

**Albuquerque Public Schools
Procurement Department
Addendum #1 for RFP 16-032MG-AM
Worker's Compensation Claims Administration – Medical Case Management Services**

March 31, 2016

ACKNOWLEDGEMENT OF ADDENDUM #1

This Addendum contains the submitted questions and responses regarding RFP 16-032MG-AM, Worker's Compensation Claims Administration – Medical Case Management Services.

Acknowledgement of Addenda not completed and signed may deem the RFP submission as non-responsive and may be rejected.

Thank you for your interest in Albuquerque Public Schools.

ACKNOWLEDGEMENT OF ADDENDUM #1 MUST BE INCLUDED WITH YOUR OFFER:

Company/Firm Name

Signature

Printed Name

Date

Marilee P. Gallacher, SPSM
Senior Buyer

Addendum #1

Questions and Answers regarding RFP 16-032MG-AM, Worker's Compensation Claims Administration – Medical Case Management Services.

1. Your instructions state to provide a copy of the Answer to the RFP on a “jump drive” but would a CD be OK as an alternative?
*Answer: A Jump Drive is preferred. Even though a CD is **not** preferred, it would be accepted.*
2. Does APS have a preference to bundle bill review, case management and/or pharmacy or will each service be evaluated completely independently? In other words is there any advantage to bidding all three?
*Answer: **Each RFP is a separate procurement, and will be awarded as such.** If a vendor desires to respond to more than one RFP, that vendor will need to submit a proposal for **each** RFP procurement they wish to participate in.*
3. If a company is bidding on 2 or more of the RFP's can they be bundled into 1 answer?
*Answer: **Each RFP is a separate procurement.** If a vendor desires to respond to more than one RFP, that vendor will need to submit a proposal for **each** RFP procurement they wish to participate in. **If a vendor submits a proposal combining multiple RFPs, that proposal will be rejected.***
4. If you will accept a bundled answer to two or more of the 3 RFPs; would the 60 page limitation still apply?
Answer: See the answer to Question #3.
5. Will the procurement department allow for a minimum of 15 business days from the posting of question responses for vendors to submit proposals?
Answer: The proposal submission deadline is as stated in the Timeline of the RFP.
6. APS has issued three separate RFP's: Medical Bill Review, Medical Case Management and Pharmacy Benefits Management. If a vendor provides services to respond to two or more RFP's, may that vendor submit separate proposals that are contingent upon one another. For instance, if a vendor is interested in submitting both a Medical Bill Review and a Medical Case Management proposal, is it acceptable for the Medical Bill Review proposal to be contingent upon award of the Case Management?
Answer: No.
7. Do you require the cost proposal in a separate, sealed envelope (per State Procurement Best Practices)?
Answer: The cost may be included in the proposal, with the ability to be separated from the proposal prior to the evaluation portion of the process.
8. Will this be an exclusive contract or will there be multiple awards?
Answer: There will be multiple awards.

9. Who is the current Medical Case Management provider?
Answer: Corvel Corporation
10. How is the current Medical Case Management Program staffed?
Answer: Information not available
11. Are services provided by dedicated nurses? If yes, how many Telephonic Case Managers and how many Field Case Managers?
Answer: No
12. Approximately how many independent medical evaluations/peer review cases are referred each year?
Answer: Outside vendors are utilized for IME's; 12 per year
13. What is the current fee structure – hourly or flat rate?
Answer: Hourly
14. If a flat rate, please define what is included in flat rates.
Answer: N/A
15. Can you provide some clarification on how you would like to see the cost proposal structured? Hourly fee? Flat fee?
Answer: Hourly
16. What is the approximate contract value?
Answer: \$100,000.00
17. What platform is your risk management information system?
Answer: Quiss Softward Systems
18. Do you currently utilize an EDI with your existing case management company?
Answer: Yes
19. Approximately how many cases per month are referred to a nurse for field case management?
Answer: 2-3 per month
20. Approximately how many cases are referred for Telephonic Case Management annually?
Answer: None
21. Approximately how many hours are associated with those cases?
Answer: None
22. Approximately how many cases are referred for Field Case Management annually
Answer: 30 to 35

23. Approximately how many hours are associated with those cases?
Answer: Undetermined
24. How many telephonic and how many field nurse case management cases are open?
Answer: 15 field and 0 telephonic
25. Will these open cases be transferred to the new TPA or will the nurse case managers currently assigned remain on cases until closure?
Answer: Remain until closure
26. How many cases per year are referred for medical utilization review, if any?
Answer: 0
27. How many Lost Time claims did you experience in each of the past 3 years?
Answer: 272
28. How many Medical Only claims did you experience in each of the past 3 years?
Answer: 1551
29. Is the bill volume (12,000 annually) exclusive of pharmacy bills?
Answer: No
30. What is the average billed dollar amount for each bill?
Answer: \$173.92
31. Is historical data available with regards to billed charges, savings breakdowns and allowable amounts?
Answer: Yes
32. Is there a need to provide preferred provider network data in New Mexico beyond Bernalillo and Sandoval counties, or in any surrounding states?
Answer: Yes
33. Does APS require nurse triage services?
Answer: No
34. Does APS require Utilization Review be performed by a physician?
Answer: No
35. Who is APS' current Medical Case Management vendor and can we get a copy of the current contract with current pricing?
Answer: Corvel
36. Do you have a breakout of field vs. telephonic cases/hours billed?
Answer: No

37. Is it possible to get a five-year history of volume - case load/hours billed? Or annual spend for MCM services if multiple vendors?
[Answer: No](#)
38. Is there a maximum case load restriction for nurses?
[Answer: No](#)
39. Does APS require nurse case managers to provide service 7 days per week or just Monday-Friday?
[Answer: Monday to Friday](#)
40. Does APS have a need for bilingual services? If so, what percentage of employees are bilingual or prefer Spanish?
[Answer: Yes, 10%](#)
41. May an estimate be given of the amount of case management referrals submitted Jan 2015 through Dec 2015?
[Answer: 30](#)
42. How many open Worker's Compensation Claims does the district have?
[Answer: 440](#)
43. How many open Case Management files does the district have?
[Answer: 15](#)
44. How many Case Management files were opened and closed in the 12 month period prior to RFP?
[Answer: Information not available](#)