



STATE OF TENNESSEE
DEPARTMENT OF HEALTH

**REQUEST FOR PROPOSALS # 34360-83421
AMENDMENT # 1
FOR MEDICAL CLAIMS CLEARINGHOUSE**

DATE: August 25, 2021

RFP # 34360-83421 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		August 2, 2021
2. Disability Accommodation Request Deadline	2:00 p.m.	August 5, 2021
3. Pre-response Conference	9:00 a.m.	August 6, 2021
4. Notice of Intent to Respond Deadline	2:00 p.m.	August 9, 2021
5. Written "Questions & Comments" Deadline	2:00 p.m.	August 16, 2021
6. State Response to Written "Questions & Comments"		August 25, 2021
7. Response Deadline	2:00 p.m.	September 8, 2021
8. State Completion of Technical Response Evaluations		September 14, 2021
9. State Opening & Scoring of Cost Proposals	9:00 a.m.	September 15, 2021
10. Negotiations		September 15-September 20, 2021
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 20, 2021
12. End of Open File Period		September 27, 2021
13. State sends contract to Contractor for signature		September 28, 2021
14. Contractor Signature Deadline	2:00 p.m.	September 29, 2021

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
RFP Section 1.1.	2	1 How many claims sources will Contractor need to connect to? What are the sources? Will Contractor need to exchange claims related data with any other TN systems?	Tennessee Medicaid currently has 4 separate MCOs consisting of BlueCare, Amerigroup and United Health Care and DentaQuest. There is also a pharmaceutical agent, which is currently not being used, that may be used in the future - Magellan. Medicare and private insurances. We currently have approximately 500 different companies we send claims to for processing.
RFP Section 1.1.	2	2 What insurance companies will be receiving claims from Contractor? Can you provide names and historic or projected annual volumes?	<p>Medicaid Tennessee BlueCare TennCare Select: 4,029 - 36.10%</p> <p>United Healthcare Community Plan (Tennessee): 2,679 - 24.00%</p> <p>Amerigroup: 2,424 - 21.70%</p> <p>BCBS Tennessee: 1,230 - 11.00%</p> <p>Cigna: 301 - 2.70%</p> <p>Aetna: 102 - 0.90%</p> <p>Humana: 46 - 0.40%</p> <p>Tricare East: 44 - 0.40%</p> <p>UnitedHealthcare (UHS UnitedHealthcare Integrated Shared Services): 42 - 0.40%</p> <p>Other: 252 - 2</p> <p>Total: 11,149</p> <p>The above represents claims submitted for July 2021. The first 3 are Medicaid plans. We also had about 50 claims that we do not have an EDI connection with that paper claims were printed and mailed to those carriers. Currently Dental claims are submitted thru a website and are also not included in this total. There are an estimated 400 dental claims per month.</p>
RFP Section 1.1.	2	3 What are the established claim edits that claims will need to be reviewed and filtered against? Can you provide detailed information or a reference that we can review?	National Correct Coding Initiative Edits (NCCI edits and ADA Dental Claim guidelines).

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
RFP Section 1.1.2.	2	4 Can you please provide more information on what this statement means: "The total estimated liability of this contract shall be Three Hundred and Fifty Thousand Dollars (\$350,000.00)." Is this the anticipated fees that the State expects to pay a Contractor for these services- annually? For the entire 5-year contract period? Or is it in reference to something else?	The estimated liability for the duration of the contract is \$755,000.00. This will be amended and corrected in the RFP document.
RFP Section 2.1.	6	5 If the expected Contractor signature date is September 29, 2021, when is the start date for the expected period of performance?	The start date will be October 1, 2021.
Pro Forma Section A.4.f.	3	6 Does this description refer to providing a web interface that a user will manually enter data and submit an eligibility request, that then the contractor will transform into a x12 270 request -> send to the payer, and return the human readable response in the same web interface that can be printed? The reference to x12 transactions when this did not read that they would be sent or consumed by the entity's system was not clear.	We would like to have an eligibility and benefits section within the system that access insurance plans that are currently used and insurance plans that could be add. We need a response from the company that would list coverage information based on the patient information and our site and NPI that we submit to determine if the patient is covered for services.
Pro Forma Section A.4.g.	3	7 What claim format will the state be sending (x12 5010) from their billing system? What billing system is currently being used?	ASCX12N 837P, 837I and 837D version 5010 and NCPDP The system currently in place is Patient Tracking Billing information System called PTBMIS.
Pro Forma Section A.4.i.	4	8 What does "return claims" refer to? Do you mean make available a response file that states that the claim was rejected or make these rejections viewable via a web interfaces?	A claim that does not pass the scrubbing edits that the clearinghouse has in place or a claim that has been rejected by the insurance company to which it was submitted.
Pro Forma Section A.4.l.	4	9 Does this refer to creating secondary claims on behalf of the state outside of their billing system or accepting secondary claims?	Creating a secondary claim to be submitted.

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Pro Forma Section A.4.n.3	5	10 Is the expectation that all claim corrections will be made within Clearinghouse or via the state's billing system?	Yes
Pro Forma Section A.4.n.3.3	5	11 What are the "other error status" expected not covered in 1,2 above?	Rejected claims that cannot be corrected and resubmitted within the clearinghouse
Pro Forma Section A.4.p.	5	12 What level necessitates this in-person training? Example new fields/reports or major functionality changes? Many advanced software solutions, especially web based, often release at least once a month.	New releases, New functionality and at the beginning general training on the functions of the software
Pro Forma Section A.4.p	5	13 The RFP states there will be "face to face instruction on a quarterly basis at one of the State's Regional Health Offices and web-based instruction." Will virtual training be considered as a substitution to in-person training?	Yes
Pro Forma Section A.4.p	5	14 In person training: Is the onsite quarterly training clause in the contract non-negotiable?	No, Adjustments will be made due to safety concerns if needed.
Pro Forma Section A.4.p	5	15 In person training: Will there be exceptions to in person training if needed, e.g. future travel restrictions for safety due to Covid-19?	Safety is always top priority. These meetings can be held via Microsoft Teams meeting due to the current environment. As the environment changes at least on meeting in person a year.
RFP Cost Proposal 6.3.	28	16 Are the evaluation factors contained in Attachment 6.3 Cost Proposal & Scoring Guide projected volumes for the EDI transactions (claims; member eligibility verification; member benefit plan and coverage verification; and automatic creation of secondary claim and submission to Payer(s)) and claim edit work to be done? If not, can you please give us weekly, monthly, annual projected volumes for contract years 1-5 for each of the EDI transactions and claim edit work to be done?	Yes, those are estimates based on past years.

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Pro Forma Section D.5.	12	17 Termination for Convenience: Is the Term for Convenience clause in the contract non-negotiable?	See Sections 5.2.3 and 5.3.5 of the RFP
		18 Is there an incumbent for this effort? If so, who is it? Will incumbent be permitted to bid?	This is subject to the Open Records Act. A request will have to be submitted in order to obtain this information. Anyone interested in submitting a bid for these services can submit a response.
		19 Will the contract be awarded to a single vendor or multiple vendors?	Single vendor
		20 Our Company's typical pricing model is to charge by tax id, not by volume or provider. How many individual entities with their own tax id's be submitting transactions under this contract?	Only one tax ID will be used but our offices are separated and set up by individual NPIs.

3. **Delete RFP section 1.1.2. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

1.1.2. The total estimated liability of this contract shall be Seven Hundred and Fifty-Five Thousand Dollars (\$755,000.00).

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.