

UNCOMPENSATED ACCOUNT RECOVERY**FORMAL REQUEST FOR PROPOSAL****ADDENDUM NUMBER: ONE (1)****OCTOBER 12, 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.

Q&A

1. The document lists 25,000 encounters, but also stipulates that this is incomplete data. Should we use that level of service? Hospitals your size would likely encounter that number of patients on a monthly basis including government payers, underinsured, uninsured, unresponsive, transient, and more. Could we get clarification on the number? **As stated in the RFP the data is for charity and auto (vehicle) accounts only.**
2. In the RFP for Uncompensated account recovery, it list 3 separate product lines being requested for. Under the pricing proposal, it states "Contractor may choose to respond to specific or all product lines." Does this mean that we may submit a proposal to provide services for one product line? Or is Broward health looking for a vendor that will provide all 3 products lines and that statement refers that pricing responses can be different for individual services? **Vendor may submit a proposal for one product line, however the proposal must clearly state which product line(s).**
3. What solutions have been deployed historically to solve the issue where a vendor may differentiate? **This is a new initiative.**
4. Who will be the primary user set of the solutions deployed? **This is a new initiative.**
5. Is Broward intending to focus on prevention of collections situations or resolution of collectible accounts? **N/A.**
6. Is there currently budget allocated for this project? Please provide additional details about this subject. **This is a contingency agreement.**
7. When is Broward anticipating go-live use of the project? **A timeline will be developed once vendor(s) are selected and contract is executed.**

8. What is the current workflow for all 3 categories, internal and external resources? **There is no current workflow, as stated, this is a new initiative.**
9. For Category #1 does Broward use an external vendor? If so, what vendor(s)? **No.**
10. For all 3 categories, what would be the age of the accounts at placement? **The age of the accounts will vary.**
11. The RFP states that liens cannot be filed against patients, but can liens be filed against a patient's potential recovery from another party under Chapter 16, Article II of the Broward County Code of Ordinances, Section 16-13 *et seq.*? **Lien can only be filed against the TPL payer – such as auto carrier.**
12. Can you please clarify under Section V. Scope of Work, Charity accounts - accounts that qualified for Broward Health financial assistance program (FAP) and remained in a charity status. **For information about Broward Health's financial assistance programs visit www.browardhealth.org/moped.**
13. How could an entity pursue accounts collection without being able to speak to, or communicate with, patients/guarantors? **Collections are to be obtained from a third-party liability payer (TPL).**
14. Can you elaborate on what the scope of this would be, are you looking for assistance on the pre-screening or qualification process? **No, we are not looking for assistance in either.**
15. What is the actual status of the accounts that you are seeking assistance with? Are they incomplete? Are they still in the 240-day application period? **Collections are to be obtained from a third-party liability payer (TPL).**
16. The Broward placement file specs do not include diagnosis information. Will Broward send diagnosis codes for accounts? **This can be discussed/determined during implementation.**
17. How often (what frequency) will Broward send the placement files? **To be determined.**
18. Looks like there are three files required to send to Broward per each Medical Center:
 - a) Acknowledgement - Required to send an Acknowledgement file for each Placement file received. Frequency should be same as placement file.
 - b) Reactivation - Required to send Reactivation File for accounts not in Active Status. What is the file frequency? **To be determined.**
 - c) Close/Return Files - Frequency is Weekly on Thursdays.
19. The specs mention an Account Comment File, but do not see the file specs for it. Will spec be provided for this file? **Yes.**
20. Will Broward add an agency code to the accounts placed with VENDOR NAME? **To be determined.**
21. From RFP Page 22 Table:

- a) The volume and values reported within this table are described as being 'for FY21'. Can you please confirm that means this represent the # of new encounters and gross charges for patient services that were incurred from July 1, 2020 – June 30, 2021? (Said differently, please confirm this is not an ending balance ATB report of these 2 categories at the end of FY21). **The report represents discharges that occurred from July 1, 2020 – June 30, 2021. Encounters that were admitted prior to July 1, 2020 will be included and would have charges included for their entire stay (the encounter stays whole).**
 - b) If this is an ending balance ATB representation, will Broward provide the original encounter count and gross charges for the 12-month FY21 period? **No.**
 - c) Will Broward be assigning accounts aged greater [prior] than those represented here for FY21? **Yes.**
22. From RFP page 22: The RFP stipulates a contingency fee % model; however, for vendor work performed that identifies viable funding and retroactive eligibility on accounts that are returned to client, will Broward consider a finder's fee flat-rate per account or other negotiable metric for the service? **No.**
23. From RFP page 24: Please clarify if the limitation against the vendor creating a UB04/837I claim is intended to mean that the vendor should not be creating these billing documents from their own vendor system, and instead the vendor is instructed solely to replicate these billing documents from Broward's own billing system? Or does this statement mean that the vendor will NOT be granted the ability to request or create these billing documents at all from Broward's own billing system, and instead a Broward employee will have sole responsible for the actual recreation of any billing document deemed necessary? **Vendor is to retrieve from Broward's system and/or request for the applicable payor.**

END ADDENDUM ONE