REQUEST FOR PROPOSALS

FOR

FURNISHING AND DELIVERY

OF

GOVERNMENTAL MEDICAL DISABILITY ELIGIBILITY SERVICES

AND OUT OF STATE MEDICAID BILLING

FOR

THE CURATORS OF THE UNIVERSITY OF MISSOURI

ON BEHALF OF

UNIVERSITY OF MISSOURI HEALTH CARE

RFP # 31118

DUE DATE: MAY 12, 2020

TIME: 12:00 PM CDT

THE CURATORS OF THE UNIVERSITY OF MISSOURI

Prepared by:

Kyla Rogers
Sr. Business Services Consultant
University of Missouri Procurement
2910 LeMone Industrial Blvd
Columbia, MO 65201

Date Issued: April 23, 2020
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NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of Early Out Patient Collections Service, RFP #31118 which will be received by the undersigned at University of Missouri Procurement, until May 12, 2020 at 12:00 p.m. The University assumes no responsibility for any vendor’s on-time receipt at the designated location for proposal opening.

Specifications and the conditions of Request for Proposal together with the printed form on which Request for Proposals must be made may be obtained by accessing the following website: http://www.umsystem.edu/ums/fa/procurement/bids or from the Strategic Sourcing Specialist identified within this document.

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

Kyla Rogers
University of Missouri Procurement
2910 LeMone Industrial Blvd
Columbia, Missouri 65201
rogersk@umsystem.edu

All questions regarding the RFP must be received no later than 05 of May, 2020.

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI
Prepared by:
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Sr. Business Services Consultant
University of Missouri Procurement
2910 LeMone Industrial Blvd
Columbia, MO 65201
A. **General Terms and Conditions**

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.

2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.

3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.

4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.

5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose. As long as quality is equal, preference by a differential not to exceed 5% shall be given. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.

6. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days’ notice.

7. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all
subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

8. **Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity as an essential part of the University’s mission and core values. To qualify as a Diverse Supplier, the company must be at least 51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency.

The University of Missouri recognizes the following groups:

- MBE (Minority Owned Business Enterprise)
  - African American
  - Asian American
    - Pacific Asian American
    - Subcontinent Asian American
  - Hispanic American
  - Native American
- WBE (Women Owned Business Enterprise)
- DVBE (Service Disabled Veteran Owned Business Enterprise)
- VBE (Veteran Owned Business Enterprise)
- LGBT (Lesbian, Gay, Bisexual, Transgender)
- DBE (Disadvantaged Business Enterprise)

Tier 2 Diverse Supplier Spending and Reporting: The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers may be asked to submit Tier 2 information with Women and Diverse Owned Companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms on the contract: Direct and Indirect.

- **Direct dollars** – dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.

- **Indirect dollars** – dollars based on a percentage of revenue the University represents to the supplier. An example is as follows:
  1) Supplier’s Total Revenues: $10,000,000
2) Revenues from University $: $4,000,000
3) University % of Total Revenues: 40% (#2 divided by #1)
4) Total MBE Dollars: $150,000
5) Total WBE Dollars: $150,000
6) Total University Attributable MBE $: $60,000 (#3 multiplied by #4)
7) Total University Attributable WBE $: $60,000 (#3 multiplied by #5)
8) Total University Attributable MWBE $: $120,000 (Sum of #6 and #7)
9) University % Attributable Revenue: 3% (#8 divided by #2)

Supplier Diversity Participation Form: If a respondent will be utilizing a diverse supplier as part of this contract, they must indicate their Supplier Diversity participation levels on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers/contractors will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g. quarterly, annually) when business is awarded.

The University will monitor the supplier/contractor’s compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the supplier/contractor’s payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the supplier/contractor from participating in future contracts.

9. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.

10. **Applicable Digital Accessibility Laws and Regulations:** The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy.
Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product’s current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a “roadmap” plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from supplier’s failure to meet WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility.

When installation, configuration, integration, updates, or maintenance are provided, the supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

11. Applicable Health Related Laws and Regulations: If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of MU Health Care, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from
participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

12. **Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

13. **Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.

14. **Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.

15. **Vendor Gifts:** The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee’s, in accordance with University of Missouri Policy #26301, Suppliers.

B. **Instructions to Respondents**

1. **Request for Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at Respondents’ risk. It is the Respondents’ responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.
Any and all communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Request for Proposals:** All Request for Proposals must be submitted electronically to Kyla Rogers rogersk@umsystem.edu. Subject Line: Request for Proposal #31118 for Governmental Medical Disability Eligibility Services and Out of State Medicaid Billing.

To receive consideration, Request for Proposals must be received, electronically, prior to the Proposal due date and time stated in this RFP. It is the respondent’s full responsibility for the actual delivery of Proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor’s expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.
Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. Submission of Proposals: Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted electronically with subject line marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent’s response is exempt from
610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt.

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response in order to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondent's equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful Respondent(s) shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.
The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.

7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.

8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be considered to be net 30 days. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.
For consulting services and/or contract labor services performed for MU Health Care, the hourly rate and the number of hours worked must be included in the agreement and/or on the invoice submitted. Payment will not occur unless this information has been provided.

The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms.

10. **Accounting Practices**: The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.

11. **Debarment and Suspension Certification**: The contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).

12. **Cooperative Purchasing**: The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments, locations and affiliates of the University of Missouri, including MU Health Care.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.
UNIVERSITY OF MISSOURI
DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. OBJECTIVE

The Curators of the University of Missouri, a public organization, propose to contract on behalf of University of Missouri Health Care (hereinafter referred to as “University”) with an organization (hereinafter referred to as "Supplier"), to provide Governmental Medical Disability Eligibility Services and Out of State Medicaid Billing Services as described herein.

2. SCOPE

MU Health Care is seeking proposals from qualified professional firms interested in providing the following: Governmental Medical Disability Eligibility Services and Out of State Medicaid Billing Services.

The University of Missouri Health System, hereafter referred to as UMHS, is requesting proposals from experienced companies qualified to provide potential eligibility determination and application assistance for state Medicaid programs and, federal and state government disability coverage and appeals processing for our patients.

It is important that firms possess successful experience in qualifying eligible people for this insurance. It is also important that they show experience working in similar contract relationships with other health care providers. For the University, in all instances, the initial application process has been done.

Successful experience with working Medicaid appeals is important. Our goal is to award a contract for the services as an outcome of this proposal.

Vendors may be required to provide demo/presentations to the RFP review team the month of June 2020. Once response have been received, opened, and reviewed, invites will be sent to those vendors selected to participate in presentations if required.

3. BACKGROUND UNIVERSITY INFORMATION

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation’s largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.
**MU HEALTH CARE.** As part of the state’s premier academic health system, University of Missouri Health Care offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri’s 114 counties are served by approximately 640 faculty physicians, an additional 200 healthcare providers the full complement of clinical staff includes a total of 6,000 physicians, nurses and health care professionals at MU Health Care. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MU Health Care is a premier destination not only for patients, but also for job seekers.

MU Health Care is comprised of five hospitals: Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center, University Hospital, and Women’s and Children’s Hospital, as well as 58 outpatient clinics. The inpatient hospitals have a combined 595 beds. Affiliates of MU Health Care include Capital Region Medical Center, Columbia Family Medical Group, Columbia Surgical Associates, Health Network of Missouri, MPact Health and Rusk Rehabilitation Center. MU Health Care also partners with Cerner Corporation, a Missouri based supplier of health information technology solutions, services, devices and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves as MUHC’s IT function along with working alongside MUHC clinicians and staff to develop innovative improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances. MU Health Care’s Ellis Fischel Cancer Center is an affiliate of MD Anderson Cancer Network.

MU Health Care is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City).

4. **CONTRACT PERIOD**

The contract period shall be from the date of award for one (1) year with the option by the University to renew for four (4) additional one-year periods. The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in Section 172.250 RS MO. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with thirty (30) days’ notice.

5. **INSTRUCTIONS FOR PROPOSAL RESPONSE**

Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability to meet (and how) the evaluation questions.
Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee that specifications are met. If “no response” or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject vendor’s proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked. These are not valuable in the volume of information the various evaluating teams must review.

Proposals must be submitted in the number and manner as specified below: All submissions are requested via email to Kyla Rogers rogersk@umsystem.edu

Submit two separate emails for each volume listed below, with the subject lines as follows: RFP#31118 Volume 1 and RFP#31118 Volume 2

Volume I – Functional Section must be submitted electronically through email and contain:

- Response to Information for Respondents and General Conditions
- Mandatory Specification with vendor confirmation response
- Desirable Specifications and vendor response
- Vendor related contract that must be signed as part of doing business
- Any additional documentation requested from the University of Missouri Health Care

- **No pricing information should be included in Volume 1.**

Volume II – Financial Section must be submitted electronically through email and contain:

- Authorized Respondent Representation Form
- Request for Proposal Form (Pricing form with any supplemental pricing schedules, if applicable. Also include financial summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.)
- Supplier Diversity Participation Form.
- Supplier Registration Information Form.
- Financial statements that may be required are also to be included in this section.

Respondent must complete and return the University Proposal Form with proposal response. Vendor quote sheets are not acceptable forms of bidding and could cause rejection of response. **All proposals must be submitted electronically via email by volume with the subject lines: Request for Proposal #31118 for Volume 1 and Request for Proposal #31118 for Volume 2.**

Responses to this document must address issues in the order provided. **Please limit your proposal responses to no more than one hundred (100) pages in response to the criteria.**
Note: Any Respondent’s Request for Proposal that makes material modifications to the University’s Terms and Conditions may be found non-responsive, as solely determined by the University.

Confidentiality of Information:
All records received from a Supplier will be deemed public records and presumed to be open. If the supplier submits with the Request for Proposal any information claimed to be exempt under the Revised Statues of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Supplier as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."

6. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL

Respondents must meet the mandatory/limiting criteria to be “qualified” for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to vendors' responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request vendors to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

The University may request vendors selected as finalists to come onsite to the University, at the vendor’s expense, for presentations as part of the RFP selection.

Proposals will be awarded based upon the functional and financial evaluation.

7. INSURANCE REQUIREMENTS

Liability:
The Consultant agrees to define, indemnify, and hold harmless the University, its officers, agents and employees from and against all losses and expenses (including costs and attorney’s fees) resulting from any injury (including death) to any person, or damages to property of others arising out of the acts or omissions of the Consultant, its employees, or agents in performance of the work under this Agreement.
Insurance:
The Consultant shall provide and maintain, during the life of the Agreement, insurance acceptable to the University which will afford protection and coverage in accordance with the requirements set forth below:

Commercial General Liability Coverage comparable to Comprehensive General Liability coverage to protect the Consultant and any Sub-consultant performing work covered by this Agreement from claims for damages for personal injury, bodily injury (including wrongful death), and from claims for property damage which may arise from the operation under the Agreement. The coverage will provide protection for all operations by the Consultant or any Sub-consultant or by anyone directly or indirectly employed by either of them. In addition, the coverage is to include "The Curators of the University of Missouri" as "Additional Insured." The amount of the insurance shall not be less than a minimum of $1,000,000 combined single limit, per occurrence and aggregate, for both bodily injury and property damage combined.

In lieu of the “Additional Insured” endorsement, an Owners-Contractors-Protective policy may be provided evidencing “The Curators of the University of Missouri” as the Named Insured.

Professional Liability Insurance will be provided by the Consultant to cover any claims, including but not limited to errors and omissions, which may arise from the work performed by the Consultant, Sub-consultant, or anyone directly or indirectly employed by them. The coverage provided will not be less than $1,000,000 per occurrence and aggregate.

All insurance shall be procured through agencies and be written by insurance companies which are acceptable to and approved by the University, e.g., all coverage should be placed with Insurance Carriers that are licensed to do business in the State of Missouri as an admitted Carrier and all coverage placed are subject to the University's approval as to form and content, as well as Carrier. All required coverage shall be obtained and paid for by the Consultant.

The Consultant shall furnish the University with certificates, policies or binders which indicate the Consultant and/or the University and other Consultants (where required) are covered by the required insurance showing type, amount, class of operations covered, effective dates and dates of expiration of policies prior to the University issuing a Notice to Proceed.

8. PAYMENT TERMS AND CONDITIONS

Payment in full will be made within thirty (30) days after receiving invoices for good/services rendered as meeting all performance specifications. The University reserves the right to withhold a portion of the payment until the services have been completed. Any different
payment terms desired by the respondent must be clearly stated and may or may not be accepted by the University.

Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be considered to be net 30 days. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solutions that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 10 as opposed to the standard Net 30 terms.

9. BUSINESS ASSOCIATE REQUIREMENTS

If the services requested by the University via this RFP require the respondents to use and/or disclose protected health information (PHI), a “Business Associate” relationship exists. The following 19 identifiers, together or individually, may constitute PHI:

1. Names;
2. All geographic subdivisions smaller than a state (e.g. street address, city, county, precinct, zip code);
3. All dates related to the individual (e.g. date of birth, admission date, discharge date, date of death);
4. Telephone number;
5. Fax number;
6. Electronic mail addresses;
7. Social Security Number (SSN);
8. Medical record number;
9. Health plan numbers;
10. Account numbers;
11. Certificate or license numbers;
12. Vehicle identification/serial numbers, including license plate numbers;
13. Device identification/serial numbers;
14. Universal resource locators (URL’s);
15. Internet protocol (IP) addresses;
16. Biometric identifiers;
17. Full face photographs and comparable images;
18. Genetic information; or
19. Any other unique identifying number, characteristic or code

If a Business Associate relationship is determined to exist, the awarded supplier will be required to sign the University’s Business Associate Agreement at the time of contract execution.

10. SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY PURCHASES

As part of the selection process, Respondents must demonstrate compliance with the security criteria listed in the categories stated on the attached “University of Missouri Information Security Requirements” (ITSQ) spreadsheet by responding in writing to every statement and question. It is the respondent’s responsibility supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. Validation of the answers provided by the respondent may be conducted during the review/assessment process. Any erroneous information could limit the respondent’s ability to finalize implementation of the proposed solution. Please include any security white papers, technical documents, or policies that are applicable. Failure to provide the necessary information to meet the requirements in this section could lead to disqualification.

The University assigns data classification levels (DCL) for all University owned or hosted IT-based systems. This system will have a DCL level of 4. Security requirements for all DCS levels can be found at: https://www.umsystem.edu/ums/is/infosec/classification-device-guidelines. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the supplier to ensure compliance with industry standards and best practices, as well as the requirements of the University’s DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

11. MANDATORY CRITERIA

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all of the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

1. We require that your company be able to provide all aspects of business listed in this request for proposal. Consideration for separate agreements for parts of this proposal will not be entertained. Confirm compliance. Yes_______ or No ______
2. We require your company to have direct State of Missouri, Department of Social Services, Division of Family Support, program and policy experience in all areas of MO HealthNet eligibility, applications, and including the appeals processes. Must have experience with new MAGI guidelines and online application through MEDES. **Confirm compliance.** Yes_______ or No ______

3. We require your company to agree to screen for and pursue federal (SSD/SSI) and MO HealthNet (Medicaid) eligibility of selected University Hospital self-pay and underinsured in-patient and out-patient accounts as requested. One hundred percent of all self-pay or underinsured accounts will not be referred to the vendor. Assistance to patients and/or families includes the logistics of the application process.

University of Missouri Health Care (UMHC) Hospital Facilities for referral may include: University Hospital, MU Psychiatric Center, Missouri Orthopaedic Institute, Ellis Fischel Cancer Center, and Women and Children's Hospital (SSD/SSI application assistance). It is not UMHC’s practice to staff Counselors or Eligibility Staff in our Emergency Departments (ED). Referrals from ED visits are post discharge and part of outpatient referral business.

Estimated monthly hospital referrals placed and average charges per placement as follows:

a. Inpatients (UMHC primary campus): 4,247 inpatient, observation, trauma
b. Outpatient and ED (UMHC primary campus): 4,816.

c. Combined charges for inpatient and outpatient $101,334,107

**Confirm compliance: Yes _____ or No _____

4. We require that your company’s history include at least five (5) years of hospital experience managing eligibility services for MO HealthNet and SSI/SSD. **Confirm compliance: Yes ______ or No ______

5. We require that your company’s history include at least five (5) years of experience in successful representation of Social Security disability/SSI claims at Initial, Reconsideration and Administrative law Judge Hearing Level. **Confirm compliance: Yes ______ or No ______

6. We require that you pursue the denial of benefits through all administrative levels and file Circuit Court appeals when appropriate. **Confirm compliance: Yes ______ or No ______
7. We require that your company have a minimum of three (3) years of experience with billing facility claims to State Medicaid plans other than Missouri. Note: we are only seeking vendor to perform billing/follow-up service. UMHS completes the enrollment packet applications. **Confirm compliance:** Yes _____ or No ______

8. We require that your company has a compliant electronic billing system that meets all EDI and HIPAA standards in which to conduct the out-of-state Medicaid billing process. **Confirm compliance:** Yes _____ or No ______

9. We require that your company's computer capabilities include the ability to send and receive from our SFTP server. **Confirm compliance:** Yes _____ or No ______

10. We require that your company set up each UMHC facility individually, with separate client numbers and provide client specific month end and year-to-date reconciliation. UMHC facilities listed in requirement #3. **Confirm compliance:** Yes _____ or No ______

11. We require that your company provide and be able to receive no later than the 5th day of each month, monthly reconciliation reports in a tab delimited text format. Management reports must minimally include discreet patient identifier, account #, list of pending referrals/accounts, list of awarded claims/accounts and list of referrals closed with reason for closure. **Confirm compliance:** Yes _____ or No ______

12. We require that your company is able to create detailed notes in GE (IDX) University's hospital billing system describing all work effort and activity on each account and follow-up on open accounts a minimum of monthly. **Confirm compliance:** Yes _____ or No ______

13. We will require that your company be able to create detailed notes in Cerner Revenue Manager once UMHS Patient Accounts converts from GE (IDX) to Cerner Revenue Manager. Confirm compliance. Provide current experience in working with the Cerner Revenue Manager system. **Confirm compliance:** Yes _____ or No ______

14. We require that your company agrees not to claim a fee on accounts referred on the file unless an account has been successfully approved and/or successfully appealed and has documented work effort on that account. **Confirm compliance:** Yes _____ or No ______

15. We require that your company agrees to allow UMHC to withdraw files at any time
without cause or reason. **Confirm compliance: Yes _____ or No _____**

16. We require you to agree to allow UMHC to conduct audits of files that have been turned over to you including work that you have performed under this agreement. **Confirm compliance: Yes _____ or No _____**

17. We require the company to be the employer of the staff provided to UMHC, and to be responsible for paying all salaries, assuring that all required deductions from an employee's paycheck (FICA, Federal, State and local taxes) are deposited in accordance with existing laws. **Confirm compliance: Yes _____ or No _____**

18. We require that a personal interview be conducted with the UMHC designated Management team and the on-site designee(s)/prospective agency caseworker and that the assignment of on-site worker must be in mutual agreement between UMHC and your company. The purpose of the interview will be to assess the "fit" of the agency professional with UMHC mission and values. **Confirm compliance: Yes _____ or No _____**

19. We require staff assigned to our facility to successfully complete all vendor staff requirements, including orientation and training in UMHC systems, prior to onsite work with patients. This will be at vendor's expense. **Confirm compliance: Yes _____ or No _____**

20. We require that your employees work with the same confidentiality restrictions that our employees are guided by and sign our confidentiality agreement. **Confirm compliance: Yes _____ or No _____**

21. We require that the agency staff assigned to work on-site be available during normal business days and hours or mutually agreed upon hours that meet patient referral needs. Bedside screening of inpatient referrals expected. Vacations and sick leave must be appropriately and adequately covered. **Confirm compliance: Yes _____ or No _____**

22. We require any company staff assigned to work accounts on site will follow the University's employment policies and procedures, including dress code. **Confirm compliance: Yes _____ or No _____**

23. We require the company to report any relevant staff terminations or any other change in employment status immediately that would require they have access to system terminated. **Confirm compliance: Yes _____ or No _____**
24. We require the company to assign a liaison between University and Contractor for
general communication and to address any difficulties that may arise. **Confirm**
compliance: Yes _____ or No _____

25. We require that at least 50% of your core business is healthcare related. **Confirm**
compliance: Yes _____ or No _____

26. We require that the company has not changed ownership in last twelve (12) month
period. **Confirm compliance:** Yes _____ or No _____

27. We require you to inform us of the details of any suits, and/ or settlements due to suits,
brought upon your company, or principals of your company, by any of your clients within
the last five years. **Confirm compliance:** Yes _____ or No _____

28. We require that you furnish us with references for at least three (3) of your largest active
hospital accounts of which at least one is an academic or Level 3 Trauma Center, three
(3) of your largest hospital accounts for out-of-state Medicaid billing, and three (3) of
your most recent inactive clients, if you have any. State names of clients, location,
contact names, phone numbers, and email addresses. For each category, indicate the
scope of service(s) provided and years of service with the client. **Confirm compliance:**
Yes _____ or No _____

29. We require notification of the following: third party liability, commercial insurance
discoveries, MO HealthNet approvals, rejections and cases being appealed by agreed
upon timelines to Financial Counseling and Hospital Patient Accounts. **Confirm**
compliance: Yes _____ or No _____

30. We require all MO HealthNet eligibility applications taken and supporting documents
obtained by on-site and off-site vendor staff be scanned to GE (IDX) or UMHC's current
registration or patient accounts system. **Confirm compliance:** Yes _____ or No _____

31. We require that your company share all income and resource documentation obtained
from the patient/family through the inpatient, outpatient and offsite referral in Medicaid
application process. This information is needed to help support patient’s eligibility for
financial assistance through UMHC. Describe practices/processes to enable such data
sharing. **Confirm compliance:** Yes _____ or No _____
12. DESIRABLE CRITERIA

It is the Respondent’s responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

**Company Experience and Capacity**

1. It is desirable that company provide high quality references substantiating vendor's ability to perform this work is important. Reference checking from listing of references in the mandatory section will be part of non-financial evaluation and scoring process.

2. It is desirable that your company show evidence of financial stability. Provide copies of audited financial statements or other comparable and equivalent third party documents for the most recent three years that validate financial health of the respondent:

3. It is desirable that your company's history include membership in good standing with the National Association of Disability Representatives and/or National Organization of Social Security Claim Representatives (NOSSOR). List Associations or Organizations you are a member of.

4. List the states in which your company has Medicaid application experience in order to provide out-of-state Medicaid application assistance for inpatients emergently admitted. Out-of-State self-pay volume varies. Estimate average to be two (2) in bed referrals per month. Outpatient referrals for non-MO residents would not occur.

5. It is desirable that UMHC's self-pay accounts converting to Medicaid be enhanced through the assistance of selected vendor. What is the average percent of MO HealthNet applications that your company takes that are approved? Missouri specific data only. Please differentiate by application type if you can (i.e., ADM, Family, MPW).

**Client/Patient Support and Staffing**

1. It is desirable that your company has bi-lingual staffs who communicate in Spanish. Provide the number and percent of staff that are bi-lingual in this language.

2. It is desirable that assigned staff to our facility have successfully completed all vendor staff requirements, including orientation and training in UMHC systems,
within 30 days of contract award. Please provide anticipated start timeframe if awarded the contract.

3. It is desirable that your company has a quality customer service program. Describe your program, including training provided for representatives and evaluation tools to assure positive public relations. Include outline of ongoing education to Customer Service Representatives. Provide hours of operation for customer service department, geographic location and availability of toll free number for business associates.

4. It is desirable that phone calls to your company's Customer Service line be recorded. If recorded, would UMHC be allowed to listen to calls from UMHC referred clients if we so request?

5. It is desirable that your company describe the required minimum qualifications, experience required, training provided, and competency measures utilized to verify caseworker/representative competency assigned to provide eligibility program assistance to our patients. Include processes for on-going education and how staffs are updated on MO HealthNet regulation and policy changes.

6. It is desirable that your company indicate if you have attorneys on staff. If so, please describe what their experience is in working with Medicaid entitlement and appeals.

7. Describe any parts of the eligibility process that you outsource and list all third party vendors/programs that will be utilizing in providing services through this agreement.

8. It is desirable that your company provide assistance and support to a patient for SSI/SSDI eligibility and disability applications. Describe your level of support and assistance for Reconsiderations and Appeals. Please explain both in detail.

9. It is desirable that our patients are made aware of assistance available through your company. Describe your approach to educate and engage patients in the eligibility screening and application process. Please include any client/patient materials used in the Appendix.

10. It is desirable that your company be innovative in assisting the hard to reach and/or resistant patient population. Please provide two examples that highlight your staffs creativity in engaging difficult patient populations including the homeless, chronic disease patients, or those with mental illness.
11. It is desirable that patients referred and accepted are kept informed of application status. Describe your client/patient communication strategies. Include description of how clients/patients in application status are informed of eligibility determination, benefits and rights.

12. It may be desirable that your company provide patients of UMHC added assistance with their MO HealthNet application that is already in pending status. Describe your company process for handling patient interaction and assistance to these patients. Application likely started by either the patient or at previous institution.

13. It is desirable that patient referrals are worked timely. What is your target goal and timeframe to see in-patients referred from time of referral? How successful have you been in meeting this goal?

Process, Functionality and Features

1. It is desirable that your company provide detailed step by step description of your INPATIENT processes used in handling a MO HealthNet Eligibility and Disability (SSI/SSD) inpatient account referred from start to finish. Please include flowcharts and projected timelines/frequency of how you work referrals. Desirability will be based upon most efficient and effective process and which meets organizational needs.

2. It is desirable that your company provide detailed step by step description of your OUTPATIENT off-site processes used in handling a MO HealthNet Eligibility and Disability (SSI/SSD) outpatient account referred from start to finish, including for SSI referrals for neonates. Please include flowcharts and projected timelines/frequency of how you work referrals. Note: Current practices for referrals on outpatient self-pay visits are made post discharge due to volume of canceled/no show visits. Desirability will be based upon most efficient and effective process and which meets organizational needs.

3. It is desirable that your company explain in detail your screening approach for potential eligibility and decision support tools as to whether to accept or decline cases referred, including referrals to assist client/patient with appeal. Include any supporting documents as such as template screening tool, hearing documents, policies, applications and forms as an attachment in the Appendix.

4. It is desirable that your company explain in detail your screening approach for
potential eligibility and decision support tools as to whether to accept or decline emergency Medicaid cases referred. Include any supporting documents as such as template screening tool, hearing documents, policies, applications and forms as an attachment in the Appendix

5. It is desirable that your company provides detailed step by step description of your actual processes in handling an account for the out-of-state Medicaid Billing and Follow Up services, including frequency of follow up and use of Payer websites as a part of your process. Desirability will be based upon "most efficient and effective process."

6. It is desirable for the Out-of-State Medicaid Billing and Follow Up component that your company provide data to support your history of securing reimbursement based upon your first claims submission. Please specify specific state Medicaid plans in your response. Note: the average charges per in-patient claim are $25,000. Out-of-State billing for outpatient visits would not occur; would be for inpatient claims only.

7. It is desirable that your company have sound working knowledge and experience with variety of assistance programs that may help resolve patient’s unpaid accounts. Describe all eligibility programs for which your company has direct experience. Include in your response experience with federal programs, MO State specific programs and community assistance programs in Missouri.

8. It is desirable that the selected Medicaid vendor is able to meet key KPI metrics for Medicaid Eligibility. Please provide the following:

   a. What is your target goal and timeframe for contacting patients referred from time of referral? How successful have you been in meeting this goal?

   b. What is your average "time to resolution" (i.e., time of referral to receipt of payment)?

   c. What is the average turn-around time for state applications?

   d. What is the average turn-around time for federal applications?

   e. Based on what you received from a client in a certain month, what was your success with those accounts?
i. How many patients were seen?

ii. Of the patients seen, how many had an application filed?

iii. How many of those applications were approved for Medicaid?

f. What is the typical volume of self-pay and underinsured referrals made to you are screened in a month per staff assignment?

i. Of the patient volume referred, how many applications did you take?

Of the applications filed?:

   a. How many were approved?
   
   b. How many were denied?
   
   c. What percent of denials are due to verifications required but not provided?
   
   d. What percent of denials are due to patient not meeting eligibility criteria for program enrolled (e.g., deemed not disabled, over resources, over income, etc.)

9. It is desirable that there are no upfront fees for applications or appeal filing, and that there are no travel or incidental fees. Confirm

Data and Reporting:

1. It is desirable that the company has a robust reporting system detailing work effort, outcomes and ROI for all eligibility assistance programs. Please describe reports available. Include samples of reports as attachment in the Appendix.

2. It is desirable that the company has a robust reporting system detailing work efforts for Out-of-State Medicaid billing. Please describe reports available. Include samples of reports as attachment in the Appendix.

3. It is desirable that you furnish and maintain an inventory of letters, documents, etc.
with our hospital's name and address. UMHC would retain the right to approve all correspondence pertaining to our accounts. Please provide sample letters and documents used with clients/patients as an attachment in the Appendix.

4. It is desirable that the company provide at least 100 of their most recent appeal case decisions, including cases that were reversed (approved) and those that had determination was upheld (remained rejected). Do not include cases of claimant withdrawals or cases dismissed (no hearing held). In table format, please provide the Denial Date, Appeal file date, Hearing Determination Date, and Hearing outcome (reversed or upheld).

Implementation:

1. It is desirable that the company awarded the contract be ready to implement in timely manner. Please provide projected implementation timetable and requirements. (Anticipated timeline for award of contract within 60-90 days of RFP deadline)

2. It is desirable that all costs associated with securing vendor to provide eligibility application assistance be disclosed. List and describe any equipment or requirements for successful implementation. Outline your company's process for determining on site and off site staffing needs, if awarded the contract.

3. Provide any additional information you would like us to know about your company and services.
REQUEST FOR PROPOSAL FORM

REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
GOVERNMENTAL MEDICAL DISABILITY ELIGIBILITY SERVICES
AND OUT OF STATE MEDICAID BILLING AND FOLLOW UP SERVICES
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI HEALTH CARE
RFP # 31118
DUE DATE: May 12, 2020
TIME: 12:00 PM CDT

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by the University of Missouri.

Flat fee per unique patient referral (University Hospital and University Physicians combined)$ __________________________

Fee per Out-of-State Medicaid Billing and Follow-up Services $ ______________________

Pricing will remain in effect for the entire contract period.
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<th>Authorized Signature</th>
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<td>Printed Name</td>
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<td>Company Name</td>
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<td>Number of calendar days delivery after receipt of order:</td>
<td>Payment Terms:</td>
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<td>Note: Net 30 is default. Early pay discounts encouraged.</td>
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<td>Select Payment Method:</td>
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<td>Circle one:</td>
<td>Individual</td>
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<td>If a corporation, incorporated under the laws of the State of:</td>
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<tr>
<td>Licensed to do business in the State of Missouri?</td>
<td>yes</td>
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<tr>
<td>Maintain a regular place of business in the State of Missouri?</td>
<td>yes</td>
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This signature sheet must be returned with your proposal.
The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. The University’s Supplier Diversity efforts reflect this mission.

**Tier 2 Supplier Diversity Information** - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- **Direct dollars** - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.

- **Indirect dollars** - based on a percentage of revenue the University represents to the supplier. An example is as follows:
  - Supplier's Total Revenues: $10,000,000
  - Revenues from University $: $ 4,000,000
  - University % of Total Revenues: 40% (#2 divided by #1)
  - Total MBE Dollars $: $ 150,000
  - Total WBE Dollars $: $ 150,000
  - Total University Attributable MBE $: $ 60,000 (#3 multiplied by #4)
  - Total University Attributable WBE $: $ 60,000 (#3 multiplied by #5)
  - Total University Attributable MWBE $: $ 120,000 (Sum of #6 and #7)
  - University % Attributable Revenue: 3% (#8 divided by #2)

1. Does your company have a Supplier Diversity Program? If so, describe efforts your company has made to increase business with Women and Diverse Owned businesses (i.e. does your company have a policy statement, participate in outreach activities, promote diverse firm subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please provide examples (use additional pages if needed): ________________________________

   ________________________________________________________________

   ________________________________________________________________
2. If you are a non-diverse owned company, what percentage of your company's total contracting and procurement spend for the prior year was with Women and Diverse Owned businesses? Are you able to provide this information specific to University of Missouri business?

____________________________________________________________________________

____________________________________________________________________________

3. If you are a non-diverse owned company, complete the following table indicating the percentage your company will subcontract with certified Women and Diverse Owned businesses should your company be the successful bidder. Note: If your company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.

<table>
<thead>
<tr>
<th>Supplier Name</th>
<th>% of Contract</th>
<th>Specify Direct or Indirect</th>
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If there are questions regarding supplier diversity at the University, contact Teresa Vest, vestt@umsystem.edu.

---------------------------THIS FORM MUST BE SUBMITTED WITH THE RESPONSE-------------------------
ATTACHMENT B
SUPPLIER REGISTRATION INFORMATION

Completion of this section is strongly encouraged. Please review and check ALL applicable boxes.

SMALL BUSINESS CONCERN: _____Yes _____No

The term “small business concern” shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means a small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is bidding. We would consider any firm with 500 employees or less a “small business concern”.

WOMAN OWNED BUSINESS (WBE): _____Yes _____No

A woman owned business is defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE): _____Yes _____No

A minority business is defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an X by the appropriate space below.

1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh (A)

2. Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas. (P)

3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa. (B)

4. Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only. (H)

5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part. (N)
A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

VETERAN BUSINESS ENTERPRISE  _____Yes  _____No

SERVICE DISABLED VETERAN BUSINESS ENTERPRISE  _____Yes  _____No

MISSOURI FIRM:  _____Yes  _____No

A Missouri Firm is defined as an organization which has and maintains within the State of Missouri a regular place of business for the transaction of their business.

BUSINESS TYPE:

Manufacturer  _____ (M)
Distributor/Wholesaler  _____ (D)
Manufacturer’s Representative  _____ (F)
Service  _____ (S)
Retail  _____ (R)
Contractor  _____ (C)
Other  _____ (O)

SOLE PROPRIETORSHIP:  _____Yes  _____No

SUPPLIER’S CERTIFICATION:

The undersigned hereby certifies that the foregoing information is a true and correct statement of the facts and agrees to abide by the laws of the State of Missouri and the rules and regulations of the University of Missouri System now in effect including any subsequent revisions thereof. Supplier acknowledges that it is his/her responsibility to keep the information current by notifying the University of Missouri of any changes.

Signature of Person Authorized to Sign this Supplier Registration Information Form

Title:  _______________________________  Date:  ________________

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