

CHATHAM COUNTY PURCHASING DEPARTMENT  
ADDENDUM NO. 2 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:**

- Question:** Concerning the TCM services for the County, can you tell us what type of credentials or licenses the person has that is performing this service?  
**Response:** The current is a Registered Nurse.
- Question:** What is the County's RTW policy? Do you have policies in place related to modified duty?  
**Response:** The County's policy is for all injured persons to return to work. The policy of the County is to accommodate all restriction given by the ATP. Based on the restrictions given by the ATP, it may not be possible for a RTW or accommodation.
- Question:** Can you describe your specific expectations regarding service delivery for Telephonic Case Management services?  
**Response:** After the initial call, there is a 24 hour follow-up with the claimant. The nurse assist the adjuster in the handling of the claim to include setting up of appointment, gathering medical records, and reviewing the medical records. The claim is handled cradle to grave. If the claim is reopened after closure, the TCM would resume.
- Question:** What type of files are typically approved for field based Nurse Case Management? Is it only for CAT claims?  
**Response:** Unless it is a CAT claim, most assignments are task assignments.

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

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**PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.**

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May 7, 2020

DATE

  
MARGARET H. JOYNER  
PURCHASING DIRECTOR  
CHATHAM COUNTY