

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA
RFP No. 2014-06
Out-of-Country Billing and Collections Services
March 31, 2014

ADDENDUM NO. 1

Questions / Answers

1. I would need to know what country you are trying to work in or offering to work in, in order to know if claims can be done through the clearinghouse.
A: We are looking for all countries. Since Las Vegas is a high tourist location for many around the world we would need assistance in collecting from them if they visit our facility.
2. Why is the contract out to bid at this time?
A: The current contract is expiring.
3. When is the anticipated contract start date?
A: July 1, 2014
4. Has the current contract gone full term?
A: Yes
5. Have all options to extend the current contract been exercised?
A: N/A
6. Who is the incumbent, and how long has the incumbent been providing the requested services?
A: Credit Bureau Central, Inc currently has a business agreement with Global Credit Solutions and UMC to handle all out of country collections – 5 years
7. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
A: The location of the headquarters is not the most important aspect of the bid proposal however, the company must be licensed to operate in the United States, have a license to operate in Nevada and, have US based telephone numbers for contacts.
8. How are fees currently being billed by any incumbent(s), by category, and at what rates?
A: Not appropriate to disclose current rates. However, the current process is that funds are remitted to the agency and UMC and monthly reconciliation of moneys due either party are completed. The majority of payments are made directly to the agency since there is often an exchange rate to be calculated to ensure US dollars are paid accurately.
9. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
A: An average of 40K per month is paid for these services.
10. To how many vendors are you seeking to award a contract?
A: This will depend on the results of the evaluation. UMC reserves the right to award multiple contracts.
11. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

A: A team of evaluators will review all proposals based on the submissions listed in section 18 of the RFP. The team will score each area to determine which vendors will meet/exceed UMC's needs. If the team feels that additional information is required vendor presentations will be organized for the highest rated proposals.

12. Please describe your level of satisfaction with your current vendor(s), if applicable.

A: Very satisfied with the turn around time and ability to keep communications open.

13. What is the total dollar value of accounts available for placement now by category, including any backlog?

A: Not sure what the term "category" means however, the majority of accounts will be inpatient admissions via the emergency room since scheduled services are not normally provided to out of country visitors. On occasion we will have a scheduled admission for foreign patients residing in the US, these are also referred for billing and collection. There is currently no backlog of dollars for placement.

14. What is the total number of accounts available for placement now by category, including any backlog?

A: There is no backlog to place at this time. Accounts will be placed ongoing daily as they are discharged and meet the criteria for billing. A daily file is generated for the new placements.

15. What is the average balance of accounts by category?

A: The average total charges per account is \$14,482 .00 based on the current AR as of 3/1/14.

16. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?

A: Accounts are placed as soon as they are ready for billing. The intent is to transfer 100% of the international accounts as early as possible. Plan is for accounts already placed to remain with that vendor and run out. What is meant by category?

17. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category?

A: The average number of accounts to be placed monthly is 693 based on March placements.

18. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category?

A: Based on the activity of the past twelve months, the average monthly charges to be placed are \$550,316.00

19. What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?

A: We have not liquidated any of the accounts placed with the incumbent(s) as we did not sell the A/R to them but rather place the accounts for billing and collections and work with the agency on making sure the accounts are worked and reimbursed appropriately. If an account is not paid it is considered bad debt and remains with the vendor for collections. The average rate of reimbursement is 44.65% of gross charges.

20. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?

A: The plan is to have the current vendor maintain the accounts already placed and run them out should they not be awarded the contract.

21. Can you provide the average volumes of placements?

A: See # 17 and 18 above

22. Can you provide the number of accounts placed on a monthly basis?

A: See # 17 above

23. Can you provide the dollar amounts projected to be placed for collections and the expected or historical collection results?

A: See above # 18 and #19

24. Are there backlog accounts to be collected?

A: No

25. Are you currently contracted with a vendor who is handling this business segment for you?

A: Yes

26. Are you planning to send out an RFP for other revenue cycle functions, such as early out self-pay collections, Insurance follow-up, coding, bad debt and insurance follow-up/denials?

A: Please review the following link for other RFPs and Bids.

<http://www.clarkcountynv.gov/depts/finance/purchasing/Pages/listings.aspx>

Changes / Clarifications

RFP Responses are still due on April 9th, 2014 at 2:00:00PM.

Issue by

Should you have any questions, please contact me at (702) 207-8846 or via email at robert.maher@umcsn.com.

Issued by:

Rob Maher
Sr. Contract Management Analyst
UMC

Acknowledgement

*****All Proposals submitted shall include a signed copy of this addendum acknowledging receipt and understanding. Addendums shall not count towards the page limitation.***

Signature: _____

Title: _____

Company Name: _____

Date Received: _____