



Accelerate Progress for Students

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DATE: 08/11/2022

RFP NUMBER: 23-018 RR

RFP TITLE: Worker's Compensation Third Party Administration Claims Services

ADDENDUM NUMBER: 1

See Question and Answers, and updated Evaluation Criteria.

1. What is your current TPA staffing model for your program?

There is currently a State Director and Account Manager who work on a percentage basis and there is 1 Supervisor, 2 LT adjusters and 1 MO adjuster as well a clerical person that is shared.

2. Describe the process currently in place when an employee / guest is injured. How are incidents reported to the current TPA partner?

The injured employee calls APS Risk Management Injury Hotline and provides injury information to Risk Management staff. Risk Management then files the claim through the current TPA's system.

2. What are the key metrics most important to your organization in terms of measuring success of your program?

To insure timely and appropriate medical services focused on restoration, rehabilitation, and return to work.

4. Are you interested in utilizing an early intervention strategy including a nurse triage program?

No

5. Do you have any union settings and if so, what percentage is your union workforce?

There are union representatives however, the percentage is unknown.

6. How is OSHA currently being handled?

OSHA is being handled via an OSHA log.

7. Are there any noticeable trends in either severity or injury types in the past 3 years? If so, could you elaborate? Is there a type of claim that you or more sensitive to than others or perhaps have contributed more to losses in recent years? Can you share a 3-5 year loss run?

Slip/trip/falls with multiple injuries, lifting, and working with combative students are the most common injury types over the past 3 years.

8. What innovations related to your program do you plan to implement in the next 3 years?

**Promoting a culture of safety
Improving employee retention
Mitigate risk for future injury
Increase awareness of safety**

- a. Work Conditioning for new hires that show physical deconditioning**
- b. Department trainings for body mechanics and best practices-Train the Trainer.**
- c. Expand post-offer employment testing: bus drivers, M&O, EA's**
- d. Educate departments on ergo opportunities identified in JFM process**
- e. Expanding stretching video platform to other depts.**
- f. Expanding onsite injury prevention to other depts.**
- g. New Hire orientation education on injury prevention**

9. On page 2 of attachment A-B, can you share the total billed charges over the 5-year period? It appears this number is the total paid amount.

Total billed charges over the past 5-year period was \$15,649,569.23.

10. On page 15 of the attachment A-B, the pharmacy information that goes back to 2013-2015. If possible, can we get data for the most recent three years?

**Pharmacy bills received per year:
2019: 1,555
2020: 1,477
2021: 1443**

11. Can you share the current pricing?

Please see attachment from RFP 17-005MG-RA. Services and Fee Schedule.

12. How many claims are included in the flat annual claims fee? Are they broken down by MO and IND or are there caps on the number of claims within the fee?

Claim counts are not included in the flat annual claims fee and there is no cap on the number of claims.

13. On the fee schedule document contained in attachment A-B, it asks for the hourly rate on case management and return to work coordination services as well as the annual cost. Are we expected to also project an annual cost? If so, can you share the projected number of hours?

Current case management hourly rate is \$85.00/hour.

14. Attachment B Cost Response Form: Please provide the scope for the last item “Service – Property and Liability Consulting Services, upon request”

Property and Liability services are not included in this RFP.

15. Attachment A Scope of Work page 15 five. Pharmacy Management Network: Please provide updated numbers from the past three years and 2021 claim numbers and approximate spend.

See answer to question #10.

16. Attachment A Scope of Work page 15 five. Pharmacy Management Network: Who is your current Pharmacy Management Network?

Optum.

17. Attachment A Scope of Work page 3: What is your current process for First Aid Claims? How are they reported?

The injured employee reports First Aid Claims to APS Risk Management via the Injury Hotline for entry into the current TPA’s system as an “Incident Only Claim.”

18. Attachment A Scope of Work page 4: Approximately how many boxes of closed claim files will the TPA be required to store?

There are approximately 150 boxes of closed claims that need to be stored.

19. Attachment A Scope of Work: Please provide a Loss Run report for the past five years to include: total paid, total incurred, claim breakdown by year and type, losses over \$25K, and the number of open claims per year.

Loss run not to be provided at this time.

20. What is the contract start date?

January 1st, 2023.

21. Please provide a copy of the current contract, including pricing.

Current contract will not be provided.

22. Please provide the number of current open claims, medical only vs. indemnity (Attachment A, Page 1).

Current Total of Open Claims: 299.

Current Open Indemnity Claims: 170

Current Open Medical Only Claims: 129

23. Is all claims data housed in ClaimPilot or will there need to be data transfer from both ClaimPilot and ICE?

All claim data is housed with the current TPA.

24. Does APS require all claims to be reported to ISO?

Currently, all lost-time, questionable, subrogation, or claims that need a thorough investigation are reported to ISO.

25. Please provide updated pharmacy bill counts and spend (Attachment A, Page 15 – most current is from 2015).

Requested info from Optum – same question as #10 & #15.

26. Please confirm cost proposal should be submitted in the same document as the technical proposal.

Yes

27. In the event a vendor cannot provide all services listed in the RFP, is the District open to unbundled bids and awarding claims and managed care services to multiple vendors?

Services must be bundled

28. Who is the current TPA?

The current TPA is Cannon Cochran Management Services Inc. (CCMSI).

29. How many adjusters are dedicated (ABQ Schools only) and how many are designated (also work on other accounts)?

Currently, there are no dedicated adjusters and three designated adjusters.

30. What is the caseload for each adjuster?

Indemnity Adjuster's caseloads are approximately 115 claims each.

MO Adjuster caseload is approximately 175 claims.

31. Can you share the current contract?

Current contract will not be shared at this time.

32. Can you please provide loss runs in excel for the last 5 years of claims?

a. If not, can you provide the total # of indemnity, medical only, and future medical claims received the last 5 years?

Indemnity: 493

Medical Only: 2127

Total: 2620

b. Can you provide the total incurred and total paid amounts for the last 5 years?

Total Incurred = \$14,305,670

Total paid = \$11,688,144

ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL, AND SEE UPDATED EVALUATION CRITERIA IN THIS DOCUMENT:

Addenda not signed and returned may consider the RFP non-responsive and May be Rejected.

COMPANY/FIRM NAME

SIGNATURE

DATE

RFP 17-005MG-RA
Third Party Claim Administration Services and/or Worker's Compensation Related Services

Services and Fee Schedule

Service	Flat Annual Fee	
Third Party Administrator (TPA) Workers' Compensation Claims Administration Services	\$275,000 w/ 3½% Annual Increase	
Service	Hourly Rate	Annual Cost
Medical Case Management Services – Workers' Compensation: Telephonic	\$85.00	Dependent on volume
Service	Hourly Rate	Annual Cost
Medical Case Management Services – Workers' Compensation: Field	\$85.00	Dependent on volume
Service	Hourly Rate	
Return to Work Coordination Services – Workers' Compensation	\$75.00	
Service	Retail	AWP [- %]
Pharmacy Management Network Services – Workers' Compensation	Brand	-12 %
Generic: NPS User Mac pricing which equates to AWP 80%	Generic	-80 %
	Mail Order	AWP [- %]
	Brand	-20 %
	Generic*	-80%
Service	Fee Per Bill	
Medical and/or Hospital Bill Review Services	\$7.00	
Service	% of Savings	
Medical Management Services: PPO Network	25 %	
Service	Fee Per Claim	
Medical Management Services: MSAs	\$25.00	
Service	Hourly Rate	
Risk Control – Ergonomic Assessment, upon request	\$100.00	
Service	Fee	
All OSHA Reporting	Included in Annual Fee	
Service	One-Time Fee	
Account Set-up, Data Migration and Data Feed	\$7,500	
Service	Fee	
Take Over Claims	Included in Annual Fee	
Service	Hourly Rate	
Property and Liability Consulting Services, upon request	\$75.00	