



February 13, 2020

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Quotes (RFQ) for Insurance Claim Review and Audit Services, bid number 2020-02-CL. Material in this Amendment supersedes any contradictory material in the RFQ.

Please note that the due date for the submission of bids remains unchanged.

All bids are due 2/20/20, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink, appearing to read "Vincent Ginardi", is written over a faint, light blue circular watermark.

Vincent Ginardi
Contract Management Specialist 2

Insurance Claim Review and Audit Services

RFQ # 2020-02-IT

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Company	Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
Drone of Arc	1	N/A	N/a	I am looking to see if you use drones for insurance for inspection, underwriting, or disaster.	Drones are not a part of the audit services we seek.
Habanero	2	1 of 9	2. PURPOSE OF THIS REQUEST FOR QUOTES (RFQ) 3. CONTRACT TERMS & APPROVAL	Is the \$500,000 total value per each of two award issued, or per the overall procurement?	The total value of the sum of the resulting contracts cannot exceed \$500,000.
Habanero	3	6 of 9	12. TECHNICAL SPECIFICATIONS	Is this work being performed currently? If so, who is doing it and is the contract eligible for renewal? How many FTE's currently perform the work? Please provide some history on any concerns or challenges the Fund has experienced in the past.	Yes, the work is currently being performed. There are two expiring contracts. New contracts will be issued. FTE's are estimated to be 2-3 FTEs per bidder. Turnaround time has been an area of concern with past audits.
Habanero	4	6 of 9	12. TECHNICAL SPECIFICATIONS	What is NYSIF's goals for this work? Compliance? Cost savings? Identification of problem areas? Supplemental services not provided by the current vendor? Audit of TPA's work?	The focus is overall quality control, with an added focus on proper reserving and effective/ proactive claims management.
Habanero	5	6 of 9	12. TECHNICAL SPECIFICATIONS	Is there an audit plan currently in place, or will the contractor develop one?	There is an audit plan in place.
Habanero	6	6 of 9	12. TECHNICAL SPECIFICATIONS	Is there a current workflow or protocol documented and expected to be followed?	Yes, the workflow involves the winning bidder receiving a spreadsheet populated with data on claims to be reviewed. They will be granted access to electronic claim files and provided best practices/ procedures. Reserve recommendations and comments are to added to the spreadsheet by winning bidder after review of claim. Narrative claim summaries will also be required, as well as audit summary reports. Samples shall be provided to winning bidders.

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Habanero	7	6 of 9	12. TECHNICAL SPECIFICATIONS	What is the list of data elements that will be provided on the spreadsheet, and the data elements that will be updated by the contractor?	Basic identifiers, such as: Name, DOB, Carrier Case Number, WCB Number, along with payment and reserve data shall be provided. Contractor shall update spreadsheet to reflect incurred values and their recommendations post review.
Habanero	8	6 of 9	12. TECHNICAL SPECIFICATIONS	How many FTE's are estimated to perform the work?	Estimated to be 2-3 FTE per award
Habanero	9	6 of 9	12. TECHNICAL SPECIFICATIONS	How many TPA's could be expected to be included in this project? Does each TPA have its own system?	We expect audits for 2 TPAs. Yes, they have their own Claims System.
Habanero	10	6 of 9	12. TECHNICAL SPECIFICATIONS	What level of training or competence is required to utilize the TPA's web based claims program?	2-3 hours if the auditor is not familiar w/ the system.
Habanero	11	6 of 9	12. TECHNICAL SPECIFICATIONS	Is a copy of the TPA's "Best Practices" Manual available to bidders?	Awarded bidders shall receive "Best Practices", along with other relevant procedures pursuant to their assignment.
Habanero	12	6 of 9	12. TECHNICAL SPECIFICATIONS	Are there any specific software licensing requirements, outside of the MicroSoft Office Suite, to perform the work? For example, is 3M EAPG/DRG grouper software required for facility based claims?	3M EAPG/DRG grouper software is not required. No special software licenses are required. Awarded bidder must have WCB ecase access and internet/ web-browsing software.
Habanero	13	6 of 9	12. TECHNICAL SPECIFICATIONS	The words claim and case appear to be used interchangeably. How is a claim/case defined? Is it all services provided to a patient? All services performed by a provider? Individual services/claim lines? What are the average number of charge lines per case/claim?	The terms are often used interchangeably, but specifically, a "claim" is an action brought by an injured worker against the employer. A "case" generally refers to the facts, material, and work product related to the claim. The services subject to audit are the performed by the TPA, as the <i>administrator</i> . Unsure what is meant by "charge lines". Proposals are to include hourly rate.
Habanero	14	6 of 9	12. TECHNICAL SPECIFICATIONS	Will the work include validation of CPT, HCPCS, ICD 9 and 10 diagnoses coding?	No
Habanero	15	6 of 9	12. TECHNICAL SPECIFICATIONS	What types of services are included in the audit (claim types, bill types, etc.)?	Lost Time Claims

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Habanero	16	6 of 9	12. TECHNICAL SPECIFICATIONS	What are the expected volumes? Is there a backlog? If there is a backlog, how far back do the dates of service go?	An audit request will typically include 200-350 claims. "Backlog" is not a factor. Claim dates range from about 1-10 years.
Habanero	17	6 of 9	12. TECHNICAL SPECIFICATIONS	What is the expected turnaround time for cases?	50 claims reviewed - 2-3 weeks, depending on the complexity.
Habanero	18	6 of 9	12. TECHNICAL SPECIFICATIONS	Are all communications and data exchanges expected to be electronic, or will the contractor need to fax, shred, utilize regular/express mail postage, or otherwise manage paper data?	Electronic only.
Habanero	19	6 of 9	12. TECHNICAL SPECIFICATIONS	Will there be an expectation of extrapolating the impact of all claims reviewed to the universe of claims, for example, by fiscal year or TPA or type of service?	No
Habanero	20	6 of 9	12. TECHNICAL SPECIFICATIONS	What activities in addition to the claims audits are anticipated, such as presentations, special reporting, etc?	No presentations required. Awarded bidder will complete a spreadsheet; prepare narrative claims summary for each claim reviewed; prepare a narrative report inclusive of overall findings and recommendations and; visit claim files after a period of weeks to verify that recommendations are placed in claim file and acted upon by the TPA.
Habanero	21	6 of 9	12. TECHNICAL SPECIFICATIONS	Is any travel anticipated to perform the work?	No
Habanero	22	6 of 9	12. TECHNICAL SPECIFICATIONS	How are "red flag" situations addressed (meaning, situations that are not within the scope of the contract but that warrant escalation/disclosure to NYSIF)?	Red Flag issues shall be documented in an email and sent to a designated NYSIF staff member.

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Habanero	23	3 of 9	7. INSURANCE REQUIREMENTS	It does not appear that automobile use is required to perform the contract duties. Is there an opportunity to waive the Comprehensive Business Automobile Liability Insurance requirement?	If applicable, this criteria can be discussed with the awarded bidder in contract negotiations.
Habanero	24	N/A	N/a	Please clarify that the overall objective is to audit medical claims from medical providers (as opposed to a finance based audit).	The claims subject to audit are workers compensation claims that have indemnity and medical components.
Insurance Consulting Expertise	25		6 Vendor's Responsibility	Is travel needed to fulfill the vendor's responsibilities?	No
Insurance Consulting Expertise	26	4	Insurance Requirements	If travel is minimal or not required to fulfill the vendor's responsibilities, will NYSIF waive the insurance requirement for comprehensive business automobile liability insurance?	If applicable, this criteria can be discussed with the awarded bidder in contract negotiations.

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Insurance Consulting Expertise	27	4	Insurance Requirements	I am a sole proprietor (with no employees) who performs claims audits almost entirely online. I do not own a commercial vehicle, and therefore, do not have a commercial business automobile liability insurance policy. The commercial general liability policy with a \$2,000,000 policy limit includes coverage for hired and non-owned automobile liability. I have a personal automobile insurance policy with a \$1,000,000 policy limit and a personal umbrella insurance binder with an additional \$1,000,000, policy limit. The State Insurance Fund can be named as an additional insured to my personal automobile policy. Will this (in addition to the other insurance coverages listed) fulfill your insurance requirements?	If applicable, this criteria can be discussed with the awarded bidder in contract negotiations.
The Jenkins Agency, Inc.		1	2. Purpose of this Request for Quotes	Are you limiting your selection to Small Business and MWBE Business domiciled in NY state only? Will you consider bids from MWBE and Small Businesses outside of NY state?	Vendors must be a NYS certified MWBE or SDVOB in order to be considered.
The Jenkins Agency, Inc.		6	12. Technical Specifications, Vendor's Responsibility, 1st bullet	Are you seeking a claims adjuster for WC claims or audit of the TPA's recommendations and payments of claims. Recommendations from the auditor would require the adjustment of claims. Please clarify what you are looking for here.	Awarded bidder will be auditing WC claims which are administer
The Jenkins Agency, Inc.			General Question	How many claims do you anticipate for the audit? Are you looking for an audit of open and closed?	Audit assignments typically include 200-350 claims.

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The Jenkins Agency, Inc.			General Question	What is the timeframe for the audit?	Estimated turnaround time to be 3-4 months for an assignment of 200-350 claims.
Mazars			Section 2 - Purpose of this Request for Quotes (RFQ)	Is it a requirement that the bidder must be recognised as either 1) a minority or women owned business as per Article 15a of the New York State Executive law; or 2) a service disabled veteran owned business?	This procurement is limited to New York State Certified SDVOB and MWBE firms.
Mazars			Section 12 - Technical Specifications	Are both Worker's Compensation claims and Disability Benefits claims in scope for review?	No, just workers' compensation claims.
Mazars			Section 12 - Technical Specifications	Is there a single TPA providing services for both Worker's Compensation and Disability Benefit products?	2 TPAs; only workers' compensation claims.
Mazars			Section 12 - Technical Specifications	Are the claims in scope for audit pre-selected by NYSIF, or would NYSIF require the bidder to select a statistically relevant sample across the various claim categories, sub-categories and status in the claim life-cycle?	Claims shall be pre-selected by NYSIF.
Mazars			Section 12 - Technical Specifications	We noticed in the 2017 RFQ for Insurance Claim Review/Audit services there was an indication that approximately 1,200 claims were required for review within the contracted period. Is there any indication you are able to disclose as to how many claims may be in scope for this RFQ?	We anticipate roughly the same number.
Mazars			Section 12 - Technical Specifications	Will the bidder be required to perform on site testing of internal processes, systems and controls of the TPA(s)?	No
Mazars			Section 12 - Technical Specifications	Will the bidder be able to have direct communication with the TPA(s)?	Yes, if necessary, but at NYSIF's discretion

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Mazars			Section 3 - Contract Terms and Approval	In this 5 year engagement is the expectation to perform cyclical audits?	No