

**PCI COMPLIANT PAYMENT PROCESSING SYSTEM RFP****FORMAL REQUEST FOR PROPOSAL****ADDENDUM NUMBER: TWO (2)****SEPTEMBER 2, 2020**

**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.**

- We are currently compiling the responses to the RFIs received before the Vendor Inquiry deadline and will be posting the Q&A Addendum shortly.

**Q&A**

1. Is the requirement to allow for the 835 HIPAA transactions a must-have requirement? **It is not required, but it would be preferred.**
2. Are you looking for an IVR provider? **No** Is this a must have requirement or would you be open to a vendor that could integrate with an IVR? We work with third party IVR systems that integrate to our APIs. **Broward Health is looking to integrate with our current system.**
3. Please provide the original Word version of the RFP. This will help us to format our response. **Broward Health will not be providing the Word version at this time.**
4. Are you looking to upgrade or change the system you currently use to process credit & debit card transactions?
  - a. If yes, what will that look like? **Yes, Broward Health would like to use PCI compliant devices on our carts with wheels or our desktop (but not on Broward Health's network).**
5. If Broward Health is currently using terminals:
  - a. Does Broward Health use a dedicated phone line or the Internet/Ethernet for the credit card machines? **Broward Health uses a dedicated phone line.**
  - b. Do Broward Health's terminals integrate with Software and/or a Gateway or are they stand alone? **Broward Health's terminals are standalone systems.**
    - i. If they integrate, what name & version is the Software and/or Gateway? **N/A**
  - c. Does Broward Health want terminals that connect via phone, IP or Wi-Fi? **IP or Wi-Fi**
6. What percentage of your transactions are Card Present? And Card Not Present? **Most times the card is not present as Broward Health now has a large pre-registration department.**

7. Does Broward Health have a need for wireless terminals? **Yes, Broward Health is looking for terminals to be utilized on our carts with wheels.**
8. Does Broward Health accept Advanced Payment by Credit Card and if so, what is the timeframe from authorization to use? **No, Broward Health charges at the time the patient calls which may be prior to the registration.**
9. What are your concerns with Broward Health 's current provider? **They are not PCI compliant, so Broward Health currently stands alone.**
10. Is Broward Health EMV compliant? **The current machines are EMV compliant, however, Broward Health does not own the machines.**
11. Is Broward Health PCI compliant? If no, what steps are being made by Broward Health to become compliant? **No, that is the reason for this RFP: to find a vendor that has devices that will not be accessing the Broward Health network.**
12. Will any credit card payments be processed by Broward Health employees working from home? **Not at this time possibly in the near future.**
13. Is it possible to submit a notarized copy of the SWORN CERTIFICATE UNDER SECTION 287.133 OF FLORIDA STATUTES, PUBLIC ENTITY CRIME PROVISION from a previous proposal, along with an electronically signed statement that all of the information in the notarized document is still true and correct, and there have been no updates or changes since the date of the previous version in lieu of a new notarized version of the certificate with a wet ink signature given COVID limitations? **Florida legislature amended the notary law in January 2020 so that notaries can electronically notarize. Please refer to section 117.05 of the Florida Statutes.**
14. We understand that you use Cerner for patient accounting in many of your acute facilities. Is this also used in ambulatory clinics, home health, hospice, etc.? If not, can you provide host systems used in each? **Broward Health uses both Cerner Invision and Next Gen.**
15. Do your patients have a common identifier across facilities/practices? If so, is this on a guarantor level, patient level? **Broward Health has a corporate number that is assigned at the patient level.**
16. Does Broward Health have an interest in transitioning to a consolidated monthly bill and patient experience? **Yes, Broward Health would be interested in possibly transitioning to a consolidated monthly bill and patient experience.**
17. Do you have customer service representatives in house who handle patient billing? **Yes.**
18. Do you utilize Early Out Vendor(s) to manage patient billing? **No** If so, when do you outsource, day1? day 30? etc.?
19. Do you provide patient estimates to your patients today? **Yes.** If so, do you use an external vendor? **Yes.** If so, who is your estimate vendor? **Broward Health currently utilizes Waystar and Pelitas.**

20. Do you allow your patients to set up payment plans? **Yes**. If so, are these set up pre-service, time of service, post-service? **Usually payment plans are set up post service, but Broward Health is looking to explore establishing a pre-service payment plan at the time of registration.**
21. Do you offer a loan program for a patient to pay their balances? **No**.
22. Does this RFP include communication of patient bills? (paper, email, sms, etc.) **No**.
23. Section VIII - Forms. Is it possible to send the forms in a word format? **Broward Health will not be providing the Word version at this time.**
24. Please confirm that Broward Health's requested solutions for both Hospital and Physician billing. **Yes**.
25. What Patient Accounting System is Broward Health utilizing today? **Broward Health is currently using Cerner Invision**. What Patient Accounting System does Broward Health plan to utilize in the future? **TBD**.
26. Due to COVID, and restrictions on employees entering offices at this time, could there be a deferral on providing a notary signature to a later date, with the affirmation that it will be provided? **Florida legislature amended the notary law in January 2020 so that notaries can electronically notarize. Please refer to section 117.05 of the Florida Statutes.**
27. Assuming the tool meets PCI and HIPPA requirements, does the payment tool need to be deployed in a data center or is a cloud deployment acceptable? **Broward Health would be willing to explore if it works.**
28. Do you want to set up payment plans with Auto Pay? **Broward Health would be willing to explore that option.**
29. How would leadership rank the following: price, innovation, risk/compliance, customer experience? **Customer Experience, Risk/compliance, price, innovation.**
30. Is there a preference to any of those aspects regarding this payments solution? **No**.
31. Do you currently use a virtual terminal or see it as an option in this payments solution? **Broward Health would be willing to explore that option.**
32. Is accepting alternative payment methods important? **Broward Health accepts cash, check, debit card, credit card, and wire transfers.**
33. Please provide current forms of payments accepted across all channels (e.g. cash, check, debit card, credit card, PayPal, etc.). **Broward Health accepts cash, check, debit card, credit card, and wire transfers.**
34. Is there currently an IVR capturing payments? **No**.

35. Do you currently have an integrated solution with your EMR system? **No.** If so, please describe in further detail how the integration has been achieved.
36. Do you support eCheck (check to ACH conversion)? **No.**
37. Do you currently have a call center that processes payments? **No.** If so, please describe in further detail how payments are processed at the call center.
38. Do you have a payment token database today? **No.** If so, with which provider (i.e. gateway, processor, other 3rd party)?
39. Is there currently a separate physical network for the transmission of PCI data? **No.** If so, please list the facilities with such a network.
40. Is there a need to support multiple MIDs and/or multiple MCCs? **Yes.**
41. Is there currently a separate wireless network for the transmission of PCI data? **No.** If so, please list the facilities with such a network.
42. Please provide the names of your current lockbox banks. **Broward Health currently utilizes Wells Fargo.**
43. Is Broward Health Requesting Information on Service reps or the company for the Curriculum Vitae? **Provide a one (1) page Curriculum Vitae ("C.V.") for each of Contractor's principal service rep including experience providing goods or services requested in this RFP.**
44. Can a vendor submit a response that includes written and digital (e.g., video thumbnails) sections, if digital material is available? If no, can you explain your objection? **Broward Health will not be able to accept videos as part of the vendor's response as our system is not set up to share and /or view videos on our internal system.**
45. How would a vendor be scored if a vendor included an alternative format (i.e., digital response)? **It is likely that a vendor would not be scored well as it is possible the committee may not be able to review the video materials.**
46. Instead of a written response, would Broward accept a multimedia/video clip of our company information, if available? **Multimedia/Video clip may be submitted as supplemental information; however, all questions must be addressed in writing. Please refer to questions 44 and 45.**
47. Instead of a written response, would Broward accept a video thumbnail demonstrating product functionality for a Section (e.g., Section 7 Self-service and usability), if available? **Video thumbnail may be submitted as supplemental information; however, all questions must be addressed in writing. Please refer to questions 44 and 45.**
48. What other systems does Broward Health use within the organization that will require integration from the chosen provider? **Broward Health also utilizes Cerner Invision, Lawson, and Next Gen.**
49. Are your current tokens multi-use that can be used across all channels (Omnichannel)? **Broward Health does not use tokens.**

50. What gateway do you currently use for CNP online transactions? **N/A**
- Does it encrypt and tokenize card numbers now?
51. Do you store tokens for recurring transactions or other business use? **N/A**
52. Do you tokenize any other data besides payments data i.e. PII or SPI information for client profiles? **N/A**
53. Do you have a Mobile or App based payments acceptance configuration? **No, we only have a website.** Past, Present and Future State details are appreciated
54. Please provide the name of Patient Accounting System **Broward Health is currently using Cerner Invision and NextGen.**

**END ADDENDUM TWO**