

VENDOR QUESTIONS PART III

Hollis Cobb.

1. Regarding the Epic Outsource Agreement, we have an Executed Epic Schedule for each Epic client. Is this what you are looking for? **Yes**

2. What kind of documentation are you looking for that demonstrates eligibility verification experience? **Best practices and workflow to identify insurance the hospital missed.** We have a list of our applications and the training documents showing what our staff goes through before working in our eligibility department.

Hexaware

Section 2:

Project Overview: What is an “alpha split”. **A – L and M – Z** Will GHS retain three supplier for small balance and another three for bad debt? Or is the intent to retain three firms who will each handle 1/3 of the combined volume? **One vendor for small balances, two vendors for bad debt – Alpha split, and one vendor for bad debt second placement.**

Section 3 Requirement 3:

Why is Grady requesting an Epic Outsourcing Agreement? This is not a technical requirement to access Epic systems. In addition to Epic, what other systems will the supplier have to interface with? **3M – Documents, ClaimSource – Claims/Billing,**

Section 4-A:

Will each vendor (3 for small balance, and 3 for bad debt) each receive a 1/3 share of the total placement volume? If not, how will the split be determined? **One vendor for small balances, two vendors for bad debt – Alpha split, and one vendor for bad debt second placement.**

Will each supplier receive the same aging cut? **Yes**

How will the accounts be segregated for each supplier? **One vendor for small balances, two vendors for bad debt – Alpha split, and one vendor for bad debt second placement.**

Is there any clean up volume that will be processed in addition to the small balance accounts listed on page 5. **Probably**

What is the ongoing placement volume for 2019 and value of the small balance program for 2019?

What is the expected forecast for the annual placement for 2020 and 2021?

What is the current aging of the Grand Total amounts for small balance shown on page 5?

Please clarify section 4-A(2). Conflicting information on cycle length (ninety v. 244). **90 days from initial bill date for Small Balance referral and 120 days after initial billing for self-pay accounts (Bad debt placement).** Are balances less than \$200 or some smaller amount included (e.g. \$25). **Small balance insurance accounts with account balances from \$25.00 to \$2,500.00**

Section 4-B(3)(d)

Must all collectors for small balance be licensed attorneys? Clarify what role attorneys are expected to play in small balance recovery. **No**

Section 4-C (2.11)

What facilities will require an on-site Supplier representative to be present on a full-time basis? If less than full time, how many hours per week will the on-site representative be required, and at which facilities. Please clearly indicate the total number of on-site representatives that will be required and work locations. **On-site not required**

Are there any restrictions on where the suppliers project resources (collector FTEs) can be located? **On-site not required**

Section 4-C (after 3.17)

Is Grady requesting that copies of these reports be included in the RFP response or are these a listing of required reports that supplier must produce? **Provide a sample of these type reports in your RFP response.**

Section 4-D

What is the notice period for supplier and GHS with respect to termination? **90 days**

Meduit

Small Balance Related Questions

1. Can we have an aged trial balance to determine the volume of accounts and dollars by aging category? **Yes**
2. Are there patient responsibility balances still classified as insurance in the placement volumes? **Probably**
3. Is the estimated annual placement volume gross or net? **Net**
4. If gross, what is the average cash to charge ratio (a/k/a deduction to revenue, contractual adjustment percentages).
5. Is secondary billing included? **Yes**
6. If so, are the secondary claims placed at 90 days from final bill or 90 from last (secondary) claim date? **Placed at 90 days after secondary claim bill date.**

Bad Debt Related Questions

1. What will happen to existing inventory placed at your current vendor (s)? **Will go through our current Bad debt cycle**
2. Can we get a current copy of your registration/consent form? **Yes**
3. Do you allow credit reporting? **Yes**
4. The RFP states bad debt business will be split among three vendors. Is there a possibility that this could be reduced to two vendors rather than three? **Two vendors for bad debt – Alpha split, and one vendor for bad debt second placement.**