

**Questions re: Grady Health System Request for Proposal # 090221M
posted 03/26/10**

- Question: Within the scope of this project is the billing for ambulance services part of the requirements?
- Answer: No
- Question: In order for us to prepare a cost proposal we would need certain financial information regarding the proposed 60 provider physician billing.
 - Volume by specialty
 - Providers by specialty
 - Charges, payments and adjustments by specialty
 - Overall Payer MixOf the 60 providers referenced in the RFP document, how many are attending physicians, residents, NP/PA physician extenders?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Is the primary goal within this RFP to outsource the entire billing process for all primary care physician clinics? How many physician clinics are included in this RFP? Please provide a breakout of the number of patient visits by clinic location, by month, by provider of care (physician) by type of service and by payor.
- Answer: Yes. Summary information regarding clinic/service types and numbers of physicians is included later in this posting. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: What data would be uploaded and to what system(s)?
- Answer: All data necessary for the selected vendor to accurately bill the professional component for patients' accounts from their system will be forwarded daily.
- Question: "Vendor must have a viable solution for electronic transfer, interface reconciliation, and tracking of charge and demographic data, and files to and from the hospital based information system to the physician billing system. Solution must include a charge tracking and data quality assurance program."

Can you elaborate further on this request?

- Answer: The selected vendor will own a system capable of handling these types of transactions, based on the data received from Grady Health System to accurately bill the professional component of patients' accounts. All work by the selected vendor will be completed out of their system.
- Question: What are 18D and 7M records?
- Answer: These are file format types that we will expect the selected vendor to use when they return data to GHS for upload back into our system.
- Question: Other than Siemens and EPIC demographic interface, are there any other systems that will need interfacing (i.e. EMR, RIS, Dictation to systems, etc.)?
- Answer:
- Question: How many locations and staff per location will need access to our software system? Is internet access available from each location?
- Answer: A few key personnel will require access to the vendor's system, for management and account review purposes. All daily work will be done by the selected vendor in their system.
- Question: Where will the clinics enter the demographic information (into Siemens/Epic) or our practice management system?
- Answer: Demographic information will be registered in GHS' patient accounting system.
- Question: Is your professional billing currently outsourced and if so, will this company be responsible for a work down of aged receivables?
- Answer: Yes. The current vendor will work down the assigned receivables for a pre-determined period of time; upon termination of that phase, the remaining receivables will be assigned to the new vendor for continued resolution.
- Question: Will there be a designated Grady Health System liaison to work directly with the chosen billing vendor?
- Answer: Yes.

- Question: Will Grady Health System be utilizing our Appointment Scheduling module? If so, how many locations and concurrent licenses will be needed? (assuming that connectivity will be through the internet?)
- Answer: It is not Grady's intention to utilize the selected vendor's system for daily activity.
- Question: Will any locations need view access to our practice management system? If so, how many at each location (assuming connectivity is through the internet?)
- Answer: See previously asked and answered question.
- Question: Will there be connectivity from provider / staff homes?
- Answer: No
- Question: Will there be any dental or chiropractic billing required?
- Answer: No
- Question: What is Grady Health System's timeline for a decision on the vendor choice?
- Answer: We expect to notify the selected vendor of their award by the end of May 2010.
- Question: Is the average monthly referral gross or net?
- Answer: Gross
- Question: If gross, what is the avg. deduction from revenue?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: What is patient mix?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical

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- Question: Is there an ATB available (financial classes, #'s of accounts, \$\$?)
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- Question: Is there an existing A/R file that will be referred for follow up?
- Answer: The current vendor will work down the assigned receivables for a pre-determined period of time; upon termination of that phase, the remaining receivables will be assigned to the new vendor for continued resolution.
- Question: What is the decision date for selecting a vendor?
- Answer: See previously asked and answered question.
- Question: Will there be one vendor selected, or multiple vendors?
- Answer: One vendor will be selected.
- Question: Is this work currently outsourced?
 - a. If yes, is it one or more than one vendor?
 - b. What contingency fee are the vendor(s) charging Grady?
 - c. When do their contract(s) expire?
- Answer: Yes, the work is currently outsourced to one vendor. The specific fee with that vendor is not a factor in the responses to this RFP. The exact termination date of that contract is under review at this time.
- Question: What is the average monthly cash collection for these accounts?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.

- Question: Will we be permitted to use Grady's existing eligibility vendor? If yes, is there a fee?
- Answer: We are unable to determine the relevance of this question in relation to the scope of work explicitly described in the RFP.
- Question: If selected vendor is to use Grady's eligibility vendor, what is monthly volume?
- Answer: We are unable to determine the relevance of this question in relation to the scope of work explicitly described in the RFP.
- Question: Cash Receipts: how are receipts separated at present? Are funds being comingled?
- Answer: At this time, all funds related to Grady patient accounts go through one lockbox.
- Question: What is volume of misapplied funds at present?
- Answer: We are unable to determine the relevance of this question in relation to the scope of work explicitly described in the RFP.
- Question: Are account numbers different for physician accounts vs. hospital accounts?
- Answer: The professional component of patients' accounts is not entered into Grady's system.
- Question: Regarding assigned accounts, will you provide a ratio of Pure Self Pay vs. Balance After Insurance?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Will you provide a 12 month collection history by payer? If not available, could you provide a 12 month cash history?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical

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- Question: Will you provide Self Pay billing requirements and volumes as a percentage of overall assignments?
- Answer: Balances that are due from the patient will be handled through another vendor and separately from the scope of this project.
- Question: Will current staffing levels by department and an overview of current processes by department be provided?
- Answer: No
- Question: Is off-shoring allowed for any component of requested services?
- Answer: Each proposed delivery solution will be evaluated on its own merit, based on the expected efficiency, effectiveness and anticipated return on the investment. GHS will not exclude any proposal based on the inclusion of an off-shoring component.
- Question: How many staff FTE's (business office) will Grady retain and what functions will they perform?
- Answer: GHS will be outsourcing the entire physician's billing operation.
- Question: Will a list of approved EOP vendors be supplied?
- Answer: We are unable to determine the exact nature of this question.
- Question: Would you please provide the practice entities and the specialties that they perform services in for the 60 providers?
- Answer: See previously asked and answered question.
- Question: Would you please provide the number of providers in each of the practices with the specialty?
- Answer: See previously asked and answered question.
- Question: Please provide any details of the credentialing that would be expected in this agreement for the physicians and assistant providers.

- Answer: All necessary requirements for submission and maintenance of credentials of GHS physicians and assistant providers are within scope of this proposal.
- Question: Would you please provide a copy of the Standard Fee Schedule?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Would you please provide a list of participating insurance carriers and reimbursement rates if possible?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: What is the NCR by payer by month for 2009 including the formula that is utilized to calculate the NCR.
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Would you please provide a current Accounts Receivable Summary Aging by Financial Class and aging buckets?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Would you please provide a copy of Charges (by Date of Service) by Financial Class for 2009?

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- Question: Would you please provide CPT4 volumes by Financial Class POSTED for CY 2009?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Would you please provide current Bad Debt Writeoff policies for the organization?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Please provide any interface specifications for the current Seimens System.
- Answer: See previously asked and answered question.
- Question: Please provide any interface specifications for the future EPIC Patient Accounting System.
- Answer: See previously asked and answered question.
- Question: Will the new vendor be required to work old A/R or just new A/R once the contract has been awarded?
- Answer: See previously asked and answered question.
- Question: Please provide if applicable the data warehouse specifications you currently use.
- Answer: This information is not applicable.

- Question: Please provide any specifications you have with external collection agencies used.
- Answer: We are unable to determine the exact nature of this question.
- Question: What is the dollar amount collected on the \$1,117,838.84 in average monthly claim charges?
- Answer: Information needed to create a preliminary cost proposal is available in summary format later in this posting. The selected vendor will have the opportunity to receive more detailed information necessary to produce a more firm price after the initial award has been made. Please note the historical information is only representative of 54 of the 135 total billable providers this RFP scope encompasses.
- Question: Please provide a list of specialties for which billing services would be performed.
- Answer: See previously asked and answered question.
- Question: Please provide your current Payor Mix.
- Answer: See previously asked and answered question.
- Question: List all specialty physician types included in this RFP or affected by this RFP?
- Answer: See previously asked and answered question.
- Question: Average Monthly Cash Collections for all 1500 Billing under this RFP?
- Answer: See previously asked and answered question.
- Question: Once Third-Party insurance is collected, does the Proposer collect patient responsibility?
- Answer: See previously asked and answered question.
- Question: What is the name of the company that was awarded this contract after the previous RFP submission?
- Answer: See previously asked and answered question.

