

The additional information provided in this document serves as a response to questions posed by prospective responders to RFP# 090251M- Seimens Legacy Account Workdown.

The expectations regarding the following items were clearly addressed in the RFP, and will not be answered in this document:

- Equal Opportunity Plan
- Office space available for on-site staff
- Evaluation criteria (the weight assigned to each component will not be published)
- Reporting

This RFP pertains strictly to third party balances on the hospital's accounts, and GHS anticipates awarding this business to one vendor. Any responsibility due from the patient will be handled by our existing self pay vendor, and consequently, not within the scope of work for this RFP. Professional billing is also excluded from the scope of work. All summary balances in the Exhibits are gross, debit balances aged from date of service; contractuals are posted at the time of payment. The small balance write off is \$24.99. The following is a list of financial class names and descriptions:

Financial Class
A- Champus
C- Commercial
H- HMO/PPO
I- Medicaid
J- Medicaid Managed Care
K- Blue Cross
L- Auto (old FC)
M- Medicare
S- Special Claims
V- Auto (new FC)
W- Work Comp

A recovery by financial class for the past years has been attached as additional information that can be used in drafting your proposal.

The scope of assigned accounts for the selected vendor is limited to those accounts currently being worked by GHS staff, and specifically excludes accounts currently with another third party collections vendor. However, there are accounts in the anticipated placement that have been with a vendor at one point in time. The volume of these accounts is unknown, but should be minimal. Vendors that move successfully through the down-selection process will have the opportunity to refine their proposals based on more detailed ATB data provided at a later date.

Grady Health System will convert to the new HIS system on November 1, 2010. It is expected that Seimens Invision will remain active for approximately 18-24 months, however, that timeline is subject to change. The billing system in use is ePremis and will remain in use after the conversion to Epic. Our current clean claim rate is approximately 55%. ChartScan, a document imaging system, was implemented in February 2010 and contains some remittance, correspondence and insurance information. There will be timelines and performance metrics established for each placement of accounts, which will be determined by GHS upon award and revalidated throughout the engagement. Dates and volumes of the expected placements are subject to change, based on a variety of factors, and the selected vendor will be kept abreast of developments throughout the engagement. The GHS system will be the system of record. For the purposes of this RFP award process, all responses should be limited to the scope and schedule given.

The selected vendor will be expected to complete all work on the assigned accounts (billing, follow-up, etc.) from their systems, based on information from data uploads, as stated in Section 4-A, Scope of Services. As such, files containing documentation of the collections activity entered into the vendor's system is expected to be provided for upload into GHS' system of record, as well as those for claims submitted directly from the vendor's billing system. Direct access to Invision is expected to be restricted to the limited number of staff the selected vendor may place onsite. Access to supporting documentation necessary to complete activity related to account resolution will be provided (i.e. contract matrices, EOBs, scanned documents). GHS currently uses neither a contract management system, nor a denial management system. The selected vendor is not expected to perform coding activity on in-house, DNFB or rebilled claims. In the event coding reviews and corrections are necessary, claims will be forwarded back to the hospital for appropriate handling. Upon resolution of the outstanding issue, the vendor will be notified as to the required next steps for resolution.

All payments received on claims for accounts assigned to the selected vendor will be processed and posted through GHS' lockbox and posting procedures. The responsibility for posting all cash, denials, errors and charge transactions will reside with GHS. Transaction detail identifying payment and adjustment activity will be a component of the daily data files transmitted to the vendor, which is expected to be utilized for account balance updates and reconciliation, as well as invoicing. The selected vendor will be expected to produce a monthly invoice, with account-level detail as supporting documentation. Upon validation of the invoice, it will be approved and forwarded to Accounts Payable for processing.

Grady will have IT support available to facilitate data file transfers and to rectify any issues with the secure FTP site established for transfer of PHI. Reports the selected vendor requires, other than those necessary for reconciliation, will be discussed on an as-needed basis.