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October 6, 2021

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Specialized Workers' Compensation Claims Services, bid number #2021-16-INS. Material in this Amendment supersedes any contradictory material in the RFP.

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

All bids are due October 14, 2021, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in cursive script that reads "Megan McClune".

Megan McClune
Contract Management Specialist 2

Specialized Workers' Compensation Claims Services

RFP #2021-16-INS

Amendment 1

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1			Does NYSIF utilize a risk transfer solution to an outcome for Catastrophic Cases for Workers Compensation	NYSIF has used a variety of pricing structures including fee for service and guaranteed outcome.
2			Will the chosen vendor for Catastrophic Case Management for Workers Compensation pay all the medical bills.	This would not be a requirement.
3			What is the volume of New Catastrophic Workers Compensation cases NYSIF manages annually.	NYSIF estimates 50 to 100 new catastrophic referrals per annum. Note, no amount of work is guaranteed.
4			Does NYSIF have Cat Claims in states other than NY	Yes, this would be an infrequent occurrence. Some catastrophic claimants participate in inpatient rehabilitation out of state.
5	16	Section 2.1 2.B.ii.4	If FROI is rejected by NYSIF and returned to vendor, how long before FROI should be resubmitted with correct information?	As soon as possible, but may be dependent on the agreed upon data exchange schedule.
6	16	Section 2.1	Does NYSIF require FROI file encryption even when using a Secure FTP site?	Yes. NYSIF requires FROI file being encrypted using an agreed upon encryption methodology even when using a Secure FTP site.
7	11	Section 1.7 overview	The RFP reads that this service will occur "as needed", does this mean NYSIF will not publicize the FROI Toll Free Number to its insureds?	The number(s) will be made available to select policyholders at the onset, it will not be publicized to all NYSIF policyholders.
8	22	5Section 2.3.1	If NYSIF selects 3 FROI vendors for the panel, will each vendor have their own Toll-Free Number?	We would anticipate the vendors to supply their own toll free numbers for their segment of the business.
9	20	Category B summary overview, Section 2.2	Is the Nurse Triage Toll Free Number separate and distinct from the FROI Toll Free Number?	It does not have to be a separate number.
10	20	Category B summary overview, Section 2.2	Can a Nurse Triage referral sit outside of the FROI workflow, or will Nurse Triage always be driven by a FROI?	No, all nurse triage referrals must result in a FROI to NYSIF.

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11	11	Section 1.7 overview	The RFP reads that this service will occur "as needed", does this mean NYSIF will not publicize the Nurse Triage Toll Free Number to its insureds?	The number(s) will be made available to select policyholders at the onset, it will not be publicized to all NYSIF policyholders.
12	11	Section 1.7 overview	The RFP reads that this service will occur "as needed", does this mean the NYSIF Case Manager and/or NYSIF TPA's Claims Adjuster will determine if Nurse Case Management services are needed? If so, does NYSIF have a Nurse Case Management Referral Criteria?	The NYSIF nurse case manager will determine the appropriateness of a nurse case management referral. There is no formal referral criteria/policy.
13	14	Section 1.10	Does NYSIF accept the PANYNJ (Port Authority of New York/New Jersey) certifications for WBE, MBE, SBE, DBE?	NYSIF cannot accept other State or City certifications. MWBE firms must be certified by NYS Empire State Development as a certified Minority and/or Women Business Enterprise as defined un NYS Executive Law Article 15-A. To be considered an "SBE", the Bidder must meet the criteria as defined under Executive Law Section 310(20).
14	14	Section 1.10	Does NYSIF accept the Department of Transportation's national MWBE certification?	See response to question 13.
15	21/29	Section 2.2 – Category F summary overview & Section 2.3.6	Is this process separate from the Nurse Case Management process or would NYSIF expect the Nurse Case Manager to work in conjunction with the Return-to-Work Coordinator?	Both services would be coordinated and work in conjunction with NYSIF's case manager; however, one service is not dependent on the other. Any coordination would be through NYSIF's case manager.

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16	29	Section 2.3.6	When would NYSIF expect the Vocational Rehabilitation services to kick off under this category outside of the Nurse Case Management category given the Nurse will be responsible for return-to-work coordination?	Case by case basis.
17	29	Section 2.3.6	Does NYSIF currently have a formal Return to Work Program in place?	Our case managers work with a variety of vendors and resources to facilitate return to work.
18			...I wanted to ask if it is the NYSIF intentions to implement and introduce telehealth services to your policyholders once the RFP is awarded, or will services be considered for implementation at a later date as determined by the NYSIF.	Services under this RFP cannot be issued to a Firm until a contract has been fully approved and executed in accordance with NYSIF's contract approval process.
19	23	2.3.3	Please provide clarification on your definition of 'Telehealth'. For example, will this always include video and audio? Is a doctor always required?	Yes, for telehealth an MD would always be required. NYSIF would anticipate both video and audio be available.
20	25	2.3.3	Can you please provide the NYS WCB Health Care Provider Medical Fee Schedules for Telehealth?	See WCB regulations as follows: http://www.wcb.ny.gov/content/main/regulations/Covid-19/1-18-21/text.pdf
21	All	All	Do you have an estimated volume of calls for Categories A, B and C?	Dependent upon the participation of our policyholders.
22	27	2.3 Services to be provided. 2.3.5. Category E. Catastrophic	Would you provide a sample OPC template?	Please refer to section 2.3, 2.3.5 for details regarding OPC.
23	28	2.3 Services to be provided. 2.3.5. Category E. Catastrophic	Please elaborate on what items are in the "stated cost" in the OPC. Does this include medical treatment bills?	This would be contingent on the vendor's pricing structure and/or model. This can vary depending on the vendor.
24	163	Appendix Z. Category E. Cost	Would you accept other models for Catastrophic services, like 'Fee for Service' or hourly rates?	Yes.

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25	23	2.3.3 Category C. Telehealth. # 1.	We understand that a recent bill was presented in the NY legislature that may affect our ability to provide Telehealth along with Triage services. (12 NYCRR 325-1.13). Will this change the requirement for this RFP? Will you accept responses for FROI and Triage only?	If there are changes in the law that might necessitate a change to the RFP, bidders will be notified accordingly. Yes, NYSIF will accept responses for FROI (Category A) and Triage (Category B) only; however, please note, Bidders for Category B must bid on, and be selected for, NYSIF's Category A panel to be considered for award under Category B.
26	N/A	General Question	Can you provide the volume of cases you send out on a monthly basis by product? (Medical Case Mgmt, Catastrophic, Return-to-Work Coordination)	This is extremely variable and dependent on claims volume and severity/acuity of claims received. Unable to supply this information.
27	N/A	General Question	How many case management vendors do you currently use?	Not relevant to this procurement.
28	N/A	General Question	What is your annual spend for case management services?	Not relevant to this procurement.
29	N/A	General Question	What hourly rate(s) do your current vendors for case management charge?	Not relevant to this procurement.
30	10	1.4 Return to Work Coordinators	Please elaborate on your definition of Return-to-work coordinator.	Details supplied on page 10 and 21 of the RFP
31	N/A	General Question	Can you provide the volume of nurse triage calls you had in 2019, 2020 and to date in 2021	No.
32	N/A	General Question	From a pricing standpoint, we may be able to provide better rates knowing the volume expected. Would you be willing to consider a single award? Or provided tiered volume?	NYSIF reserves the right to award only one contract to a single vendor in each Category; however NYSIF anticipates making one or more awards in each category as outlined under RFP Section 1.7. No amount of work is guaranteed.

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33	N/A	General Question	Nowhere in the RFP document do you mention the use or non-use of offshore services? Can offshore resources be considered for FROI and/or Nurse Triage? (Without data storage offshore)	No, Contractors, and any subcontractors, shall not transmit outside of or access from outside the United States NYSIF's Confidential Information and Data. NYSIF shall have the right to terminate this Contract at any time if Contractor, and/or any subcontractors, transmit outside of or access from outside the United States NYSIF's Confidential Information and Data in violation of this provision. For purposes of this Contract, the term "Confidential Information and Data," shall include all nonpublic information and data of NYSIF which Contractor has had access to (including prior to effective date), will have access to, or will create or prepare, whether in verbal, written, visual, graphic, electronic or machine-readable form.
34	N/A	General Question	Is the Nurse Triage 24/7 a new service of your program?	Not relevant to this procurement.
35	N/A	General Question	How do you envision working with multiple vendors for nurse triage / FROI services? How would you separate them?	NYSIF envisions our policyholders being assigned each to a specific vendor.
36	N/A	General Question	About what percentage of your nurse triage cases require language services?	We estimate fewer than 2%.
37	N/A	N/A	Of the six services (Category A through Category F), which are currently performed in-house by NYSIF staff and which are outsourced to vendors? If any are outsourced, please provide the names of the companies performing those services.	Regarding "in-house" services handled by NYSIF - This information will be provided upon award. Regarding "outsourced" services - Not relevant to this procurement.

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38	11	1.7	The RFP reads that this service will occur "as needed", does this mean the NYSIF Case Manager and/or NYSIF TPA's Claims Adjuster will determine if Nurse Case Management services are needed? If so, does NYSIF have a Nurse Case Management Referral Criteria?	The NYSIF nurse case manager will determine the appropriateness of a nurse case management referral. There is no formal referral criteria/policy.
39	pg. 23	RFP Section 2.3 -- 2.3.2 Category B. 24/7 Telephonic Nurse Triage	What is the estimated annual number of referrals?	Unable to supply this information.
40	pg. 25	RFP Section 2.3 -- 2.3.4 Category D: Nurse Case Management	Can onsite hospital, MD visits, architectural assessments be subcontracted through an authorized vendor?	Architectural assessments may be subcontracted with specific permission from NYSIF but other services are not typically subcontracted.
41			...can you confirm Category D Case Management pertains to field vs telephonic.	Category D nurse case management includes both telephonic and field nursing interventions as deemed appropriate for the management of the claim.