

Addendum No. 1 to RFP #21-56



**CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR**

To: All Parties on Record with the City of Somerville as Holding **RFP #21-56**
Medicaid Billing & Collection Services

From: Thupten Chukhatsang, Procurement Analyst

Date: 3/11/2021

Re: Questions & Answers

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Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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Questions & Answers:

1. Who is the incumbent?
Public Consulting Group, Inc.
2. What is the contract amount with the incumbent?
The actual amount paid to the incumbent is based on the contingency percentage which was 3.95%.
3. What is the business reason for posting this RFP now?
The previous contract has expired and the City is posting this RFP to renew the contract.
4. What are the challenges that your city hopes to resolve with this engagement?
Not applicable.
5. What are the pain points with the current processes and services?
No pain points with the incumbent. Connecting with participants is a point of pain.
6. What are the specific improvements your city would like the next contractor to bring to your processes and services?
Not applicable.
7. What is the budget range that has been established for the duration of this engagement?
Not applicable.
8. Is this opportunity to be funded with Federal monies?
No.
9. If so, will any federal responsibilities convey to the awardee?
Not applicable.
10. May this work be completed 100% remotely?
Yes.
11. What is the existing software system currently being used by the Somerville Public Schools Special Education Department?
Not Applicable.
12. Whether companies from Outside USA can apply for this? (like, from India or Canada)
We do not restrict companies from other countries from submitting a proposal. However, please review the specifications, qualifications and the logistics that are required to determine if it is worthwhile for you.
13. Whether we need to come over there for meetings? The work can be done remotely.
The work can be done remotely. However, please review the specifications in detail to determine if you are able to meet the requirements of the RFP.

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14. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

While we do not restrict the work to the USA specifically, it is for the proposers to assess their abilities and qualifications as required by the project. Please read the RFP's requirements.

15. Can we submit the proposals via email?

No. This is a formal public RFP process and emailing a proposal will not meet the compliance requirements. Please read the RFP for what is available as a means of proposal submission.

16. Would a fixed price option per case be considered instead of a contingency percentage % pricing?

After careful consideration, the City feels that is better for the City to keep the pricing as a contingency percentage. Additionally, defining what a per case basis is unclear and may cause more confusion than necessary.

Additional reasons why the proposed pricing methodology (contingency/%) works best for cities/towns in Massachusetts, including Somerville:

- By applying a contingency based payment methodology, this helps make sure that the focus is on all allowable reimbursement
- Also enables the focus to be on the total amount of reimbursement that Somerville receives
- Reduces the risk to Somerville of incurring vendor fees if reimbursement declines
- A per 'case' basis would not allow for payment for quarterly Administrative claims
- A per 'case' basis would not allow for payment for annual cost reconciliation claim

17. Are all past due accounts being worked on and what is percentage of successful recovery? How much is written off as bad debt?

This is not for direct service billing. There is no recovery of fees. This is done in partnership with the State of MA as a random time study. Eligible staff is placed in the random time study and they are called periodically and must complete a survey. This data is aggregated with data from across the state and funds are distributed based on work. The link below from the State will explain the process:

<https://www.mass.gov/doc/lea-rmts-coordinator-guide-for-random-moment-time-study-rmts-0/download>

18. What is the current volume of students receiving medical services? Are services provided during the summer session?

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Somerville currently has ~1,070 special education students. Yes, services are provided during the summer. Please refer to State link provided above..

19. What is the current breakdown of services provided by volume?

The table below shows the total services prescribed via IEPs

Related Service	Amount of Students
ABA	237
Counseling	2,782
OT	1,407
PT	447
Speech/Language	2,339

20. Are the services listed all school based?

Yes.

21. How many providers are currently rendering services? Are they all included in the RMTS Direct Service pools?

There are 51 participants currently on Somerville's RMTS Roster.

22. Does the City of Somerville expect to bill third party payers other than Masshealth? If so, please provide the list of payers the City is currently enrolled and the current payor mix percentages or revenue by payer for the last fiscal year?

Only if opportunity becomes available in Massachusetts.

23. Does the City of Somerville capture IEP information in its current systems or does it expect bidders to provide a solution specific to IEP to enable entry, collection and reporting of IEP data?

IEP Information is currently captured in current systems.

24. Is the City of Somerville providing services to non-IEP students?

Yes.

25. Does the City of Somerville's current Special Education system(s) maintain signed parental consent data, IEP or treatment plans, service delivery detail including service codes/names provided, clinician information including licensure), service duration? If not, what are the current processes for obtaining this information and how will it be provided or accessible by the Bidder?

Yes.

26. Does the city of Somerville also want interested bidders to compile and submit AAC Claims? Can the City provide AAC quarterly or annual revenue for the past fiscal year?

Yes.

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FY	AC \$	AC Dates
FY20	\$ 45,371.70	12/31/2019
	\$ 23,466.31	9/30/2019
	\$ 133,123.20	6/30/2019
	\$ 67,033.91	3/31/2019
	\$ 268,995.12	

27. Does the City of Somerville want bidders to provide/conduct its Medicaid eligibility matches?

Yes.

28. Please clarify bullets 8 and 9 of the proposal requirements. Does the City of Somerville intend the bidder to operate the billing and collections through the term of the contract on or about 3/31/2024 or to transfer the responsibility within 12 months from the contract start date or at the term of contract in 2024?

The City expects the contractor to operate data collection processes and billing and collections system through the end of the contract term. The contractor is also supposed to prepare for potential transfer of the operation of the data collection processes and billing and collections system prior to the end of the contract term.

29. Would the City of Somerville consider a licensing/access fee to Bidder's system over ownership?

N/A. This is a State agreement.

30. With regards to financial standing, would a letter of good standing by a certified public accountant be an acceptable format to confirm financial stability?

The City will accept a letter from a CPA, specifying that the company is financially stable and in good standing. However, the selected contractor will also need to get a Certificate of Good Standing from the Secretary of the Commonwealth or the State of Incorporation.

31. Under quality requirements, it states that the bidder has successful experience in at least 3 cities or school systems – Is this a mandatory requirement? In other words, are we disqualified if we have many, many years working Ma Medicaid and working with community health centers but had zero contracts directly with a MA school system?

The Quality Requirements are a mandatory minimum set of requirements. You may be disqualified if you do not have the minimum requirements. In this case, the minimum is for 3 City or 3 School systems.

32. Please list all payors that you are currently credentialed with.

This is a Random Moment Time Study with the State of Massachusetts.

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33. Please list all payors that you would like to get added and credentialed with.
N/A
34. Do you have a policies and procedure manual for the entire process related to the collection, submission, and follow-up to applications as well as processing and obtaining reimbursements? If so, please share this document. The Commonwealth provides a manual governing the program. This is available on line. See guidance from State.
<https://www.mass.gov/doc/lea-rmts-coordinator-guide-for-random-moment-time-study-rmts-0/download>
35. Please share what parts of your existing process are working well.
Responsiveness of contractor, quick follow-up when a random moment is missed.
36. Please share what parts of your existing process is a major pain-point and needs significant improvement
Connection with participants.
37. What designation does the Health and School Departments have? How are they organized as an entity?
The City of Somerville is the municipal entity. The Health and School Departments are departments of the City of Somerville.
38. Do they have one NPI number or separate NPI numbers?
One (1)
39. Are they organized as a community health center? Public health center? Standard medical practice?
None of the above. This is with School Staff conducting services.
40. How many Health and School Departments are there within the City of Somerville that participates with the services for which the contractor will seek Medicaid reimbursements.
One (1)
41. What is the status of Accounts Receivable? Please break down by buckets (<30 days, 31-60 days, etc) and please also break out aged A/R by payors
This program only allows a 90 day billing cycle, so AR is minimal.
42. 2020 total volume of claims
3,421 claims.
43. 2020 total amount of revenue/ net collections
\$346,512.79
44. 2020 Payer Mix Breakdown by percentage of total claims and 2020 Payer Mix Breakdown by total net collections
100% Medicaid
45. 2021 total projected volume of claims

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N/A

46.2021 total projected amount of revenue / net collections
~\$700,000

47. How is the current claims process currently getting completed – in-house staff, outsourced or hybrid? If outsourced or hybrid, who is the current vendor and what fees is the City of Somerville paying for the services?
Outsourced. This RFP is seeking to hire this vendor. The current vendor is Public Consulting Group, Inc. and their contingency fee is 3.95%.

48. Please provide a list of the top 10 CPT codes for 2020, preferably as a total # used in claims and a total dollar amount collected per CPT code.

N/A

49. Names for all software systems currently in place which are required to be used by the contractor to perform the required scope of work as described in the RFP. Please also specify if these systems are server or cloud-based systems

The Commonwealth provides a manual governing the program. This is available on line. See guidance from State via the link:

<https://www.mass.gov/doc/lea-rmts-coordinator-guide-for-random-moment-time-study-rmts-0/download>

50. Please share the application which the contractor will be responsible for submitting for the Health and School Departments.

See guidance from State.

51. Please share all existing training documents that are related to the scope of work – training for providers, administration, etc.

See guidance from State.

52. Please specify all training that the contractor would be responsible for and if this training can be done remotely or in-person. Is it done as a group or by individual?

See guidance from State.

53. Is the project solely for provided services to manage the process and program - essentially become the RMTS Coordinator? or do you also need the contractor to process the claims and obtain reimbursement payments from the Payors?

Mostly coordination and supporting the billing process. We do not process individual claims.