

Response to Questions on RFI: AE-091-2020 Accounts Receivable Solutions Services

1. What is your current PAS and version?

a. If multiple please be specific on number and type.

All UC Health locations are on Epic. Specific versions will be provided if/when we proceed to an RFP.

2. Does scope of work include historical/backlog inventory?

The current scope of work is as stated in the RFI document; additional scope (backlog) is not planned at this time.

3. Does your current PAS allow for vendor codes/indicators?

This information will be provided if/when we proceed to an RFP.

4. Are there any manual processes or steps that will require additional touches to resolve an account?

It is possible that account follow-up could require additional manual processes or steps to resolve.

5. Do you plan to convert to another system within the next year?

This information will be provided if/when we proceed to an RFP.

6. Do you have the ability to automate files using SFTP protocols?

This information will be provided if/when we proceed to an RFP.

7. Does the hospital handle both institutional and professional claims?

The current RFI is for hospital billing only.

8. What is the current scrubber being used today?

Multiple claims management solutions are in place across UC Health; this information will be provided if/when we proceed to an RFP.

9. Can your PAS accept a Notes file?

This information will be provided if/when we proceed to an RFP.

10. Will we have access to print medical records?

If access is necessary to complete the scope of work as specified in the RFI, this can be considered pending local approval.

11. Any know payer issues/contracting problems that are causing underpayments on accounts?

This information will be provided if/when we proceed to an RFP.

12. Are credit balances in scope?

The current scope of work is as stated in the RFI document; credit balances are not currently included.

13. Are any payors out of scope?

a. Workers Comp?

b. Auto?

c. VA?

d. Self-Pay?

- e. Out of State Medicaid?
 - i. Provider Enrollment process?

The current scope of work is as stated in the RFI document; all payer categories are currently included for consideration.

14. Will we be responsible for secondary billing or rebilling?

As stated in the RFI, this rebilling of corrected claims may be a necessary function.

15. At what age would accounts be placed?

Accounts are assigned once "resolved" (i.e. a determination has been made that no additional follow-up activity is required on the account); the age of accounts varies.

16. How many team members are currently assigned to this scope of work either internally or with a vendor?

This information will be provided if/when we proceed to an RFP.

17. How long will we have to work the accounts?

This information will be provided if/when we proceed to an RFP.

18. Balance thresholds?

This information will be provided if/when we proceed to an RFP.

19. What is your small balance write off amount?

This information will be provided if/when we proceed to an RFP.

20. We will need an ATB to price. Any issue with getting the data that we need to be aware of?

This information will be provided if/when we proceed to an RFP.

21. What contract management solution do you utilize?

Multiple contract management solutions are in place across UC Health; this information will be provided if/when we proceed to an RFP.

22. Are accounts prorated at time of billing? So is the AR netted down already?

This information will be provided if/when we proceed to an RFP.

23. What is your gross to net %?

This information will be provided if/when we proceed to an RFP.

24. How are series accounts handled? Are they assigned one account number or does the patient have a new account for each date of service?

This information will be provided if/when we proceed to an RFP.

25. Are payer contract rates the same across all facilities?

This information will be provided if/when we proceed to an RFP.

26. What are the top 3 things you hope to accomplish by releasing this RFI?

The objectives of the RFI are as stated in the RFI document. The Regents of the University of California is requesting information to gain familiarity with the current market for Accounts Receivable Solutions Services and to gather information in a formal, structured, and comparable way.

27. Are there vendors currently performing the outsourced services on behalf of UCH outlined in this RFI?

Yes.

28. Are there any projects that UCH foresees bidding out in the 1st half of 2021? If so, what are those services, and can volumes be shared that encompass those services?

This information is not relevant to the current RFI.

29. In the case of an RFP or Opportunity, what level of detailed volume and cash collections data will be provided to vendors in order to provide project specific pricing proposals?

Upon progression to an RFP, UC Health will evaluate requests for detailed volume and cash collections data and provide responses as appropriate.

30. Are there any specific State requirements, licenses, registrations, etc. that are required prior to winning any opportunities with UCH?

This information will be provided if/when we proceed to an RFP.

31. What entities are involved in this RFP (clinics, hospitals, physician groups)?

Covered entities within this RFI are listed on page 5 of the RFI document.

32. Depending on the type of engagement, would the supplemental use of offshore resources be acceptable to UCH?

UC Health policies on resourcing would apply. This information will be provided if/when we proceed to an RFP.

The following questions will help us build a pricing model for UCH.

Please use the data provided in the RFI to provide the best estimate for pricing services. Rates provided can appear as a percentage of collections or based on transaction volume; exact dollar amounts are not required at this stage.

33. Commercial Aged Collections - Do you have a current vendor and protocol in place for this? Can you share potential outsourced volumes specific to Commercial aged collections, for example; aging at placement, balance limitations (i.e balances below \$4,000), volume of placements per month/year, cash collections for existing project per month/year, etc.?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

34. Government Aged Collections - Do you have a current vendor and protocol in place for this? Can you share potential outsourced volumes specific to Government Aged Collection, for example; aging at placement, volume of placements per month/year, cash collections for existing project per month/year, etc.?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

35. Zero Balance Audit Review - Do you have a current vendor and protocol in place for this? Can you share potential outsourced volumes specific to Zero Balance Audit Review, for example; aging at placement, volume of placements per month/year, cash collections for existing project per month/year, etc.?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

36. Workers Compensation Post Billing Follow-up - Do you have a current vendor and protocol in place for this? Can you share potential outsourced volumes specific to Workers Compensation Post Billing Follow-up, for example; aging at placement, volume of placements per month/year, cash collections for existing project per month/year, etc.?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

37. Workers Compensation Lien Filing - Do you have a current vendor and protocol in place for this? Can you share potential outsourced volumes specific to Workers Compensation Lien Filing, for example; aging at placement, number of cases, etc.?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

38. 2nd Level Appeals - Are these specifically Clinical Second level appeals? For Commercial? For Medicare?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.

39. Provider Enrollment – Is this Payer Enrollment for the UCH Medical Group?

Refer to the above - Please use the data provided in the RFI to provide the best estimate for pricing services.