University of New Mexico

Hospitals

Request for Proposals

Addendum No. 2

Project Number:

RFP P393-19

Auditing Services for Coding & Billing

Due Date: Friday, May 17, 2019 2:00 p.m. MST

The time and date proposals are due shall be strictly observed.

Addendum No. 2

UNMHS RFP P393-19-AUDIT SERVICES FOR CODING AND BILLING Addenda 2

Please note that Addendums will be posted on the portal.

See link https://hsc.unm.edu/health/about/bids-proposals/proposals.html

1. On page 21 in the Certificate of Insurance section, Number 2:
   The RFP states, "The insurance coverage certified herein shall not be canceled or materially changed except after forty five (45) days written notice has been provided to the owner."

   Crowe cannot agree to comply with the above language, but we can provide alternative language that may be acceptable. Is this okay? **Answer: Yes. UNMH will consider your tentative language but reserves the right to refuse at UNMH's sole discretion. Receipt and acceptance of your proposed language does not constitute the acceptance of your proposed text. Any award under this RFP will be subject to the parties reaching mutually acceptable contract terms.**

2. Page 24, under section 13
   We would like to clarify that the second sentence applies only to UNMHS physical property. "Is this Section 13 intended to apply solely to bodily injury, death or damage to tangible property?" "Is this Section 13 effectively redundant to Section 28?" **Answer: The vendor should be responsible for the person and property damage but not professional liability.**

3. On page 27, under section 38
   Crowe would like to propose deletion of this Liquidated Damages provision for a collaborative professional services contract. Time is not of the essence in such arrangements by definition and scope of work. Will UNMHS agree to delete liquidated damages as such are not appropriate for inclusion in collaborative professional services engagements? **Answer: UNMH agrees to remove this language.**

4. On page 27, under section 43
   Crowe would like to clarify section 43 to expressly state that Seller's work papers, reports, draft reports and internal communications are the sole property of Seller. Also, insert that Seller may retain copies of data, information and documentation under confidentiality and according to professional standards. Will UNMHS acknowledge that Seller's workpapers, internal communications and reports are the sole property of Seller (for professional standards compliance) and that Seller may retain data as appropriate under professional standards and for back-up purposes, subject to confidentiality? **Answer: UNMH will accept this language providing that UNMH receives copies of all reports and work product that UNMH has made payment on.**

5. On page 29, under page 51
   Crowe would like to insert: Indemnity for third party claims provision here. Will UNMHS entertain a reciprocal indemnity for third party claims against Seller for reliance claims purposes? **Answer: UNMH will not indemnify seller.**

6. On page 31, after section 75
   Crowe would like to insert new sections starting with section 76: Limit of liability; response to legal process; no consequentials. Will UNMHS consider a reasonable and customary limitation of liability provision, and a provision for covering costs associated with discovery requests received

by Seller in causes of action in which Seller is not a named party?" **Answer: Yes. UNMH will consider a reasonable limitation of liability provision. UNMH will not cover their costs for attorney fees and expenses.**

7. Exhibit G. Insurance Requirements (page 21) – The Insurance certificate requested, AIA document G-705, is non-applicable to the insurance industry, but rather is related to the Architectural/engineering world. Would a simple generic certificate, (which is the insurance industry standard) titled Accord Form 25 be acceptable instead? **Answer: Yes**

8. Exhibit I. Standard Terms & Conditions #36 Minimum Wage Rates & Payroll Submittals – Do the payroll submittal requirements apply to this project? **Answer: No**. Or is it relevant only for construction projects? **Answer: Correct**

9. **On section II, Proposals Copies and Format, 2.1.1, the correct RFP is P393-19, not P392-19.**

10. Can we please receive a clean Word document of the RFP that can be delivered? **Answer: Yes. See link https://hsc.unm.edu/health/about/bids-proposals/proposals.html**

11. What types of Audits is UNMH expecting to be performed at the 2 facilities, (ex. Concurrent, Observations, Compliance?)**Answer: The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing.**

12. In the use of the Himagine audit platform (ReveiwMate) allowed? **Answer: at this time UNMH is not sure.**

13. What are the on-boarding requirements for remote vs. onsite staff (e.g. vaccinations, background checks, etc?) **Answer: On-boarding and authentication requirements are identical for both onsite and offsite locations. Vendors must register with VendorMate compliance and credentialing service and submit information and documentation specific to UNM Hospitals as requested by VendorMate.**

14. In order to provide you with accurate information in Exhibit K, could you share: the nature of the audits, expected number of audits, and frequency of audits. Sample size (number of claims and or/number of providers) Answer: **The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing.**

15. How many total coders are employed by UNMH? **Answer: For UNMH, 17 staff which includes coders, educators, Coder III auditors and Management. For SRMC 1 coder and no contracted staff.**

16. The RFP indicates professional and facility services as part of the audit. Is this an audit of physician billing only or does it also include facility billing? **Answer: Audit scope will vary based on the area of audit. Generally, we will have the auditors review professional and facility documentation, coding, and billing.**

17. Do you have a required volume or percentage to be reviewed by coder and physician? How many charts per coder will need to be reviewed? **Answer: No, audits will be projected based. Audits will be assigned on as needed basis.**

18. How often will the audit be conducted – Monthly, Quarterly, Annually, etc? **Answer: Audits will be projected based. The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of**

audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing.

19. What type of EMR does the health system use? **Answer: See question 40, 41, 42 on addendum 1**
20. What type of Encoder does the health system use? **Answer: See question 40, 41, 42 on addendum 1**
21. Are there any other IT systems our auditors will need to use or navigate through? **Answer: See question 40, 41, 42 on addendum 1**
22. Is this audit to be performed once a year OR is this audit every month, quarter? **Answer: Audits will be projected based. The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing...**
23. Can the audit be performed remotely or do you require the auditors to be onsite 100% of the time? **Answer: Yes. On occasion, it may be requested to have one on site.**
24. How many reviews do you anticipate per year? **Answer: Audits will be projected based. The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing.**

25. Is there an expected amount of work? **Answer: Audits will be projected based. The Audits will be assigned on an as needed basis. Audits will be requested by UNM Health System. UNMH has not established scope, volume or frequency of audit work. Typical audits may include review of facility and professional fee documentation, coding, and billing.**

26. Please clarify what technology the Contractor is expected to support? **Answer: UNMH does not need technical services 24/7/365. UNMH would like to know the type of support the vendor has to ensure our audit will be performed as scheduled if their system goes down and do you have IT infrastructure to continue the audit?**

27. Exhibit A: Scope of Work, Section B.ii Technical Support (page 11) – for 24/7/365 technical support, are you envisioning that the vendor will provide this service for UNMHS? Or that we have IT support for our staff assigned to UNMHS? **Answer: See question 25**
28. Exhibit A: Scope of Work, Section B.ii Technical Support (page 11) can you please elaborate what is envisioned for data analysis? **Answer: See question 25**
29. Exhibit B: Evaluation Criteria, Section A.ii.3 (page 12) speaks to experience in auditing professional hospital coding and billing – is this supposed to read professional AND hospital coding and billing? **Answer: No**
30. Please clarify how the full mailing address that should be listed on the RFP response submission.
31. Section II. Proposal Copies and Format Section 2.2.2 Proposal Content and Organization (Page 6) requirements differ from requirements listed on page 14. Page 6 includes C.2.b "Facility Support" whereas page 14 does not include this line item. What is the preferred format? **Answer: Do not use Facility Support. Use requirements listed on page 14**. And if it is to include "Facility Report", can you please clarify what UNMHS desires to be addressed there?
32. Exhibit J – will UNMHS be able to issue this exhibit as a stand-alone document to forward to our clients? So that line items 69-75 of the Terms and Conditions are not included? **Answer: Yes. RFP will be in Word and you can pull out what you need.**

See link https://hsc.unm.edu/health/about/bids-proposals/proposals.html

33. **Please clarify how the full mailing address that should be listed on the RFP response submission. Answer: UNMH, Attn: Chris Lechalk, 933 Bradbury Dr, SE, Suite 3165, ABQ, NM 87106**

34. Exhibit A: Scope of Work, Section 2 (page 11) – can all auditing be done remotely? **Answer: Yes**

35. **Section 2.2 Page 5** Are there any limitations on the number of pages submitted in our response to this RFP**? Answer: No**

36. Question: Can you elaborate on the type of Technical Support required for "Data Analysis and Report Development"? **Answer: See Addendum 1, number 25**

37. Page 3, Section 1, Introduction and General Information; regarding the contract term of 4 years with annual renewal, are adjustments to the contract allowed during the term? **Answer: Yes through mutually agreed addendums.**

38. Do you currently have a vendor performing this requirement? **Answer: Yes, the vendor is Conifer.**

39. What are the average monthly discharge volumes from each facility of the types of reviews being requested? (The volumes listed are all inclusive of facilities needing the reviews?) This information will be used to calculate the number of FTE's needed to perform the project. **Answer:**
UNMH - 1,903 (includes pediatric)
SRMC – 249
CPC, Children's Psych, part of UNMH – 75
UPC Adult Psych, part of UNMH – 145

40. What is the ALOS (average length of stay) for your inpatient accounts? **Answer:**
ALOS through PD9 YTD:
- UNMH - 6.5
- SRMC - 4.1
- UPC, Adult Psych, part of UNMH - 8.3
- CPC, Children's Psych, part of UNMH - 10.8

41. What is your case mix index? **Answer:**
Case Mix Index through PD9 YTD:
UNMH - 1.96
SRMC - 1.63
UPC, Adult Psych, part of UNMH - 1.12
CPC, Children's Psych, part of UNMH - 1.05