

CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. 1 TO RFP 21-0034-7

FOR: Annual Contract for Health Claims Audit

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

1. **Question:** Ref. Section 4.5.3,B,i,1 – Is a software technology required in order to propose?
Response: Yes, software technology is required.
2. **Question:** Ref. Section 2.18 – We are a WBE. Does that qualify us or do we have to partner with one as well.
Response: M/WBE participation is scored to include local and MWBE firms. It is up to the company on how to propose to maximize the points awarded. See Section 4.5.4 of the RFP.
3. **Question:** Ref. Section 4.2 – What are the titles of those on the evaluating committee?
Response: Occupational Safety Director, Human Resources Director, Benefits Manager, Benefits Analyst, M/WBE Coordinator, Asst. Purchasing Director.
4. **Question:** Ref. Section. 4.5.3, C, iii - Do you mean benchmark against 80 separate auditing clients or just against 80 samples within a project?
Response: Auditing clients
5. **Question:** Ref. Section 5.1 - Is this audit for 100% of 20,204,078 claims? Or just for those not auto adjudicated? What is the percentage of auto adjudicated claims?
Response: We do not have a percentage to share of auto adjudicated claims. We expect a random sample as described - not all the claims.
6. **Question:** Attachment A – is this for the consultant who will specifically be working on the account? We would prefer not to have our individual employees sign this unless awarded.
Response: Attachment A is to be completed by the company submitting the proposal not individual employees.
7. **Question:** Please explain Attachment D? Who needs to sign this? Again, is this for each individual consultant working on the project? Our CEO will sign the majority of attachments....can she sign this one as well?
Response: See response to question 6.
8. **Question:** Who is the incumbent vendor?
Response: Claim Technologies is the incumbent vendor and has held the annual contract for the past five (5) years and there are no limitations to them proposing to this solicitation.
9. **Question:** Have you been happy with the incumbent vendor's performance?
Response: Chatham County has been happy with the vendor's performance. The

services are being solicited since the current contract has reached the end of its term.

10. **Question:** Can the County provide a previous audit report for review?
Response: The County is not providing copies at this time since it contains diagnosis and health related information, but will share previous audits with the successful company once under contract.
11. **Question:** What is the County's budget for the audit?
Response: We are not disclosing that information since the annual budget is determined and approved annually.
12. **Question:** Is the audit expected to be performed on site or is remote an option?
Response: That is up to the carrier, Anthem. They required remote for the 2019 plan year audit.
13. **Question:** What are the prior fees?
Response: We are not disclosing that information at this time since the previous scope of work is different from the scope of work in this solicitation.
14. **Question:** Have you conducted a prescription drug audit previously?
Response: Not in recent years.
15. **Question:** Have there been any findings as a result of prior audits?
Response: Yes, all audits have resulted in findings.
16. **Question:** Will interviews be conducted in-person or remote?
Response: If interviews are deemed necessary, the County will conduct them remotely.
17. **Question:** Ref. Section 4.5.3 B ii – If performing a prescription drug audit, is the expectation to test 100% of drugs processed and confirm pricing guarantees?
Response: Not necessarily – please put forth a fee for the additional services to include a scope and methodology used by your firm for past prescription audits you have performed for clients.
18. **Question:** Ref. Section 4.5.3 Bii – Does the County utilize a Plan Benefit Manager in the administration of the prescription drugs? If so, who is the PBM utilized?
Response: Ingenio, PMB owned by Anthem.
19. **Question:** Ref. Section 2.18 – Will the County accept proposers that are certified MBEs from outside States?
Response: The County accepts proposals from MBEs from outside states.
20. **Question:** Ref. Section 5.3.1 – Does the County have a plan for data transmission? Such as direct integration with the claims adjudication system or some other means for receiving the medical and prescription drug claims?
Response: The County expects the vendor to work with Anthem to secure the data. We will not manage that portion of the project.
21. **Question:** Ref. Section 5.1.2 – Has there been any previous vendors that have performed the health claims audit on behalf of the County for these claims previously?
Response: Yes, an audit has been performed annually since the inception of the plan.
22. **Question:** Ref. Section 5.1.5 – Can the County share data results on the overpayment rate and dollar amount identified as an overpayment paid from this

- previous audit?
- Response:** The County is not sharing that information at this time, but will share data from previous audits with the successful vendor once under contract.
23. **Question:** Does Chatham County already know some of the claim categories they want to target? For example, are there some types of errors in claims payments that they have here observed frequently? If so, can they share those categories?
- Response:** The County does not have specific categories to target.
24. **Question:** When screening for targeted claims, is Chatham County expecting their partner to identify claims that are paid in error? Or, do they want us to screen for claims that our auditors will then check further?
- Response:** Not applicable since no targeted claims.
25. **Question:** Is Chatham County open to collaborating with their selected partner and determining claims to target based on the Summary Plan Descriptions and the experience of our auditors? This would occur during or after the kick off for the audit.
- Response:** Yes, our team will be open to hear the professional suggestions and opinions of the winning bidder.
26. **Question:** Is the primary goal of the electronic screening to recover overpayments? Or, is Chatham County looking to improve the claims-paying process?
- Response:** No, the primary goal is to simply check for accuracy on all levels of adjudication. We also wish to perform fiscal due diligence and seek possible discrepancies in the Anthem Claims payment system vs. our plan design.
27. **Question:** Ref. Section 3.2 – Methodology – This section mentions step two-interviews and site visits may be requested. How will the County handle site visits for any shortlisted firms that are based out of State?
- Response:** As stated in the RFP site visits “may” be requested as part of the interview process. If site visits are deemed necessary then evaluation members will visit a site and follow safety protocol that might be in place.
28. **Question:** Ref. Section 4.5.6 – References – This section is listed as (Section D), should this actually be (Section F)?
- Yes, References should be labeled Section F in your proposal response.
29. **Addition:** Ref. Section 4.5.3, F. Timeline:
1. Please provide a timeline, which begins from the date you will receive medical claims data from Anthem, up to the date you will deliver your final results report to Chatham County. The following milestones must be included in your timeline.
 - a. The date you will provide your random sample audit to Anthem.
 - b. The date you will provide your targeted samples to Anthem.
 - c. The length of time it will take to perform your audit.
 - d. The date you will deliver the final report(s) to the County.
30. **Addition:** Section 4.5.3, B., i., 1., as part of this section; describe how your company has been performing medical audits during the pandemic.


31. **Addition:** Section 4.5.3, B., as part of this section, discuss how your company handles errors when a sample set of claims, which were processed incorrectly, were subsequently correct by the vendor prior to the completion of the audit.
32. **Addition:** Section 4.5.3, B., as part of this section, briefly describe the software technology your company uses to perform audits.

**THE PROPOSAL DUE DATE REMAINS 5:00PM,
APRIL 13, 2021.**

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

April 6, 2021

DATE



MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY