be transferred to a new TPA).

Response: The request is for a fee for all pending inventory and newly reported claims. There is no need to propose a run-off per claim cost if it is included in your per contract year fee.

b. Section 4.5.5 also indicates to provide a separate quote for a cost per file for run-off claims.

Response: This is to give you the flexibility in your bid. There is no need to bid a run-off per claim cost if it is included in your per contract year quote.

c. Fee Schedule: Items A, B, and E appear to be asking for a cost per file or fee for service; however, the column indicates an Annual Cost. Item F seems to be the annual fee for all run-off and newly reported claims. If line items A, B, E are indeed a quote per file, what is the annual number of claims files the County would like to use for the proposers to indicate an “annual” cost?

Response: If a cost per claim is requested, then a quote for annual cost is not necessary.

d. Item G. Can a proposer quote an hourly rate for Telephonic Case Management? **Response:** No. Per claim only. Approximately how many incidents only are reported for telephonic case management per year?

Response: FY19 = 133. FY20 = 121 TO 3/31/2020. Approximately how many Medical Only are reported per year for medical case management?

Response: FY19 = 153. FY20 = 124 TO 3/31/2020. Approximately how many Lost Time are reported for medical case management per year?

Response: FY 2019 = 19. FY 20 = 9 TO 3/31/2020. Approximately how many 24/7 Nurse Triage calls are reported per year? **Response:** 1 per claim. All claims are reported to the 24/7 Nurse Triage. Other call are received and routed to the telephonic nurse case managers.

e. Item I. Appears to request the cost per file for the Run-off Claims. How does this differ from Item A and B?

Response: If a cost per claim is requested, then a quote for annual cost is not necessary.

12. **Question:** Will you please provide a copy of your most current loss runs in Excel format for at least the last five years? If you are able to break legal out separately, please provide the number of current open Legal, Lost Time and Medical Only claims.

Response: 5 Year Loss History is posted along with the bid document at purchasing.chathamcounty.org. Legal is handled in house by the County Attorney. The County attorney is notified on any letter of representation. Claim are classified by Incident Only, Medical Only, and Lost Time.

13. **Question:** What is your average annual breakdown of claims broken out by claim type (i.e. Medical only, Lost time, Legal, BI, PD, etc.) for at least the past three years?

Response: 5 Year Loss History is posted along with the bid document at purchasing.chathamcounty.org. The averages can be derived from the spreadsheet.

14. **Question:** How many claims does the County currently have open by claim type? If you are able to break legal out separately, please provide the number of open legal, lost time and medical only claims.

Response: See response to Question 9.

15. **Question:** How much has the County spent on Telephonic Case Management in each of the last three years?

Response: FY19 = \$24,300 FY18 = \$41,850 FY17 = \$33,150.

16. **Question:** How much have you spent on Field Case Management in each of the last three years?

Response: Unable to respond. A claim by claim for all open and closed claims for this expense would be needed. Chatham County has very few claims that require Field Case Management.

17. **Question:** Can you either share the contract with Bluegrass Health Network for the nurse triage services, or provide the current pricing?

Response: The current pricing is \$1500 a month. This is for the 24/7 Nurse Triage. This is a separate fee from the telephonic nurse case managers.

18. **Question:** Will electronic or scanned signatures be acceptable for now since we are unable to get original signatures?

Response: Electronic signatures will be acceptable, but the hardcopy original signatures must be mailed to our office.

19. **Question:** Ref. Section 2.10 - Will any GA County business license meet the requirement for licensure in order to contract with Chatham County? "A firm need not have a Chatham County Business License prior to submitting a proposal. However, a license must be obtained by the successful vendor prior to award of contract."

Response: Chatham County honors licenses obtain from other municipalities within Georgia.

20. **Question:** Ref. Section 5.2 – May we have a copy of the Panel of Physicians?

Response: See response to Question 7.

21. **Question:** How many RMIS users will the County need?

Response: 7-10

22. **Question:** Settlements are initiated and negotiated by County Attorney. Does TPA adjuster have a role in partnering with attorney?
Response: Yes
23. **Question:** Can you provide more detailed information regarding medical bills for the calendar year 2019?
Response: See response to Question 10.
24. **Question:** a. What was the total number of bills received?, b. What was the total of all the medical bill charges?, c. What was the recommended payment for these charges?
Response: See response to Question 10.
25. **Question:** Would it be possible to secure a detailed three (3) year loss run?
Response: A 5 year loss run is included in the RFP.
26. **Question:** Ref. Section 5.10 of the RFP, specifically 5.10.2 & 5.10.3 the question appears to be duplicated. Should we remove one sub-section or simply provide the response twice?
Response: Delete the duplicate question.
27. **Question:** Can you supply your annual average Medical Only & Lost Time claims?
Response: A 5 year loss run is attached. The information requested can be derived from the loss run.

**THE PROPOSAL DUE DATE REMAINS 5:00
PM, MAY 14, 2020.**

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

May 5, 2020

DATE



MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY