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# The Regents of the University of California

## *REQUEST FOR INFORMATION*

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Request for Information

For

*Revenue Cycle Extended Business Office*

**RFI# UCOP2023RC04**

Date Issued November 20, 2023



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Issued By: University of California Health,  
Office of the President

RFI Administrator: Theresa Gamache  
[theresa.gamache@ucop.edu](mailto:theresa.gamache@ucop.edu)

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## **I. General information about this RFI**

### **A. Purpose of this RFI**

The purpose of this Request for Information (“RFI”) is to solicit information from qualified suppliers (“Bidders”) for a proposal and price on the implementation of an Extend Business Office (“EBO”) in accordance with the requirements defined in this RFI for purposes of financial planning.

The University of California (“UC Health”) may leverage the information, data, comments, or reactions obtained in this RFI as research for a future solicitation. This RFI does not constitute an Invitation for Bid, Request for Proposal, or Informal Request for Bid or Proposal and is not to be construed as a commitment by the University of California Health.

### **B. Background**

UC Health provides leadership and strategic direction for UC’s five academic medical centers (UC Davis, UC Irvine, UC Los Angeles, UC San Diego, and UC San Francisco) and 17 health professional schools. UC Health’s central office supports operational initiatives at individual campuses and the development of system-wide initiatives, promoting collaboration among the university’s health professional schools and providing oversight on the business and financial activities of the clinical enterprise.

The UC Health central office has several initiatives, including the improving evaluation of business partners in Revenue Cycle Management, which includes a strategic implementation to extend business offices for Professional, Hospital, and Reference Lab services lines to achieve the financial goals, ensure compliance with Health Plans, State and Local regulations, and improve the cycle time of our AR Management.

### **C. Proposed Scope of Services**

#### **RFI must include the following in the proposal:**

A detailed outline of how you will perform daily operations as an extension of the UC revenue cycle office includes using Health System Epic EMR and Partnering with Clinical Operations and Local RCM teams.

A detailed description of the proposed team structure, including but not limited to their title and summaries of their professional backgrounds.

A detailed implementation timeline and a comprehensive financial estimate based on the ‘must-have’ requirements outlined in the Attachment “RFI Supplier Questions.” Some frequently asked questions are answered below for your proposal.

State the proposed associated fee structure, i.e., hourly vs. contingency-based.

State if you require any interfaces to be built for your teams to perform their work and the associated fees for initial configuration if needed.

Ability to provide Insurance follow-up services on various commercial and government accounts for all entities simultaneously. The ability to return the account at the close of business on the daily patient invoice is deemed a patient liability.

Ability to establish a standard account flow designed to meet the needs of UC Health, based on their UC Locations collection cycle for an assigned population of insurance accounts. This could include Professional, Hospital, and/or Reference Lab services.

Provide weekly and monthly AR reconciliation related to UC Health/UC Location accounts receivable. Resolve any discrepancies between UC Health/UC Location AR and EBO accounts receivable within 3 days. Provide feedback on any discrepancies identified by reconciliations completed by UC Health/UC Location. Work closely with UC Health/UC Location regarding reconciliation and maintain reconciliation schedule.

Ability to track, monitor, and report on key performance metrics that include average hold time and average length of call. Vendor must maintain National Best Practices and local KPIs set by each UC Location.

Outline experience and provide a reference for performing services each of the following business units:

- Professional Billing Office (Medical Group Business Services)
- Hospital Billing Office (Facility)
- Reference Lab Billing Office

No migration is required at this time for UCOP.

**Names and locations where support may be required:**

**UC Davis**

UC Davis Medical Center, 2315 Stockton Blvd, Sacramento, CA 95817

**UC Irvine**

UC Irvine Medical Center, 101 The City Drive South, Orange, CA 92868

**UC Los Angeles**

Ronald Reagan UC Los Angeles Medical Center, 757 Westwood Plaza, Los Angeles, CA 90095

Santa Monica UCLA Medical Center, Santa Monica, CA 90404

**UC San Diego**

UC San Diego Health System, Hillcrest, 200 W Arbor Dr, San Diego, CA 92103

UC San Diego Health System, La Jolla, 9300 Campus Point Drive, La Jolla, CA 92037

**UC San Francisco**

UC San Francisco Medical Center at Mission Bay, 1825 Fourth St.

San Francisco, CA 94158

UCSF Medical Center at Mount Zion, 1600 Divisadero St.  
San Francisco, CA 94115

UCSF Medical Center at Parnassus, 505 Parnassus Ave.  
San Francisco, CA 94143

Affiliate: UCSF Benioff Children’s Hospital Oakland, 747 52<sup>nd</sup> St, Oakland, CA 94609

**Overall Responsibility and Program Expectations**

The UC Health system requires its partner(s) to offer support that is required to run a health system and scale with us as we transform the Revenue Cycle to cutting-edge and Best in Class.

It is also the expectation of the UC Health system that any potential contract leverages the collective aggregate spend of the health systems, campus locations, and affiliates.

**D. Issuing Office and Communication**

This RFI, and any subsequent addenda to it, is issued by the Regents of the University of California on behalf of the University of California Health. The University of California Health is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFI. The University of California Health is the only office authorized to change, modify, or clarify the specifications or terms and conditions of this RFI.

All communications including questions concerning this RFI should be addressed in email:

Theresa Gamache  
Revenue Cycle Program Manager  
University of California Health, Office of the President  
[theresa.gamache@ucop.edu](mailto:theresa.gamache@ucop.edu)

**E. Significant RFI Dates**

	<b>Date</b>	<b>Time</b>	<b>Location</b>
<b>RFI Issuance Date</b>	Monday, November 20, 2023	Noon, PST	UCLA Procurement & Strategic Sourcing website <a href="http://www.purchasing.uclahealth.org">www.purchasing.uclahealth.org</a>

<b>Bidders' questions</b>	Bidders can submit questions until Thursday, December 14, 2023	5:00 PM, PST	Via Email to <a href="mailto:theresa.gamache@ucop.edu">theresa.gamache@ucop.edu</a>
<b>Bidders' submission of Proposals</b>	Friday, December 22, 2023	5:00 PM, PST	Via Email to <a href="mailto:theresa.gamache@ucop.edu">theresa.gamache@ucop.edu</a>

**F. Proposal Acceptance Period**

All proposals shall remain available for University acceptance for a period of one (1) year following the submission date.

**G. Participating Locations**

This RFI covers University of California Health. Any awarded Contract(s) shall be extended to any future UC locations as they may be announced during the term of an awarded Contract.

**II. Instructions for RFI Response**

**A. RFI Response**

Bidders are required to send their proposals via email to Theresa Gamache ([theresa.gamache@ucop.edu](mailto:theresa.gamache@ucop.edu))

In your proposal, please articulate:

- Bidder's approach to executing such an engagement reflecting the requirements outlined in the RFI documents.
- Response needs to reflect the ability to meet the requirements listed above.

**Proprietary Information**

Any restrictions on the use of data contained in an RFI Response must be clearly stated in the response itself and marked as "Confidential". Proprietary information submitted in response to this RFI will be handled in accordance with applicable University of California procurement regulations and the Public Records Act. All data and documentation become the property of the University.

**See Attachment "RFI Supplier Questions" Excel file for additional requirements**