1. In regards to the Phase One requirements, what would the Georgia licensed attorney be doing for the Small Balance AR scope of the RFP? Not required
2. Our organization has a Georgia licensed attorney available via a verbal commitment for Bad Debt Collection services. Would this be acceptable to GHS or is an established agreement with the Georgia licensed attorney be a requirement for this qualification criteria? Yes
3. We have several Small Balance AR and overall AR client references throughout the US that would speak to our 40+ years of expertise and proven client and patient-centric approach. Would GHS accept 3 references that show our ability to provide these services without one being in the Georgia/Southeast region? Yes
4. We have nationally-based bad debt collection clients that we have over 20 years’ experience collecting on patient accounts within the state of Georgia. Would GHS accept references for national-based clients that are headquartered outside of Georgia, but our organization collects on patient accounts within the state of Georgia? Yes
5. We have established Diverse Supplier Subcontractors via verbal commitments. Would this be acceptable to GHS or is an established agreement required? Complete section 7 in its entirety. Will discuss at the appropriate phase of RFP review.
6. Will the contract include previous outstanding AR? (Is there a current backlog?) Probably
7. What Clearinghouse do you utilize? ClaimSource
8. Is there any coding tasks or responsibility to be included in proposal? No
9. What is current patient access process? (i.e. verification of insurance.) Clarify – Insurance verification occurs at the time of scheduling, or arrival by asking the patient for coverage information and by verifying that coverage using the Real-Time Eligibility tool in Epic.
10. Would client consider a contract arrangement with current office staff? Clarify
11. What is the expectation for onsite meetings? Quarterly on-site meeting and Monthly remote (Conference Call)
12. Do you currently have a process or method in place to identify underpaid claims? Yes Do you load contracted payer rates within the system? Yes
13. What is your current days outstanding? Overall, By payer 47 Days
14. What is your reason for outsourcing small balance AR? Comparing the market
15. What is your current priority or number one initiative for your revenue cycle? Collection and Reducing AR
16. What is your insurance eligibility confirmation process? How do you confirm coverage currently? Experian and eScan eligibility search
17. What is your pre-authorization process? To date, third party payer prior authorizations are handled internally. Additionally, we have contracted with an authorization vendor to assist with this process who will onboarding in the very near future.
18. What is your current insurance claim process? Bill insurance accounts via ClaimSource
19. Other than your system claim edits, what other claim edit processes do you follow?
   Payor delivered claims scrubber edits
20. What is your current denial management and unpaid claim follow-up process? Industry Standards
21. What payers do you struggle with the most? Blue Cross, United Healthcare and
22. What is your percent of outstanding claims over 90 days? 35%
23. Are there SLA’s for the small balance third party project? Yes
24. What imaging system do you use? 3M
25. How many billing staff do you currently have handling the business to be outsourced?
   Currently outsourced
26. Is there a current vendor working the specific project in the RFP? Yes
27. Can you provide a summary ATB for the small balance by payer? Data not easily assessable at this time.
28. Who is your largest Commercial payer? Blue Cross
29. What is the timely filing limits of your highest commercial payers? 120 days
30. Is there a low balance threshold of accounts to be placed? Yes, account balances at $25.00
31. Can we get the current 12 month liquidations for both Small Balance and Bad Debt self-pay products?
32. Is liquidity data available by Hospital, Physician, Nursing Home, and EMS? Yes, by hospital and physician
33. Will the collection firm receive fee credit for payments from insurance found by the collection firm? Flat fee of $100.00 for locating insurance on bad debt accounts that are within timely filing.
34. Is there any data available for the average balance by guarantor vs. by account? Data not easily assessable at this time.
35. Please provide more information as to the requirements and responsibilities of the on-site customer service representative. On-site not required
36. Are there any minimum Service Level Agreements with the exception of letters which are outlined? For Bad Debt - Minimum of 2 calls and minimum of two statements
37. There is a requirement to “collect patient payments under the Hospital established merchant identification.” Can you please provide more information as to this program and its purpose?
38. Do you currently have a different fee structure for accounts placed with an attorney? No
39. Are there any limitation on the minimum or maximum number of suits which may be filed by an attorney? No
40. Is there an extended placement period if an account is forwarded to any attorney’s office? Yes
41. Are there preset criteria for accounts that would be referred for legal placements? Minimum average balances etc.? No