

Purchasing Division

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April 5, 2017

ADDENDUM #2

BID No. Third Party Administrative Services

Scheduled Bid Closing Date: April 24, 2017 at 5:00 p.m.

To All Bidders of Record:

Acknowledge receipt of this addendum by attaching a signed copy of this addendum with your bid. Failure to do so may subject bidder to disqualification. Revisions/clarifications to the bid specifications and documents are as follows:

Questions & Answers:

- Addendum #1 states there are 240 open indemnity claims and 92 future claims. Assuming future claims are indemnity claims as well, this would total 332 Indemnity claims yet the SIP Annual Report shows only 250 open Indemnity Claims. Please explain the difference? Are all future coded claims coded as indemnity claims?

The correct number should be 389 open claims as of the end of Fiscal Year 2015/16.

- Page 10 states: Upon mutual agreement, meet with City staff and designated department staff to perform a claims file review of outstanding claims at least every two months. How many claims are reviewed every two months at the file review?

We will review all open claims where employees are losing time off work or where there is a concern for long time treatment.

- Page 11 states: Is 24-hour contact with employees, supervisor and medical provider required for ALL claims or just for indemnity claims?

All claims need a 3 point contact.

- What is your definition of a future claim?

It is a future medical claim. This is when the claimant has reached maximum medical improvement and now needs future medical treatment beyond maximum medical improvement/permanent and stationary status due to a stipulated award.

- Can we select outside sub-contractors to provide bill review, UR and other medical management services?

Open for discussion.

- If so, what information do you need about them?

Are they affiliated to your company in any way, e.g., part owner, etc. What are the fees and additional costs? Their requirements to provide the services and the services they provide.

- Please verify the format for the proposal. Pages 4-7 lists Proposal Requirements while pages 9-14 lists the Scope of Services to be addressed and then Page 17 states that the proposal should follow the Sequenced Outlined Below.

Page 17 was eliminated in Addendum #1. Pages 4-7 should be followed. Scope of Services and Proposal Requirements include services the City requests the proposer to provide as a TPA to the City and respond to questions the City has regarding the services. Page 8 states under “Explanation of how proposer will perform the series contained in the Scope of Services” Proposer must describe in detail how they plan to meet the requirements of this RFP, and may provide additional related information. The proposal should be presented in a format that corresponds to and references the sections outlined in the Scope of Services and should be presented in the same order. Responses to each section and subsection should be labeled to indicate which item is being addressed. Proposal should be straightforward and concise and provide “layman” explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions responding to the RFP requirements, and on providing a complete and clear description of the proposal.

If a complete response cannot be provided without referencing supporting documentation, the proposer must provide such documentation with the proposal indicating where the supplemental information can be located.

A proposal must include all proposed terms and conditions without limitations. The omission of any documents renders a proposal non-responsive. A proposal which appears unrealistic in terms of technical commitments, lack of technical competence, or is indicative

of failure to comprehend the complexity and risk of this RFP will be rejected.

- Are there certain services outlined in the RFP the current TPA was unable to provide leading to this RFP?

No.

- How long has the City of Oxnard used the current TPA?

4 years.

- For bill review services, does the city prefer charges outlined by percentage of savings or dollar per bill reviewed?

No preference outlined in RFP.

- How does the city currently use for bill review? Utilization review? Nurse case management review? Is there a reason these services will “potentially” move?

Allied Managed Care. No current reason to move.

- Does the city use MPN? If so, who?

No.

- What is the total number of bills reviewed this past year?

Information unavailable at this time.

- Does the city use alternative dispute resolution?

No

- Would you be able to provide me with the City’s current contract for Workers’ Compensation TPA Services?

Yes, see attached.

- Would you be able to provide a loss run?

No.

- Out of the 250 estimated annual new claims, how many are projected to be indemnity, medical only and future medical?

Information not available.

- Will the new TPA be taking over the current 137 indemnity claims and the 113 medical only claims?

Yes.

- To clarify, is the City looking for a dedicated or designated claims team?

Yes, dedicated and not designated. We currently have 2 Senior Examiners.

Addendum #1 received: Date _____

Received by: _____

Name & Title, printed: _____

Company: _____

Address: _____

Telephone Number, including Area Code: _____

Fax Number, including Area Code: _____