

Attachment B – Questions and Answers

Question 1: Would an incoming TPA be responsible for assuming management of the currently open claim files?

APS Response: Yes, an incoming TPA will be responsible for assuming management of the current open claim files.

Question 6: Is the location of where the bills are processed need to be in proximity of Albuquerque as specified in the RFP or is that intended primarily for the claims handling?

APS Response: It is primarily for claims handling. Company does not need to be in New Mexico to pay bills.

Question 7: Who is your current Bill Review and Nurse Case Management Vendor?

APS Response: CorVel Corporation

Question 8: Related to Question #7: Bill Review:

APS Response:

Bill volume annually? Approximately 12,000 annually.

Average bill review savings annually? Approximately 50%.

Gross Medical charges annually? Paid medical: \$2,700,000.00.

Reductions (PPO), annually? APS receives approximately 50% in fee schedule, bill review, PPO reductions and pharmacy savings.

Specialty Review Reductions?: Approximately \$15,000 was paid for outside bill review fees, for hospital bill review, savings 35% of billed charges.

Question 11: Can the District provide loss runs (preferably in excel) for all lines of coverage?

APS Response: This information can be provided to awarded contractor(s) upon award as it contains confidential information.

Question 12: Does the District want to track workers' compensation record only incidents on the TPA claim system? The RFP indicates tracking of Student Accident/Report only, but not workers' compensation record only incidents. If so, how many record only workers' compensation incidents does the District have per year?

APS Response: Yes. The district would like the TPA to track workers' compensation records only incidents on the TPA claim system. There were 900 workers' compensation incidents.

Question 13: Does the District want to use the TPA claim system for maintaining OSHA logs?

APS Response: Yes

Question 16: Will the TPA need to bid on all the areas of RFP?

APS Response: TPAs are not required to bid on all areas.

Question 18: Do you require the TPA adjuster to do immediate on-site investigation for any school bus accidents prior to the bus being allowed to release non-injured students or move the bus?

APS Response: Yes.

Question 19: Do you require a specific legal firm for any type of coverage or claim?

APS Response: Yes, legal firm that is contracted with APS. That information will be provided to awarded contractor (s) upon award.

Question 21: What claim system is the current TPA vendor using for property and casualty claims and workers' compensation claims?

APS Response: ClaimPilot

Question 24: Which vendor is the District currently using for bill review and PPO network access?

APS Response: CorVel Corporation

Question 25: Which vendor is the District currently using for medical case management? What are the fees for this ancillary service?

APS Response: CorVel Corporation and fees vary.

Question 26: Which vendor is the District currently using for a pharmacy program?

APS Response: CorVel Corporation

Question 29: Does the District want the Return-to-Work Coordination Services provided by an individual that is dedicated to return to work activities, or does the District anticipate that the adjuster(s) will perform such return to work activities? If the District wants an individual other than adjuster(s) performing such activities, how much of an FTE does the District anticipate needing for the Area 4 – Return-to-Work Coordination Services?

APS Response: The District wants a comprehensive Return-to –Work program with dedicated staff.

Question 30: Who does the District currently use for medical case management?

APS Response: CorVel Corporation

Question 31: Who is the incumbent TPA and how long have they been on the APS program?

APS Response: APS currently handles all claims in house. This has been the practice for the last four years.

Question 32: Please verify the scope of services also includes assumption of the “open” claims from the current TPA?

APS Response: Yes.

Question 34: Can APS provide (5) years of loss history broken down as follows:

- a. By year:
- b. By coverage line (workers’ compensation, general liability, auto liability, property, etc.)
- c. By claim type (incident/record-only, medical-only, indemnity, bodily injury, property damage, etc.)

APS Response: This information can be provided to awarded contractor(s) upon award due to confidential information.

Question 35: Please describe the current claim reporting method/process for all lines of coverage?

APS Response: This information can be provided to awarded contractor(s) upon award as it contains confidential information.

Question 36: Can you outline/diagram the current APS RTW program/process?

APS Response: This information can be provided to awarded contractor(s) upon award as it contains confidential information.

Question 38: For workers' compensation claims, what are the top (5) causes of loss and body parts injured?

APS Response: This information can be provided to awarded contractor(s) upon award as it contains confidential information.

Question 39: What vendor(s) currently perform medical bill review, medical case management, and pharmacy management network services?

APS Response: CorVel Corporation

Question 41: What are the top (3) claims administration "hot buttons" for APS?

APS Response: Customer Service, knowledge of services, and communication.

Question 42: Will APS conduct TPA claim reviews/audits? If so, how often and what criteria is used?

APS Response: APS will conduct monthly file/case reviews with each of the adjusters. Review will include case summary, plan of action, case status, estimated closure, reserve relations and compliance issues.

Question 43: Does APS have a geographic preference for your account manager?

APS Response: Yes, Albuquerque, New Mexico.

Question 44: Is there a definite program effective date? If so, what is the "live" date?

APS Response: The "go live" date is estimated to be 60-90 days from award of the contract.

Question 47: Is there a loss run for Property liability claims? What type of Buildings and Contents claims are there?

APS Response: This information will be provided to awarded contractor(s) upon award as it contains confidential information.

Question 48: Note that the TPA will also serve as liaison with Equipment Breakdown and Crime insurance carriers. Will the TPA manage any Equipment Breakdown and Crime claims?

APS Response: Yes.

Question 50: Will APS utilize a stand-alone RMIS system? If so, please name the provider of this service. Or, does APS rely entirely on the TPAs system for claims/data tracking and reporting?

APS Response: APS will rely on the on the TPA's system for claims/data tracking and reporting.

Question 51: APS is requesting real-time access to the claims system. How many user accesses are required? How many user IDs required to just view claim notes and how many users to run reports?

APS Response: five to seven

Question 53: Would APS object to centralizing the non-workers' compensation claims into a single office with greater expertise outside of New Mexico?

APS Response: Yes, APS prefers an office in Albuquerque, New Mexico.

Question 54: With reference to: 4.4.1.1. Various ad hoc reports are required on an as-needed basis; the costs to produce any such report(s) is part of the Contractors' basic services and may not be separately charged to APS. APS reserves the right to assign medical bill review between and among Contractors. APS reserves the right to assign medical bill review to an independent adjusting firm when, for example, a potential conflict of interest may exist.

What does the District mean - "APS reserves the right to assign medical bill review between and among Contractors". Is there a certain type of bill or bills that may go out to a different vendor or switch from vendor to vendor? Our bill review processes encompasses many cost containment programs that involve electronic data exchange for efficiencies and greater reductions and savings which could impact the operation process and the amount of discounts afforded to the District. Could you please clarify?

APS Response: APS normally stays with and prefers one company. If an issue should arise, APS reserves the right to assign bill review services to another company.

Question 67: It is our interpretation that the insurance coverage will have to be demonstrated post the award, and not as a component of the RFP response. Is that correct?

APS Response: Yes.

Question 72: The RFP is soliciting proposals for TPA, Medical Bill Review, Medical Case Management, Return-to-Work Services and Pharmacy Management Network Services. As a TPA we work with outstanding companies that provide these services. May we incorporate our relationship with these companies in our proposal as an alternative to the separate proposals being solicited? (Note: these companies may or may not be submitting proposals on their own.) We of course would be happy to work with any company if chosen.

APS Response: APS prefers each vendor submit their own proposal, however, you may include any of the names of the companies that you work with.

Question 74: The RFP references the need to provide counsel of APS information "...in an easily accessible electronic format." and "...access to electronic information must be available at all times...". Are you requesting that counsel has access directly into our system that is available at any time, or access to media such as a CD or flash drive that is accessible at any time it is utilized?

APS Response: Access to media such as CD or flash drive is acceptable.

Question 75: The RFP references a Trending Analysis Report. May we have some specifics as to what you would like on this report?

APS Response: APS is referring to a report that captures historical data. For example, slips, trips, and falls historical data and the average cost of a claim.

Question 76: In regard to the transition of services, so we may gauge the timeline and compatibility with our system, what system or program is currently being used to handle claims? Also, are the claims files in paper or electronic format, or a combination of both?

APS Response: ClaimPilot. A combination of both