



COMMERCIAL BANKING SERVICES RFP

FORMAL REQUEST FOR PROPOSAL

ADDENDUM NUMBER: SIX (6)

Wednesday, April 7, 2021

THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFPs. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS,

NOTIFICATION

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

Question	Response
Attachment A-1 Line 164 – CPS AGGR/SEGR Per Claim Payment. What is this charge for? If for split 835 files, can you describe what the splits are?	If insurer submits payment with more than one patient, claims must be separated.
Do any of your five paper lockboxes provide an OCR scannable remittance document?	Only the CBO Self Pay Lockbox.
Can you provide more detail relative to your specific EOB lockbox processing requirements?	EOBs are received for post payment and denials.
Does Broward Health’s current software have the ability to generate a NACHA file?	Once Broward Health converts to Infor Cloudsuite we will have the ability to generate a NACHA file.
Does Broward Health currently have single sign on capabilities through their existing bank?	No.
What is monthly volume for Self Pays?	OR0865814 is the CBO's Self Pay Lockbox Please see Analysis Statement.
For the line item Printing & Supplies Vendor – can you explain what this service is?	Pass thru charge from third party supply vendor for check or deposit ticket printing or other supplies.
What is the difference between WLBX and WTLBX?	WLBX = Wholesale Lockbox WTLBX = Wholetail Lockbox
WTLBX Excessive Check Surcharge – 2,047: What does this represent?	Wholetail lockbox surcharge to process non-scannable payments when the volume of non-scannable items is more than 35% of total lockbox volume. Fee is per non-scannable transactions processed.
Lockbox Online Subscription Per Item – 14,913: What does this number represent?	Per item accessed charged - per detail transaction (i.e. deposits on the availability report and individual checks on the detail report).
Electronic Credits Posted: 10,919: Are these all insurance payments?	Examples include credit card payments, ZBA transfers.
What internal systems if any are involved in your current card process, ERP/Expense reports, etc.	Reports are generated from the current vendor's system.
Do you use or plan to implement a Document Management System?	Currently use ImageNow for vendor invoices.
What does the volume of currency furnished by branch represent?	Per dollar fee for currency furnished by a branch.
In reference to the CV Cash Only or Check Only Deposit line item, what is the breakout of the cash or check?	Breakout is not available.
Can you please provide clarification about WLBX Doc Nonstd Reassociation and WLBX Document Reassociation line items?	Reassociation fee: Reassociation of original hard copy documents received in the envelope and returned to BH. NONSTD Reassociation fee: Per item charge for non-standard re-association of remittances for return to customers such as paperclips rather than staples.
Can you provide additional detail about CPS Image Index Monthly? What does this line item and volume represent?	Image Index Service sends a file containing the indexed patient data and images for the provider to use within various systems. This is billed as a monthly charge for each PMS, PAS, or other system requiring a different output format for providers.
Do “WTLBX Imaging – Scannable” (row 18; 5,543 items) and “WTLBX Imaging Non-Scannable” (row 48; 8,022 items) include check images? We assess different fees for check and OCR coupon images (same fee) and other document images (different fee).	Check images are included.
If “yes” are they imaged for non scannable items, scannable items or both?	Both
If imaged for scannable items, why?	BH requires the coupon/document imaged in addition to check.
In the RFP (page) you mention having a total of 6 lockboxes, including 1 patient pay box. Attachment A-1 indicates a total of 7 boxes – 1 patient pay (row 15, WTLBX Monthly Base) and 6 other boxes (row 26, WLBX Monthly Base). What is the correct number?	We currently have 7 lockboxes. Apologies for the confusion.
For each of your commercial pay lockboxes:	
What is the monthly number of claims paid by check?	932540 = CBO Commercial Lockbox 862851 = PBO Commercial Lockbox. See analysis statements.
What is the volume of incoming ACH/EFT credits associated with each commercial pay lockbox?	None.
What is the monthly number of claims paid by ACH/EFT?	None.
What is the unit of measure for “WLBX Healthcare Paper Return” (row 22; 40,981 items)?	Per document fee for returning all paper attachments including the envelope except the check that are received for a healthcare lockbox.
Regarding “WLBX Restrictive/Special Processing” (row 24; 1,732 items):	Per item charge for the process of reviewing invoice information against unique criteria. e.g. stamping specific information on the face of a check, invoice or envelope as directed by BH or special review to not accept a payees

Does "WLBX Document Scanned" volume (row 25; 45,354 items) include check images? If "yes", how does the volume split between check and document images?	Fee to image Lockbox checks & documents. Each front is counted as one image and each back is counted as one image. Do not have the split between checks and other documents.
How do "WLBX Document Scanned" volume (row 25; 45,354 items) and "WLBX Image File Import-Image" (row 42; 46,707 items) relate to each other? One way would be that a lockbox is billed an image scan fee plus a separate image transmission fee.	WLBX Image File Import - Image represents the volume of images transmitted from the lockbox to BH for storage on our internally managed archive. Each front is counted as one image and each back is counted as one image.
The volume of 4 for "WLBX Image Web Reporting Mthly Base" indicates 4 of the 6 wholesale boxes have web access to lockbox images. What about the other 2 lockboxes? Currently no image access? Image transmission only?	Documents are received by mail delivery.
For how many lockboxes is a daily image transmission provided?	PBO and CBO are all imaged.
How many lockboxes have 90-day archive?	Refer to Analysis
How many lockboxes have 7-year archive?	Refer to Analysis
How many lockboxes receive CDs?	1 lockbox
It appears that 1 small wholesale lockbox has MICR Capture (row 29; 15 items) and value-added keying (row 31; 407 items).	OR0865814 is the CBO's Self Pay Lockbox.
Is our assumption of 1 lockbox accurate? If "no" how many lockboxes receive these services?	One is correct.
What is being keyed?	Information from the check, invoice, or envelope.
How is this information reported to you?	Self-pay batch is uploaded by Broward Health IT department and posts to patient accounts.
What is "Lockbox On-Line Subscription"?	Per item accessed charged - per detail transaction. (i.e. deposits on the availability report and individual checks on the detail report
Why is this used by only 2 lockboxes (or accounts)?	Two Accounts. Self-Pay lockbox has its own account and others report through Main Account.
What information is reported?	Transaction information.
How does this "ACH Received Item" volume split between credits received and debits received? If you do not have specific data, what is your estimate?	It is for debits and credits. We do not have an estimate of the breakout.
How are you currently informed of the wires you receive?	Review wire report.
How many accounts receive these wires?	Wires may be received in approximately 4 accounts.
What reporting would you like for these wires?	No special reporting.
Annual Number of Invoices:	Approximately 100,000
What is the cost to process a paper check in-house?	Broward Health will not be providing this information at this time.
How does Broward Health manage exceptions? How long does that expectations process take?	The amount of time it takes to resolve exceptions varies by type of exception.
Revenue Cycle, Please list/identify which lockboxes have daily data-file transmissions.	No, in progress.
Attachment A-1 Lines 19 through 23 – Wholesale lockbox reassociation/paper return. What paper items are being returned to Broward, and would imaging these items and making them available online be acceptable?	All paper for both CBO and PBO (checks; remits and correspondence). PBO also has credit card payments. The documents are pulled from the Bank's portal and are imaged.
Attachment A-1 Lines 162 and 163 – How is correspondence work being handled in lockbox? Is there any data lifting occurring off of the correspondence? If so, how is the data being returned to Broward Health?	Correspondence received daily via FedEx lockbox. All copies sent imaged for both PBO and CBO.
How many locations currently use armored car pick-up and delivery?	Refer to Armored Car Pickup Locations. Attachment provided with this addendum. (Revised from previous addendum).
What is monthly volume of downloads from payer websites? This is in reference to the revenue cycle team has to go out to payer websites and download era/pdf to balance to the money in the bank. We offer automation on this piece and wanted to get volume to be able to propose in the other services section in reference to Revenue Cycle Management solution.	Currently 34 payors where the remit does not come with check. Were remits are not returned then staff will access website.
What is monthly volume of GL transfers per month? This is in reference to moving cash to multiple accounts in finance from cash coming into revenue cycle from insurance companies. This is also a piece of the revenue cycle management process that we can offer automation in and wanted to propose for the volume of general ledger transfers currently being done manually.	Approximately 7,000 per month.
Are you doing G/L Transfers today to split money from CBO and PBO? If so what is the current process?	Broward Health has payment identifiers based on location/provider etc, for both CBO and PBO. In the event a payment that belongs to one is included with the payment to the other (or vice versa), we use a shared file. CBO and PBO will reflect how much of the payment belongs to the other and then we transfer the amounts between the respective cash clearing accounts.
Coin and Currency and On-Site Payments: Please provide the addresses for all of your locations that require cash services (deposits and/or change orders), whether currently at a branch or via armored car service.	Refer to Armored Car Pickup Locations. Attachment provided with this addendum. (Revised from previous addendum).
Number of armored car pickups per month.	Refer to Armored Car Pickup Locations. Attachment provided with this addendum. (Revised from previous addendum).
What is the number of patient-statements mailed each month? What % is paid check, credit-card or ACH online?	(LF) For three month period of December 2020 to February 2021 the total was 108,915.00 the volumes were low due to the Pandemic. Prior year December 2019 to February 2020 the total was much higher at 176,939.00. We do not currently have the breakout of payments.

What are "WLBX Post Office Returned Mail" (row 32; 3 items) and "WTLBX Post Office Returned Mail" (row 33; 4 items)? A lockbox should not be used as a return address on anything you mail to patients/partners.	Returned Mail. Lockbox address is currently used.
What kind of file format is coming from the patient payment lockbox?	Hospital patient lockbox electronic patient payment file from Cerner & Index Image of payment source. The payment batches create a "93/94 payment batch" from Invision. Errors in any parameter of the batch would be identified in an "error report". Error reports are found in the EDM Imaging system.

END ADDENDUM SIX