

Post Payment Claims Audit Services
RFP No. DMS-20/21-104
Attachment H
Technical Questions

I. SERVICE HISTORY

1. How many current contracts does the Respondent have for scope of services similar to those listed in this RFP?
2. How many post payment claims audits has the Respondent performed in the last three (3) years?
3. How many Third-Party Liability audits has the Respondent performed in the last three (3) years?
4. How many government clients of the same size and complexity has the Respondent provided similar audit services as described in this RFP?
5. What is the “actual” amount of overcharged claims discovered during Post Payment Claims Audits performed in the last three 3 years and what percent of dollars has the Respondent’s company recovered for each contract in the last three (3) years, measured in accordance to the following formula: Total overpayments in dollars recovered / Total overpayments in dollars discovered during the audit.
6. How long has the Respondent been providing Coordination of Benefits services?
7. Describe the Respondent’s claim database or industry equivalent database(s) to be used in performing the services requested by this RFP.

II. PROJECT TEAM

8. List the Respondent’s project manager and staff that will be assigned to the Contract resulting from this RFP including years of employment with your organization, roles and responsibilities of the project manager and staff members, and their role in providing services for the contract resulting from this RFP.
9. For the staff assigned to the project team, list the number of years performing projects of similar size and scope to the scope in the contract resultant from this RFP.

III. PROJECT PROPOSAL

10. Please describe your Post Payment Claims Audit Plan solution, including the specific details for detecting overpaid claims based on the plan design.
11. Describe how the Respondent will model the claims data based on plan design to determine whether claims were correctly processed.
12. Describe the process used to incorporate plan designs and other required elements into the Respondent's software.
13. What data elements will the Respondent require in order to perform the services in the contract resulting from this RFP?
14. Describe how data will be compiled into a format that provides ready review of claims overpaid and the impact of the overpayment.
15. Provide a description of how data will be formatted for each category of services, provider or provider type, for a clear understanding of the impact of the claim error/adjustment.
16. Describe the Respondent's specific communication tools used when communicating with the TPA and HMO Service Providers.
17. Please describe the overall process used to provide Coordination of Benefits services particularly as it relates to workers compensation, Medicare and other third-party liability.

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18. Please describe the technology, software and other tools utilized to conduct Coordination of Benefits and identify recoveries. Include a description of the Respondent's claim database(s) to be used in determining dual coverage and proper order of coordination of benefits.
19. Does the Respondent have a specific department or team dedicated exclusively to the provision of Coordination of Benefits services?
20. Describe the Respondent's quality assurance process. How does the Respondent validate the accuracy of the audit results?
21. Describe the Respondent's proposed format for documenting the monthly overpayment activities.
22. Describe the process to be used when coordinating information related to instance of identified overpayments with the TPA and HMO Service Providers.
23. After overpayments are identified, how much time will the Respondent take to coordinate the claims data interchange with the TPA and HMO Service Providers?
24. What is the Respondent's data interchange mechanism they plan to use with the TPA and HMO Service Providers to keep the TPA's and HMO Service Providers' history updated as a result of the recoveries?
25. Describe the Respondent's past experience in coordinating the data interchange with other TPAs and HMO Service Providers?
26. Include any other relevant information required for the coordination with the TPAs and Service Providers.
27. During the course of the audit, how will you identify solutions to improve overpayment detection? Explain how these solutions identify more and higher recovery amounts.
28. Describe the respondent's method of tracking recovered overpayments returned to the client.

IV. SECURITY

29. Describe all the Respondent's technologies, including, but not limited to document and file formats that will be used to perform the scope of work in this ITN.
30. Describe all the Respondent's technologies, including, but not limited to document and file formats that will be used to perform the scope of work in this RFP.
31. Describe how the Respondent backs up and protects electronically stored work?
32. Describe how the Respondent secures confidential data?
33. Provide a copy of the Respondent's disaster recovery plan.

V. REPORTING AND DELIVERABLES

34. What is the Respondent's standard reporting package offered to clients?
35. Describe the Respondent's ability to accommodate the Division's requests for ad hoc customized reporting. Indicate that the Respondent will provide ad hoc reporting at no additional charge?