



**State of Florida  
Department of Children and Families**

**Rick Scott**  
*Governor*

**Mike Carroll**  
*Secretary*

**Marvin Bailey**  
*Administrator*

**For Prospective Respondents for the following**

**ITN#: 20181801MCARE - Medicare billing, reporting, consulting, and auditing services**

**DATE:** March 23, 2018

**TO:** Prospective Respondents to ITN# 20181801MCARE

**FROM:** Ricky Goodman, Procurement Manager

**SUBJECT:** Vendor Questions – Department Responses

The Department responses are in [blue](#).

Question Number	ITN Section Number	ITN Page Number	Question/Comment
1	1.1	4	Is there currently a contractor delivering the requested services for these hospitals? If so, who is the incumbent? <a href="#">Yes, there is a current contractor delivering the requested services. The incumbent is Public Consulting Group, Inc.</a>
2	1.2	4	Can you clarify if the department is requesting to outsource the billing or oversight function? <a href="#">The department is looking to contract with a vendor to assist in billing and provide oversight in the billable services that are related to Medicare parts A, B, C, D that the hospital provides. The contract will assist the Department with contracting and billing with Medicare and other insurance companies.</a>

3	1.2	4	How are account analyses prepared for cost report preparation? Those guidelines for Medicare Cost Reporting must meet CMS guidelines. The Department follows those guidelines set forth by CMS.
4	1.2	4	What information will the hospitals have responsibility for preparing? The Department will be responsible for providing demographic data, insurance information, and billing information that is required to process claims on behalf of the Department.
5	3.4	11	Can you clarify the order of precedence for this solicitation? The order of precedence begins with the Department's Standard Integrated Contract appendix VII followed by accepted documentation provided by potential vendors.
6	4.2.5	13	Section 4.2.5, references both paper and electronic records: <ol style="list-style-type: none"> <li>1. Can you please elaborate on what would be available on paper? The information needed to process claims if the service is a billable service. All pertinent information needed for billing.</li> <li>2. Can you please elaborate on what would be available electronically? The information needed to process claims if the service is a billable service. All pertinent information needed for billing.</li> </ol>
7	4.2.5	13	Section 4.2.5 mentions submitting to the necessary companies in order to generate revenue - other than Medicare, which is previously stated in the ITN, please clarify or list what other payors are available for claiming, other than Medicare; i.e. Medicaid, specific private carriers. The payors that the Department is interested in is Medicare, Medicaid, and the associated private carriers.
8	4.2.5	13	What types of billing services does this ITN cover? For example, Inpatient facility services, room and board and ancillary services, inpatient professional services, outpatient professional? Ancillary services and inpatient/outpatient professional and facility services are the types of billing services this ITN will cover.
9	4.2.5	13	How many users would need access to the vendors billing system, and what are their roles within your organization? At minimum eight users would need access to the billing system, their roles include pharmacy technician, revenue manager, finance director, and accountants. However, the Department would like the ability to request to add new users as it sees fit.

10	4.2.5	13	What is the estimated number of claims per month by insurer / agency? The estimated number of pharmacy claims per month for the combined three facilities would be approximately 3,000.
11	4.2.5	13	Will the state be able to provide required (demographic, insurance, and service) data electronically to the vendor in HL7 format for facility billing? Our current databases are not in the HL7 format, an interface could be created that would allow the transfer of electronic data.
12	4.2.5	13	Alternatively, could the required data be submitted electronically in a flat file format? Currently, the data is transferred to the current vendor in a flat file format.
13	1.2	4	Section 1.2 mentions audit claim forms, what is the desired scope of work for this? a. Are you looking for the vendor to audit claims back to the record documentation (chart audit)? No, the pharmacy technician that is working the claims can perform chart audits related to any possible rejected pharmacy claim. The desired scope of work entails helping the Department submit correct claims, identifying errors that should be addressed to avoid redundant errors.
14	4.3.2.1	16	Section 4.3.2.1 States "Vendor must describe its current financial management and accounting systems and capability to have reports utilized in a manner that can be viewed by the department" Can you elaborate on what reports you are looking for? Reports that give the Department a view to track and financially understand how the claim submissions, acceptance, rejections, and number of claims provides revenue to the department. The Department would like to be able to tell how each period of claiming looks and provided feedback on how the department can improve the current claims process.