



# Request for Information

The Regents of the University of California

Solicitation Number: **AE-091-2020**

Date of Issue: **NOVEMBER 23, 2020**

RFI Title: **ACCOUNTS RECEIVABLE SOLUTIONS SERVICES**

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## SECTION ONE INTRODUCTION AND INSTRUCTIONS

### 1.1 Purpose of the RFI

The Regents of the University of California is soliciting information from potential bidders to Provide Payment Review, Account Resolution, Workers' Compensation Revenue Management Services to Patient Financial Services departments under The Regents of the University of California.

The information, data, comments, or reactions obtained may be used as research for a future solicitation. This RFI does not constitute and Invitation for Bid, Request for Proposal, or Informal Request for Bid or Proposal and is not to be construed as a commitment by The Regents of the University of California.

The Regents of the University of California will review all responses received. If The Regents of the University of California decides to issue a solicitation for commodities or services, the procurement will be conducted in accordance with The Regents of the University of California Procurement laws, rules and guidelines.

### 1.2 Contact and Response Information

The procurement officer is the point of contact for this RFI. Please submit responses to the procurement officer by the deadline specified in the RFI Schedule. Please reference the Solicitation Number and Title. You may submit your response in by email to the procurement officer at:

Email: [Andenet.Emiru@ucop.edu](mailto:Andenet.Emiru@ucop.edu)

### 1.3 Assistance to Individuals with a Disability

Contact the procurement officer, as soon as possible, if an individual with a disability needs assistance with the RFI, including any events in the RFI Schedule, so reasonable accommodations can be made.

### 1.4 RFI Schedule

EVENT	DATE
RFI issued	<b>11-23-2020</b>
Deadline for Submission of Questions and Requests for Clarification by <b>3:00 PM, PST</b>	<b>12-7-2020</b>
Amendment with Responses to Questions and Requests for Clarification issued approximately (if required)	<b>12-15-2020</b>
Deadline for Submission of Responses by <b>3:00 PM, PST</b>	<b>1-4-2021</b>

### 1.5 Questions and Requests for Clarification

Please submit any questions or requests for clarifications about this RFI by email to the procurement officer by the deadline for submission of questions and requests for clarification identified in the RFI Schedule. Only method of submission is email.

**1.6 RFI Notice Location – UCLA HEALTH Procurement Website**

This RFI and any related amendment and notices will be posted on California's public higher education systems for sourcing website at: <http://purchasing.uclahealth.org/bidding-on-jobs>

Notices related to this RFI will be sent to the Bidders List for the needed commodity or service and other known potential vendors.

Additionally, vendors may request to receive notices related to this RFI by contacting the procurement officer by email with the following information: RFI title, business name, contact person, mailing address, telephone number, fax number, and email address.

**1.7 Respondents Responsible for All Preparation Costs**

Respondents are responsible for all costs associated with the preparation, submittal, and presentation of their response to this RFI.

**1.8 Disclosure of Information and Compliance with California Public Records Act**

The Regents of the University of California has broad open records laws. All information submitted become the property of The Regents of the University of California and may be returned only at The Regents of the University of California's option. All information is subject to California Public Records Act.

Respondents may make a request to hold confidential any trade secrets and other proprietary data contained in its response. Respondent must clearly identify the material considered confidential and explain why the material is confidential.

If The Regents of the University of California has broad open records laws receives a request for public information, the procurement officer, in consultation with the General Council, shall determine whether the information is an exception to the California Public Records Act, and the information shall be processed accordingly.

## SECTION TWO GOAL AND BACKGROUND INFORMATION

### 2.1 Goal and Background Information

The Regents of the University of California is requesting information to gain familiarity with the current market for Accounts Receivable Solutions Services and to gather information in a formal, structured, and comparable way.

The following background information is intended to help respondents understand the needs of The Regents of the University of California. The information is provided as an overview and is not intended to be a complete and exhaustive description.

The University of California, Medical Centers (the “Medical Centers”) are operating units of the University of California (the “University”), a California public corporation under Article IX, Section 9 of the California Constitution. The University is administered by The Regents of the University of California (“The Regents”) of which, under the formation documents of the University, administrative authority with respect to the Medical Centers is vested in the President of the University. The Medical Centers consist of the University of California, Davis Medical Center (“UC Davis Medical Center” or “Davis”), the University of California, Irvine Medical Center (“UC Irvine Medical Center” or “Irvine”), the University of California, Los Angeles Medical Center (“UCLA Medical Center” or “Los Angeles”), the University of California, San Diego Medical Center (“UC San Diego Medical Center” or “San Diego”) and the University of California, San Francisco Medical Center (“UCSF Medical Center” or “San Francisco”), each of which provides educational and clinical opportunities for students in the University’s Schools of Medicine (“Schools of Medicine”) and offers a comprehensive array of medical services including tertiary and quaternary care services.

### Operating Statistics

The following table presents utilization statistics for the Medical Centers:

*(shown in fiscal year)*

	DAVIS	IRVINE	LOS ANGELES	SAN DIEGO	SAN FRANCISCO	TOTAL
<b>Licensed beds</b>						
2019	625	402	800	808	1,276	3,911
2018	625	417	784	808	1,276	3,910
2017	627	417	784	808	1,276	3,912
<b>Admissions</b>						
2019	31,782	22,142	40,265	33,605	45,197	172,991
2018	34,763	22,086	40,438	31,715	45,837	174,839
2017	34,564	21,173	40,966	29,264	45,480	171,447
<b>Average daily census</b>						
2019	540	348	730	587	789	2,994
2018	535	344	729	552	760	2,920
2017	536	338	741	504	755	2,874
<b>Discharges</b>						
2019	31,752	22,139	40,233	33,464	45,230	172,818
2018	34,811	21,982	40,526	31,683	45,800	174,802
2017	34,565	21,270	40,979	29,200	45,549	171,563
<b>Average length of stay</b>						
2019	6.1	5.7	6.6	6.4	6.4	6.3
2018	5.6	5.7	6.6	6.4	6.1	6.1
2017	5.6	5.8	6.6	6.3	6.0	6.1
<b>Patient days</b>						
2019	197,019	126,864	266,559	214,198	287,882	1,092,522
2018	195,370	125,476	266,020	201,431	277,281	1,065,578
2017	195,678	123,191	270,550	184,135	275,446	1,049,000
<b>Case mix Index<sup>1</sup></b>						
2019	2.00	1.83	2.09	1.98	2.06	
2018	1.91	1.83	2.03	2.03	2.06	
2017	1.87	1.83	2.00	1.96	1.97	
<b>Outpatient visits</b>						
2019	946,930	747,187	796,929	399,840	1,985,553	4,876,439
2018	967,695	689,724	775,952	345,276	1,838,829	4,617,476
2017	1,007,187	786,917	776,341	311,659	1,704,965	4,587,069

<sup>1</sup>Case mix index is calculated at the patient level and is not determinable systemwide.

## 2.2 Requirements

**The Regents of the University of California is seeking proposals from qualified Accounts Receivable Solutions vendors to review assigned zero balance accounts and further collect on aged receivables associated with Commercial, Government and special programs, including Workers Compensation.**

**Basic requirements for patient financial review and application for governmental program assistance and other financial assistance include, but are not limited to:**

- Review assigned patient accounts and determine the expected reimbursement based on the account coverage(s). Consider the coverage or program terms, and take action to provide additional information, seek support from other RCM teams, appeal and rebill an account, aimed to gain reimbursement up to the allowed amount per each payer or program.
- Review assigned patient accounts and determine the expected reimbursement based on the account coverage(s), specific to State and National workers compensation requirements, including lien services. Consider the coverage or program terms, and take action to provide additional information, seek support from other RCM teams, appeal and rebill an account, aimed to gain reimbursement up to the allowed amount per these guidelines.
- Provide technology to aid in the collection efforts and overall status of the account by using automation which is intended to reduce manual labor and move the account through the collection phases systematically.
- Ability to contact payers and program to obtain claim status and seek full reimbursement, per contract or program terms.
- Ability to Bill a Claim or corrected claim to the payer or program if changes are made, and further follow up on subsequent claims through to full account resolution.
- Provide account receivable detailed reports that contain the specific status of each account using Epic standard classifications, aging and dollar amount stratification.
- Provide a monthly invoice with detailed information for review and payment consideration.
- Provide a full reconciliation of accounts assigned, returned, paid, closed, including adjustments on a monthly basis. In addition, support quarterly audits, and quality and assurance reviews.
- Provide quality reviews and constructive feedback to each team member overseeing the review of accounts, determine their application of contract and program terms, and take correction action.
- Monitor the status of each account or group of accounts on a weekly or more frequent basis, or as requested by The Regents of the University of California Center to ensure accounts are remedied within the timely guidelines per payer or program.
- Dedicated team members with the advanced skills to appeal denials both technical and clinical in nature from each payer or program, including skills and additional tasks

associated with workers compensation liens.

- Serve as a liaison between the payer, program and The Regents of the University of California revenue cycle departments for the review and resolution of outstanding requests from a payer or programs as it relates to charging, coding, medical records, invoices or other requested information for the purpose of claim adjudication.
- Facilitate gathering of the patient's medical record information for the governmental agency review to support the patient's application or the appeal of an adverse decision.
- Initiate and/or maintain appropriate records, files, documents, financial folders, statistical data and patient information pertinent to the Patient Financial Services Department, Hospital, State, and Federal requirements.
- Provide monthly electronic listing of referred accounts, the status of each account and the overall performance of Vendor, in an electronic format to The Regents of the University of California. The data fields and the electronic file format of the monthly inventory file will be specified by the University. Provide sample reports and define content and how/where content is sourced from to fulfill this requirement.
- Reconcile inventory of accounts and account balances with The Regents of the University of California records.
- Record, maintain and archive account follow-up notes to document the collection follow-up efforts for audit purposes. Archiving of the documentation must be maintained for a period of not less than seven (7) years.
- Assume responsibility for and adhere to The Regents of the University of California documentation standards within the hospital's Financial System(s) including, but not limited to, clearly noting the details and status of each step in the collection process and ultimate decision applied to the account.
- Ensure translating services are available.



## SECTION THREE RESPONSE FORMAT AND CONTENT

### 3.1 Response Preparation Instructions

Respondents are asked to provide a response in the following format:

#### A. Introduction

Please provide:

1. Contact name, phone number, and email
2. Business name, address, and phone number

#### B. Technical Response

Respondents are asked to provide a response to the following information:

1. What are your core competencies? What are the primary capabilities or offerings that distinguish you from the competition?
2. Describe, in detail, your demonstrated competence and experience in fulfilling services similar in scope to the services described in this RFI for healthcare facilities similar in size to The Regents of the University of California.
3. Please include the organization name, number of years served, number of sites serviced, and details of services provided.
4. Describe your screening and hiring processes. How do you ensure the hiring of competent, qualified, and ethical employees? Describe your company's process for background checks on all employees.
5. How do you train employees to successfully provide the services detailed in this RFI? Describe your company's training program for your on-site employees.
6. Describe your company's quality assurance program.
7. Describe your process for measuring, monitoring, and enhancing customer service.
8. Describe, in detail, your approach to resolving identified deficiencies in services and methods used to mitigate issues with specific areas or personnel.
9. Describe your client support model, including the type, level, and availability of support services.
10. Are any subcontractors utilized to complete any part of services as outlined in the RFI? If yes, describe the specific services that would be subcontracted and how you will control the quality of services provided.
11. Identify any credentials/designations, affiliations, special knowledge, qualifications, expertise or awards held by your organization. Briefly describe how this translates into the services to be provided in this RFI.

12. Do you screen for programs that may be available other than health plan coverage? If so, please list all other programs.
13. Do you utilize a call center environment to auto connect with payers or programs?
14. Do you utilize payer website screen scrapping or other automated tools to retrieve claim status direct from the payer and bring this information back in the Epic host system?
15. What systems or procedures are in place to ensure that accounts are reviewed or appealed within their timely guidelines?
16. Do you conduct coverage eligibility and updating of coverage on accounts?
17. Do you offer bi-lingual services? If yes, list all languages.
18. Will your company provide assistance in billing out of state accounts? If yes, please describe your experience with billing out of county accounts, for all payer types.
19. Do you offer provider enrollment services, for both in State and Out of State companies or programs?
20. Do you provide appeal services for all levels, including both technical and clinical?
21. Do you have a team member skilled in high dollar drug review, appeal and interpretation?
22. Since The Regents of the University of California plans to perform all billing, how do you ensure compliance with timely filing provisions, including appeal timelines, per payer, per program?
23. Describe your company's processes for providing documentation on our systems.

### **C. Cost Estimate**

Respondents are asked to provide estimated costs to help The Regents of the University of California understand acquisition and on-going costs.

Any cost estimates requested are for budgeting purposes only. Responders will not be held to price estimates provided as part of the RFI should The Regents of the University of California later decide to issue a competitive solicitation.

Pricing should include ALL expenses to be incurred by The Regents of the University of California as listed and in the format below. In addition, Bidder shall provide list of pricing levels offered based on volume tiers on separate page.

The Regents of the University of California prefers that separate costs be quoted for all items in the proposed solution. Bidder shall include all information on charges not explicitly referred to in this RFI that bidder proposes to assess The Regents of the University of California. Such costs must be identified and explained. Bidder should also present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to The Regents of the University of California.

Description	Contingency Fee
Commercial Aged Collections	
Government Aged Collections	
Zero Balance Audit Review	
Workers Compensation Post Billing Follow-up	
Workers Compensation Lien Filing	
Description	Cost
Legal Services Provider Enrollment Services Lien Services 2 <sup>nd</sup> Level Appeals Other services (list <b>any and all</b> additional charges to be billed to The Regents of the University of California)	