

ADDENDUM NO. I

RFP NUMBER: __198982__

RFP TITLE: ____TPA - IOD Occupational Health Programs____

DEPARTMENT: __HR____

DATE OF ADDENDUM: ____June 19, 2020____

DEADLINE FOR QUESTIONS: ____June 16, 2020, 4:00 p.m., e.s.t.____

RFP DUE DATE/TIME: ____July 14, 2020, 4:00 p.m., e.s.t.____

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE):_____

(COMPANY): _____

As acknowledgment of having received this information, Offeror must sign one (1) copy of this page and return it with the proposal.

ADDENDUM NO. I

Questions and Answers

RFP NUMBER: __198982__

RFP TITLE: ____TPA - IOD Occupational Health Programs____

Question 1: Will you please provide a 5 year loss run in Excel format?

Answer:

IMPORTANT: The requested redacted Excel document is available to every responder, only by direct e-mail request to dmkeylon@chattanooga.gov. The subject line must read "Document request for RFP 198982 TPA". **The request for this document must be submitted by July 3, 2020, allowing __2__ business days for response.**

Question 2: If our company can show the City the value of utilizing a fully integrated program with our company's nurse case management, Pharmacy Benefits Manager (PBM), and Ancillary network (FCE providers, PT providers, Imaging providers, etc.), would the City be open to such a model?

Answer: The City will evaluate all proposed solutions that meet the minimum elements of the RFP solicitation document. The City's current operational preference is to have a per-claim selection of multiple potential Nurse Case Managers (including the City Onsite Clinic provider), utilize the City Onsite Pharmacy provider, and utilize practitioners as described in the Answer to Question 22, below.

Question 3: Can you please provide to us the number of scripts that went through the TPA's PBM last year?

Answer: This is not currently an isolated reporting parameter. The primary pharmacy provider for this Program is the City onsite Employee Pharmacy vendor. The TPA vendor receives reporting of this activity, for case management purposes.

Question 4: Can you please provide to us the number of case management referrals made to the TPA's case management vendor last year?

Answer: The City does not use the current TPA vendor's case management subcontractor(s).

Question 5: Can you please provide the number of referrals made to providers in the TPA's ancillary network last year, if any?

Answer: This is not currently an isolated reporting parameter.

Question 6: Is Collins still the TPA for the City?

Answer: Collins & Company, Inc. is the current TPA vendor.

Question 7: If there was something you would like to see in your program that you don't have today, what would it be?

Answer: Please see the RFP solicitation for the desired program context provided.

Question 8: What would you like to add or change with your current program?

Answer: The City is seeking potential solutions through this solicitation process. Please see the RFP solicitation for the desired program context provided.

Question 9: Are there any reports that the City would like to receive that you are not currently receiving today?

Answer: Please see the RFP solicitation document for the minimum reporting that the City would like to see. The City is willing to consider any additional recommended reporting format and content solutions, beyond this minimum.

Question 10: Is the City currently pleased with the level of analytics the current TPA is offering?

Answer: Please see the RFP solicitation for the program context provided.

Question 11: Do your injured workers currently have access to a smartphone or tablet APP for their claims?

Answer: Not all injured workers would have access, at this time.

Question 12: Do your injured workers currently have access to Telehealth visits and Virtual Care for work related injuries?

Answer: Neither Telehealth nor Virtual Care is currently available.

Question 13: How does the City evaluate a successful program?

Answer: The City will evaluate a proposed program based on the selection criteria in the RFP solicitation document. Any post-award program evaluation process will be summarized through the administration of any resulting contract.

Question 14: What issues would the City of Chattanooga like to see improved in the new contract?

Answer: Please see the RFP solicitation document - the desired components are contained within the Scope of Work section, and the context surrounding performance is contained in the remainder of the document.

Question 15: What issues would the City of Chattanooga like to be provided that are currently not being provided by the current TPA?

Answer: Please see the RFP solicitation document - the desired components are contained within the Scope of Work section, and the context surrounding performance is contained in the remainder of the document.

Question 16: Please provide the current number of open indemnity and med only claims regardless of the date of injury.

Answer: The City does not currently categorize its claims in this manner. Broadly, non-'Pass through' claims are categorized as 'IOD'. Within the 'IOD' category are the subcategories of 'Injury on Duty' claims, and 'Heart and Lung' (presumptive) claims. Currently, there are approximately 245 open Injury on Duty claims, and 172 open Heart and Lung' claims.

Question 17: How many medical bills were processed over the last 12 months?

Answer: This information is not an isolated reportable parameter, as this time.

Question 18: What was the total *billed* amount of medical bills over the last 12 months? What was the total *paid* amount of medical bills over the last 12 months?

Answer: This information is not an isolated reportable parameter, as this time.

Question 19: Please provide the last 5 years of loss runs.

Answer: Previously asked and answered. See Answer to Question One.

Question 20: Who is the incumbent provider on the account?

Answer: Previously asked and answered. See Answer to Question Six.

Question 21: Can the City provide a five-year loss run for all claims to include claims durations?

Answer:

Loss Run - Previously asked and answered. See Answer to Question One.

Duration - This information is not an isolated reportable parameter, as this time.

Question 22: Who is currently providing the following managed care services and what are the current fees?

- a. Medical bill review
- b. PPO network
- c. UR
- d. Nurse case management

Answer:

- e. Medical bill review - Collins & Company, Inc. subcontractor, Equian
 - i. Example: 'Fee Schedule/UCR' - 15% of Reduction amount
 - ii. Example: 'PPO/Red' - 15% of Reduction amount

- f. PPO network - The City utilizes practitioners that accept Tennessee Worker's Compensation Fee Schedule, or have otherwise agreed to provide care to the employee.
- g. UR (assuming 'Utilization Review') - Collins & Company, Inc. subcontractor, Equian
 - i. Example: 15% of Reduction amount
- h. Nurse case management
 - i. Marathon Health - City's Onsite Clinic vendor
 - ii. Collins & Company, Inc. subcontractor, Genex Services.
 - 1. Example: \$85.00 per hour

Unless otherwise listed above, the referenced vendors are contracted at comprehensive flat rates for all services, which do not list isolated costs for the above specified categories.

Question 23: How many adjusters are currently adjusting the City's claims? Are they exclusively dedicated to the City? What are the maximum number of indemnity/medical only claims the adjusters are allowed to handle?

Answer: The current TPA vendor has allocated the City claims to up to five (5) adjusters. None have historically been exclusively dedicated to the City claims.

The number of claims allocated per adjuster is currently within the discretion of the TPA vendor. The TPA vendor is responsible for proactively assuring that each adjuster maintains a caseload that allows for efficient, accurate, compliant, and comprehensive performance.

Question 24: What is your average claim cost and duration for a lost time claim? What is your average claim cost and duration for a medical only claim?

Answer: The City does not currently use this exact claim categorization scheme. Please see the answer to Question 16, above. Lost Time payments are currently made through the City payroll office. The expected TPA vendor role is described in the RFP solicitation document.

Question 25: Given the ongoing COVID-19 pandemic and related business closures and work-from-home policies, would the City consider accepting an email Proposal submittal in place of a hard copy, as requested in the City's RFP?

Answer: No.

END