ADDENDUM I
DATE: MAY 4, 2020
FOR
REQUEST FOR PROPOSAL # 31118
GOVERNMENTAL MEDICAL DISABILITY ELIGIBILITY SERVICES
AND OUT OF STATE MEDICAID BILLING
DATED: APRIL 23, 2020

The above entitled specifications are modified as follows and except as set forth herein remain unchanged and in full force and effect:

**ALL RESPONSES MUST BE SUBMITTED VIA EMAIL DUE TO REMOTE WORKING DURING COVID-19.**
Please email the responses to rogersk@umsystem.edu.

QUESTIONS AND ANSWERS: The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. All responses are noted below in red.

1. Do you anticipate extending the bid due date?
   a. Not at this time.

2. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?
   a. The Evaluation and Award process is provided in the bid document.

3. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com?
   a. The RFP was publicly posted on the University of Missouri System Procurement-Bids website. https://www.umsystem.edu/ums/fa/procurement/bids

4. Other than your own website, where was this bid posted?
   a. The RFP was only posted by the University on our website.

5. The fee page of the RFP indicates the flat fee per unique patient referral which will include University Hospital and University Physicians combined. The referral volumes provided do not reference physician accounts. Based on patient accounts. University Hospital and University Physician use the same MRN. Unique patient per MRN.
6. Will physician accounts be referred for eligibility enrollment and/or out of state Medicaid billing? If so, please provide physician volumes. Physicians do not bill for out of state Medicaid. Referrals for University Physicians addressed in Q1.

7. Do the volumes provided represent multiple visits per patient or do they represent unique patients? Yes, visits.

8. Please break down the referral volumes by patient type. This has been provided in the RFP page 21. Unable to break down further.

9. Do the volumes provided represent what you are placing with your current vendor? Yes, at the time when RFP was prepared.

10. In reference to question 14, page 22. Will the vendor be able to charge a fee for discovered coverage under the eligibility enrollment program? There should not be cases in which vendor discovers MO Medicaid before MUHC does. MUHC constantly scrubs for existing MO Medicaid. Under the out of state billing program? Insurance discovery for out of state Medicaid is treated differently. MUHC does not always bill for out-of-state Medicaid. Discovery fee eligible only for states in which MUHC has an existing contractual agreement. MUHC has also contracted with other vendor for insurance discovery.

11. In reference to question 14, page 22 does this exclude out of state billing and follow up accounts since the vendor will be billing the state Medicaid Department for payment vs. garnering a Medicaid approval? Medicaid discovery and Medicaid out of state billing treated separately. As noted in Q6, based on whether MUHC has an agreement or not.

12. Is there a balance threshold on eligibility enrollment referrals? Yes. Greater than $0.0

13. Is it the intent of the University for the Eligibility vendor to handle all Medicaid applications such as adding babies to mother’s Medicaid, disability and family track applications? MUHC provides proof of birth directly to FSD. This would not be a vendor responsibility. The intent is to assist primarily with disability and age, blind applications (MHABD). Family Medicaid applications pose less of need as families have avenue to call FSD directly to apply and is a quicker process.

14. Please provide the average number of financial assistance applications completed each month. Financial assistance applications are submitted by patients without/with insurance. Average submissions are 336/month.

15. Are there any offshore restrictions in working the business? Does this apply to non-patient facing functions, i.e. such as clerical, data entry, etc.? Please see item 5 for Preference for Missouri firms. Please see #7 asking vendor to describe any parts of the eligibility process that you outsource and to list all third party vendors/programs that will be utilized in providing services through this agreement.

16. Will the vendor be allowed to work the accounts for 90 days in an effort to make an application during the retro-filing period? Yes
17. In reference to question A.#14 page 8, does a performance bond or unconditional irrevocable letter of credit need to be included with the vendor’s response?
   a. If required, it will be requested once awarded the contract.

18. What items are required as proof of financial stability? Will the last 3 years of audited balance sheet and income statements suffice? As stated in the RFP page 25 #2: provide copies of audited financial statements or other comparable and equivalent third party documents for the most recent three (3) years that validate financial health of the respondent.

19. In reference to question #24, page 24, can the liaison be two different individuals since eligibility enrollment and out of state billing and follow up require two distinct skill sets? Please define your expectations for the role of a liaison. A separate liaison may be provided – one for eligibility enrollment and one for out of state billing and follow-up. Expectations of liaison will be discussed with awardee selected.

20. In reference to question 3, page 26. The questions surrounding the Customer Service Program are typical of a call center environment. Is this in reference to the individuals working from a dialer attempting to contact patients? If not, please define. Please address your response to the question asked. What is your training and how do you evaluate services to assure positive public relations when working an account for MUHC. For patient satisfaction, Customer Service at all levels of services – not just dialer, is imperative.

21. In reference to question 9, page 26. Should all attachments be in an Appendix within each Volume? Provide in Appendix as is applicable and directed in the RFP.

22. In reference to question 10, page 6. Does the Accessibility Conformance Report need to be provided in the vendor’s response or at the time the contract is awarded? Please provide a copy of the Web Content Accessibility Guidelines 2.0 referenced in question 10.
   b. If required, it will be requested once awarded the contract. Please reference the attached link for digital access documentation and policies.
      https://digitalaccess.missouri.edu/policies/

23. Please provide a copy of the University’s BAA. If modifications are desired should a redlined version be included in the vendor’s response?
   c. If awarded the BAA will be provided for review, modification and execution during the contracting process.

24. In reference to question 27, page 24. Do details requiring lawsuits need to be provided with the vendor’s response or at the time the vendor is awarded the contract? This is a required response.

25. Are volumes shown on page 21 #3 disability volumes? Primarily MHABD volumes. Or what do those volumes represent?

26. Are those volumes shown on page 21 #3 annual volumes or monthly volumes? Rolling volume. Not monthly
27. Please confirm the percent of all self-pay or underinsured accounts volumes that will be referred to the vendor. Page 21, #3. Volumes listed was a snap shot in time. Overall, referrals are based on patient volume and needs of patient.

28. Please provide volumes with Dollar and number of accounts by facility. Data requested is not available.
   a. ER, OBS, OP, IP
   b. HB v PB

29. Please define coverage expectations as described on Page 23, #21. On-site coverage assistance. Normal business days and hours are Monday – Friday, 8AM-5PM, except MU stated Holidays

30. Are you currently using a vendor for these services? Yes. What is the hand-off process and backlog volumes? No backlog.

31. What is the day of placement (1st placement or 2nd placement?). Yes, there would be 1st and 2nd placement files. Unclear as to what vendor is asking regard to day of placement. Please be more specific in your question.

32. What is the number of current staff (hospital or vendor) working the project? Cannot provide current staffing of current vendor.

33. What facilities require onsite staffing? University Hospital / Ellis Fischel Cancer Center

34. Please provide an ATB for previous 12 months. Vendor needs to be define ATB. No acronyms please to assure no misunderstanding of question.

35. What are the current KPIs utilized? Medicaid conversion. Going forward additional KPIs will be required by MUHC leadership.

36. What is the current enrollment status with out of state Medicaid payers? IL, IA, OK

37. What are your billing thresholds? Response pending from hospital billing department

38. What are your enrollment thresholds? Response pending from hospital billing department


40. What is the current hospital system utilized? Current registration system is GE/IDX with conversion to Cerner Registration late 2020.

41. Does the work include HB and PB? I am assuming HB means Hospital based and PB means Physician based. Need vendor to define before can appropriately respond.

42. Please confirm that you will provide the Board of Directors information (i.e. DOB, SSN, as required by state). I do not understand the question as it pertains to PHI and the Board of
Directors Information. The on-site or other vendor approved staff will be granted access to registration system with access to demographic information on record for the patient.

43. Does the University of Missouri have an internal team that completes Medicaid applications on-site? MUHC has Financial Counselors that may also assist with Medicaid application if need be in order to best serve our patients.

44. Does the University of Missouri currently partner with another vendor for Eligibility Services? If so, who is the incumbent? Yes, have a current vendor. Will not disclose

45. Is the University of Missouri seeking a secondary eligibility partnership? University of Missouri is seeking a company to provide assistance and support to our patients for SSI/SSDI and disability applications as well as MHABD application assistance.

46. Will the selected vendor process applications that the hospital staff has obtained on-site? Not sure I understand question or intent of question.

47. Are there Medicaid MO HealthNet workers located onsite at the hospitals? No

48. What is the expected monthly placement volume to the vendor broken out by IP, OP, OBS? Placement volumes will vary based on our patient volumes and needs of our patients.

49. What qualifies as a placement? Self-pay, underinsured

50. Are you requiring local vendor support? On-site required as noted in RFP

51. Are you considering an alpha split of accounts for multiple vendors? Only one vendor will be selected

52. Will the selected vendor screen patients onsite for disability and/or another program? Yes for MHABD and SSI/SSDI. MUHC cannot enroll patients in Marketplace plans per Proposition E if that is the intent of question regarding “or another program”.

53. How many workstations are available onsite for vendor employees at each hospital? Primary workstation for onsite is at University Hospital/Ellis Fischel Cancer Center. Currently have one office with two workstations.

54. How many governmental medical disability eligibility specialists are currently working onsite? None

55. Will the selected vendors be required to obtain retro Medicaid authorizations? Requirements are as noted in RFP

56. How many client users will be accessing the screening tool? Only one vendor will be awarded

57. For OOS Medicaid Billing, what is:
   a. Average monthly placement $ Response pending from billing department
   b. Monthly account placement # Response pending from billing department
   c. Average age of account being placed Response pending from billing department
   d. Payor mix by State Response pending from billing department
58. Please list reasons why UMHC would withdraw files at any time without cause or reason. As noted in RFP, no cause or reason needed.

59. Regarding question #4, is this regarding eligibility enrollment services or the billing of OOS Medicaid accounts? Does not pertain to OOS billing Medicaid.

   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).

60. Can you provide the last 12 months of volume for Out of State Medicaid Payors?
   e. # of accounts and dollars associated Response pending from hospital billing department

61. If Out of State Medicaid is Secondary to Medicaid can you provide that volume? This question does not make sense. Can only have one state Medicaid plan at a time.

62. What states are you currently enrolled in? IL, IA, OK

63. Will you provide access to print medical records? Awarded vendor staff will have view access to patient electronic medical record

64. Do you anticipate placing a backlog of Out of State Medicaid accounts and if so can you provide that volume and aging? No

65. How is Out of State Medicaid currently being worked? Do you utilize a vendor? Yes

66. What is the enrollment process for admitting/attending physician associated with the hospital claims? University Physicians do not bill out-of-state Medicaid

67. As this is an electronic-only response submission, do you require separate Volumes 1 and 2 (Technical and Financial) in different files, or may the RFP be submitted in a single file?
   f. 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.