



**COMMERCIAL BANKING SERVICES RFP
FORMAL REQUEST FOR PROPOSAL**

ADDENDUM NUMBER: FIVE (5)

Monday, April 5, 2021

THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFPs. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.

NOTIFICATION

Note there is a new link as the one in the RFP has expired. Please note that it may take several minutes to upload document(s); those timestamped after the deadline will not be accepted.

<https://browardhealth.sharefile.com/r-rf717b52f7cf5494aab879573262e5ce5>

Broward Health is compiling the responses to the remaining vendor inquiries and will post a subsequent Addendum.

Question	Response
Attachment A-1 Lines 165 and 166 – CPS EOB Lite and CPS EOB Per Claim Payment – It looks as if Broward Health is receiving both EOB Lite Claims and EOB Claims. Are the EOB Lite claims non-automated posting and the EOB Claims for the automated 835 file? Or, do the two different files represent different types of EOBs? Example, EOB Lite CLP for HB and EOB CLP for PB?	Automation of the commercial lockboxes are currently in "Test". Therefore, lockboxes continue to receive hard copies which are sent to Broward Health via overnight delivery. Information is manually posted.
Attachment A-1 Line 102 – IFI Maintenance Per Product. Is this an image file out of lockbox, or of cleared checks (disbursement checks)?	Monthly maintenance fee for Image File Import service per product (paid checks, deposited items, returned items, third party draft, and lockbox)
RFP mentions an initiative to transition to an 835 workflow at the Central Business Office (CBO) as well as the Physicians' Business Office (PBO), where does this initiative stand? What is the timing on completion?	The initiative is in the "testing" phase. Once the "test" phase is completed, we will go live. No date is available.
The purpose of each of the described accounts for each entity (i.e. is it based on location; service such as payroll, operating, disbursement and for what, etc.)	Accounts include Payroll accounts (one for checks and one for Direct Deposit); Accounts Payable check disbursement; master account, foundation accounts, patient refunds, self insurance, workers compensation.
For direct ACH NACHA file transmissions, what is Broward Health's preferred method of file confirmation with the bank? Would you prefer a more interactive option, or automated ACH acknowledgment file offering?	Automated ACH acknowledgement
Regarding ACH transfers, please define what the nature of the payments appearing on the Attachment A-1 as ACH One Day Item, ACH Payments One Day Item, and ACH Two Day Item? Are those debit or credit items?	Nature of the payments vary. Charge is for origination.
What is defined as Electronic Credits Posted in Attachment A-1? Are these ACH Credits received, or is this volume also inclusive of incoming wires?	Per item charge for electronic and non-paper credits posted.
What is defined as a Miscellaneous Credit Posted in Attachment A-1?	Charge for miscellaneous deposits not made through the Cash Vault or branch channels.
Regarding the nine demand deposit accounts, how many of them are controlled disbursement accounts?	None
What is the current physical location for the six lockboxes Broward Health is currently using?	Orlando and Atlanta
What information is included in the ARP Output – Transmission and ARP Optional Reports listed in Attachment A-1?	ARP Output Transmission: per transmission charge for delivery of check reconciliation information via direct transmission, NDM or to a vendor. ARP Optional Reports: Charge for each ARP report produced that is delivered via paper or transmission or in PDF format from the on-line portal.
What is monthly volume for Correspondences?	Not currently reported.
What is monthly volume virtual card payments via lockbox?	Not currently reported.
How do you manage unapplied cash today?	Entered into system in an unapplied status until investigation is completed.
Do you intend to maintain the current segregation between CBO and PBO? Can you provide an estimate of receipts segregated by CBO and PBO?	Yes
Section VII C. Service Management # 7 on page 28 of the RFP) Please clarify what is meant by "payment batches". Is this referring to payments received for posting?	Yes
WLBX Standard Item Processed – 4,334: What's the breakdown of insurance versus patient payments?	Broward Health will not be providing this information at this time.
WTLBX CHECKS 1,848: What does this number represent?	Wholesale lockbox fee for checks processed and deposited which were included in transaction with scannable coupon
WLBX Healthcare Paper Return – 40,981: What type of documents are being returned?	Payor correspondence
Can you please explain the process behind WLBX restrictive/special processing?	Per item charge for the process of reviewing invoice information against unique criteria. Stamping specific information on the face of a check, invoice or envelope as directed.

Can you please explain what DDA Serial Sort Monthly Base is?	Monthly fee for placing checks in serial sequence.
Does the Cash Vault Deposit Cash and Check represent a mixed deposit?	Yes
What does the volume for Cash Vault Currency Furn-Nonstd represent?	Currency furnished in straps of less than 100 bills of the same denomination by a vault. Billed on a per dollar furnished basis.
What does the volume for Cash Vault Currency Furnished represent?	Currency furnished in straps of 100 bills of the same denomination by a vault. Billed on a per dollar furnished basis.
There were 1,848 checks deposited in the patient pay lockbox and 5,543 scannable items. What accounts for the disparity in volume?	Statements that are scanned may be multiple pages.
Are we accurate in our assumption that the services that begin with "WTLBX" or "WTLBX" apply only to your 1 patient payment lockbox and that no items beginning with "WLBX" apply to the patient pay lockbox? If "no", please explain.	The whole-tail lockbox is the self-pay lockbox (automated) for the CBO. PBO has a self-pay lockbox that is a wholesale lockbox (manual).
Are the WTLBX Partial Payment volume (row 13; 1,052 items) and WTLBX Multi Payment (row 27; 8 items) fees charged in addition to the WTLBX Total Payments Processed (row 28; 1,853)?	Please provide your own fee structure.
Is a separate imaging fee currently charged for the front and the back of check images and/or of OCR coupon images? The answer may differ for check and coupon. We charge a single fee for the front & back images of checks and OCR coupons that are part of a scannable transaction.	Please provide your own fee structure.
What is "WTLBX Excessive Check Surcharge" (row 47; 2,047 items; this equals the WTLBX non scan item volume)?	WTLBX Excessive Check Surcharge is a fee to process non-scannable payments when the volume of non-scannable items is more than a certain percentage of total lockbox volume. Fee is per non-scannable transaction processed.
What information is being captured within "WTLBX Value Added Keying – Non Scan" (row 56; 37,904 items)?	Data capture for non-scannable transactions.
Are envelopes imaged?	CBO yes; PBO no
Please provide more detail for the 6 non-scannable boxes so that we may understand:	
How many boxes are for commercial payments? This is valuable to us to identify the most appropriate solution for your volume (e.g., specialty healthcare lockbox producing funded 835s; traditional wholesale lockbox with manual cash application). If you have more than 1 commercial payment lockbox, why (e.g., one for each entity)?	Two Commercial Lockboxes. One for PBO and one for CBO.
What is the reasoning behind varying image archive periods – 90 days for some work; 7 years for other work; CDs for other work)?	Based on current bank.
Revenue Cycle, For each of the 5 operating hospital locations, approximately how many primary claims are submitted to insurance payers each month?	CBO: 32K
Revenue Cycle, For the 40 satellite facilities, approximately how many primary claims are submitted to insurance payers each month? Aggregate number acceptable. By each facility preferred	PBO: 31K
Revenue Cycle, How many service providers are a part of the Broward Health Physician Group Services for which all payments are re-assigned and paid to the corporation?	Approximately 153
Revenue Cycle, Are there any shared Tax ID situations with regards to payments received from insurance payers? Shared Tax ID meaning hospital and physician facilities receive aggregated payments from payers that must be 'split' between hospital and physician payments for patient account payment posting activities.	Yes. PBO and CBO have same TAX ID number
Revenue Cycle, Please list/identify which lockboxes have daily image-file transmissions.	Both the CBO and PBO lockboxes.
Revenue Cycle, Please list the names of current EMR billing platforms and any legacy platforms for which payment-posting activity is currently required.	Please refer to RFP details.
Revenue Cycle, Do you currently have any split-file (data) or split-deposit (\$\$\$ in one-box deposited into multiple DDAs)	Yes
Revenue Cycle, Are your revenue cycle personnel internal or external to Broward Health?	Both
If a mixture, please indicate what activities are internal compared to what activities are external.	PBO has vendor who processes EKG reads; however, payment still flows through NextGen.
Please indicate #FTEs for RCM activities, by high-level functional role if possible. e.g., Daily ERA and manual payment posting, ERA-to-ACH 'matching' and related reconciliation activities, processing of correspondence, processing of appeals and other denied-claim follow-up activities, etc.	Broward Health will not be providing this information at this time.
Please list the name of your claims clearing house for each EMR system being utilized	NextGen = Waystar INvision = HDX
Attachment A-1 Line 31 – WLBX Value Added Keying. What information is being keyed, and based on volume, is it only for one specific box?	Charge is a fee per keystroke or character captured and delivered from a check, invoice, or envelope. Insurance Lockboxes.

END ADDENDUM FIVE