



PO BOX 66699; ALBANY, NY 12206
518.437.4360 | nysif.com

5/30/23

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Claims Auditing Services – Out of State Coverage, bid number 2023-17-INS. Material in this Amendment supersedes any contradictory material in the RFP.

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

All bids are due 6/15/23, by 2:00 p.m.(eastern).

Sincerely,

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

Vincent Ginardi
Project Manager 3

**Claims Auditing Services – Out of
State Coverage
RFP #2023-17-INS Amendment 1**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	15 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.8 - LOCATION AND TRAVEL	Can the awarded contractor conduct all out of state claim audits remotely?	Yes.
2	13 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.2 SERVICES TO BE PROVIDED, 1.	Please provide an approximation of the number of claim files to be audited, and on what basis (Monthly, Quarterly, etc.).	As the program is in its infancy, we have a limited number of claims, so we would look to do this quarterly at the onset, but as the population of claims grow we would look towards yearly audits.
3	Appendix Z (page 131 of 141)	APPENDIX Z - FEE SCHEDULE PROPOSAL	For pricing, is NYSIF seeking a per claim fee or an hourly fee?	Hourly. Please see attached revised fee schedule. The Appendix Z in the RFP was attached in error and can be disregarded.
4	Appendix Z (page 131 of 141)	APPENDIX Z - FEE SCHEDULE PROPOSAL	Can completed audit reports be presented remotely or is on-site required?	We would anticipate completed audits to be presented via email (pdf or word document).
5	13 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.2 SERVICES TO BE PROVIDED	Are out of state audits being completed currently by a vendor and if so, please provide details.	No.
6	13 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.2 SERVICES TO BE PROVIDED	If a current vendor is being used for out of state claim files please provide their service fees.	Not material to RFP.
7	13 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.2 SERVICES TO BE PROVIDED	Please provide a listing of the states most frequently submitting out-of-state claims.	The program is in its infancy and we are unable to determine this at this time.
8	Appendix Z (page 131 of 141)	APPENDIX Z - FEE SCHEDULE PROPOSAL	Appendix Z - Fee Schedule Proposal in the RFP document appears to be still in draft (template) form; will a Fee Schedule Proposal form addendum that includes details specific to RFP#2023-17-INS be issued?	Please to attached revised fee schedule. The Appendix Z in the RFP was attached in error and can be disregarded.
9	13 of 28	SECTION 2 – TECHNICAL SPECIFICATIONS; 2.2 SERVICES TO BE PROVIDED	What is the budget for the work described in Section 2.2 - Services to be Provided of the RFP?	Not material to RFP.

**Claims Auditing Services
– Out of State Coverage
RFP #2023-17-INS**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
10	13	2.2.2-5 (initial references)	Certain terms are mentioned several times in different RFP locations. Please define "case", "claim", "claim adjustment" and "repricing".	Case and Claim are synonymous and for our program they are related to a demand by an employee who was injured or disabled or suffering from illness in connection with work. Claim Adjustment: Changes in paid amounts on a claim, generally referred to with medical payments. Repricing: Review of a medical bill, to ensure that the vendor is assessing the bill based upon payor guidelines and the state mandated fee schedules and in accordance with any in network agreements that the administrator maintains.
11	13	2.2.4.	Does "claim adjustment" pertain to each medical claim, or the overall medical and indemnity portions?	When we discuss "claim adjustment" we were referring to reviewing medical bills processed on the claims. We would look at them all for a small population of claims or a sampling for a larger population.
12	13	2.2.5.	Does "incurred values recommended" pertain to each medical claim, or the overall medical and indemnity portions?	Incurred Values Recommended would be for both the indemnity and medical values as referenced in item 2.2.2.
13		Appendix M. II.A, B and D	How may prospective New York State Certified WBE medical auditor subcontractors, highly experienced with New York State Workers' Compensation Board rules, regulations, fee schedules and out of state reimbursement calculations, connect with prospective prime bidders?	Not material to RFP. Potential MWBE firms can be found using the New York State directory.

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Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
14	N/A		Why is NYSIF looking for a vendor to perform this work?	As a NYS agency we want a vendor to assist us in providing oversight for our Out of State Coverage program.
15	N/A		Are audits currently being performed? If so, by whom?	No.
16	N/A		Will selected cases be retroactive to a certain point in time?	We would anticipate the audit to be fluid, as it would be assigned on a certain date, but if something changes before it is reviewed then we would like that captured.
17	N/A		Will any of the cases be open and ongoing?	Yes.
18	N/A		What are the criteria for selecting cases for review?	At the onset based on the volume of claims we would anticipate all cases being reviewed. If at a later date the population increases we would look for a percentage of files to be reviewed based upon our recommendations. The claims selected will be based on various criteria including loss rate, incurred values and ongoing payments.
19	N/A		What is the interval/frequency of cases to be provided for audit (daily/weekly/monthly/quarterly)?	As the program is in its infancy, we have a limited number of claims, so we would look to do this quarterly at the onset, but as the population of claims grow we would look towards yearly audits.
20	N/A		How many cases are expected to be selected for audit each interval?	This is to be determined based upon the volume of claims that are filed.
21	N/A		Can you provide a distribution of cases/claims by state?	The program is in its infancy and we are unable to determine this at this time.

**APPENDIX Z
FEE SCHEDULE PROPOSAL**

**CLAIMS AUDITING – OUT OF STATE COVERAGE SERVICES
RFP 2023-17-INS**

Bidder	_____	Contact	_____
DBA, if any	_____	Title	_____
Federal ID #	_____	Email Address	_____
Type of Firm	_____	Telephone #	_____
Address	_____	Fax #	_____
	_____	Web Address	_____

Bid prices shall be “all inclusive”. All prices shall include all direct and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, system maintenance, system trouble shooting and modifications, all documents, reports, forms, reproduction and any other costs.

Bidders are not to change, delete, or make any additions to this form, and are to supply only the bid information that is required. If any changes, deletions, or additions are made by the bidder, or if all of the required bid information is not provided, then at NYSIF's discretion, the bid may be disqualified.

1. Hourly Rate for Proposed Services \$ _____ /hr

Signature: _____ Title: _____

Typed Name: _____ Date: _____