



# University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

## Medical Bill Review Services for University Risk Management

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Open	8/5/2015 2:00 PM MST	Type	Request for Documented Quote
Close	9/2/2015 2:00 PM MST	Number	PSC-U-213
		Currency	US Dollar

### Contacts

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## SECTION I. BACKGROUND, OVERVIEW, AND GOALS

### A. BACKGROUND:

Founded in 1876, the University of Colorado (CU) includes four unique campuses offering more than 200-degree programs. The University of Colorado system is recognized as a national leader in teaching and research excellence and is the largest institution of higher education in the state of Colorado. Over the years, CU has developed programs that have responded to the state's need for comprehensive baccalaureate and graduate education. CU plays a vital role in Colorado higher education through its missions of teaching, research, and service and has developed programs that are especially sensitive to the needs of the communities it serves. Each of the four campuses, University of Colorado Boulder, Anschutz Medical Campus, University of Colorado Colorado Springs and University of Colorado Denver, represent a critical component of the CU system.

University of Colorado is self-insured and self-administered for workers' compensation claims. Claims management is administered through the University's system office of University Risk Management (URM).

### B. OVERVIEW:

University of Colorado is seeking a qualified workers' compensation medical bill review company to provide prompt, quality review and re-pricing of medical bills primarily for workers' compensation with re-pricing of bills related to auto liability and general liability claims on an as needed basis. CU is self-administered for workers' compensation claims and self-insured up to \$1.5 million. URM currently receives approximately 10,000 bills per year and has five designated medical providers for their workers' compensation program. The total billed amount for medical services last fiscal year for the workers' compensation program was \$5.1 million. The department currently administers approximately 350 workers' compensation claims.

### C. GOALS FOR THIS PROJECT:

The goal of this project is to select a qualified medical bill review company which can meet the following needs of University Risk Management:

1. The review and re-pricing of medical bills, including but not limited to hospital bill audit and utilization review, with application of Colorado Workers' Compensation fee schedule, UCR fees, and network discounts in a timely manner.
2. Provide timely response to providers and URM in regard to re-pricing of bills.
3. Apply expertise in bill review to obtain maximum savings possible, consistent with applicable federal and state law and ethical obligations.

## **SECTION II. STATEMENT OF WORK**

CU is seeking a Medical Bill Review Company (MBRC) to provide prompt, quality review and re-pricing of medical bills primarily for workers' compensation and with re-pricing of bills related to auto liability and general liability claims on an as needed basis.

A. The MBRC renders quality review and re-pricing of medical bills in accordance with applicable laws, rules, regulations, and procedures. Although the services required will consist primarily of routine review of workers' compensation-related provider claims, occasionally the MBRC will also be required to provide hospital bill audit services and perform utilization review of workers' compensation, auto liability and general liability provider claims.

B. The MBRC shall ensure that individuals covered under CU's self-insurance program have access to one or more established PPO networks of qualified providers in a variety of specialties or services sufficient to meet the University's needs, both in terms of geographic coverage and availability of specialty services, as reasonably determined by URM.

C. Data reporting.

The MBRC will provide data reports quarterly to URM for evaluation of services provided, with recommendations for areas of increased network utilization or other programs which may increase savings. The MBRC shall furnish such information in a format approved by URM. Please provide sample reports and describe your ad-hoc reporting capabilities.

D. Medical records.

The MBRC shall implement appropriate safeguards to protect the confidentiality, integrity and availability of all medical records and other sensitive data or documents, collected, created or maintained pursuant to this proposed contract, regardless of form, e.g. electronic or paper, in accordance with federal and state laws and standard industry practices.

E. Complaint resolution.

The MBRC shall cooperate and provide such assistance to URM as required to respond to grievances from providers concerning bill review and re-pricing services received through the MBRC, in accordance with the Colorado Workers' Compensation rules, regulations, procedures and other applicable laws.

F. Contact Persons.

1. URM shall designate one or more contact persons for purposes of this proposed contract and shall inform the MBRC of the identity of each such contact person.
2. The MBRC contact shall coordinate administrative matters with URM and shall provide timely ongoing communications and problem resolution services.
3. The MBRC contact shall meet at least semi-annually with URM to discuss procedures or provisions required by this proposed contract.

## G. Compensation.

1. The MBRC shall bill URM directly by means of an electronic data file with the applicable fees per claim for import into the URM claims system.
2. Compensation under this proposed contract shall be changed only by a proper amendment to this proposed contract. No URM personnel have the authority to bind URM with regard to any payment for services that exceed the amount payable under the terms of the proposed contract as is accepted.

## H. Term of the Agreement.

The term of the contract resulting from award of his RFP shall begin upon execution of the contract (expected to be in December 1, 2015) and end one year later. The contract may be renewed upon mutual agreement for up to 3 additional one year periods for a total term not to exceed four years. In no case can the amount paid by the University exceed \$500,000 over the term of the agreement. If it appears the amount paid to the awarded vendor will exceed \$500,000 the University will re-bid the services. The University reserves the right to terminate the contract at its sole discretion for convenience by giving the awarded offeror thirty days' notice.

## **SECTION III. PROPOSAL SUBMISSION**

All specific response items represent the minimum information to be submitted. Deletions or incomplete responses in terms of content or aberrations in form may, at the University's discretion, render the response non-responsive.

Late proposals may not be accepted. It is the responsibility of the supplier to ensure that the proposal is submitted on or before the proposal opening date and time.

## **SECTION IV. EVALUATION AND AWARD**

### **A. PROPOSAL EVALUATION**

All quotes submitted in response to this solicitation will be reviewed for responsiveness by the Purchasing Agent prior to referral for final evaluation. All responsive quotes will be evaluated in accordance with the criteria described below. Any contract forthcoming from this solicitation will be awarded to the supplier whose quote is deemed to be the most advantageous to the University.

If the University requests presentations by short-listed suppliers, evaluation team member(s) may revise their initial scores based upon additional information and clarification received in this phase. Please note that the date for presentations has not yet been set. If your company is invited to give a presentation to the evaluation team, the dates may not be flexible.

The University, at its discretion, may utilize a Best and Final Offer (BAFO) stage. If this phase is utilized, the Purchasing Agent shall submit to the supplier most likely to receive the award, requests for specific clarification and allow suppliers to enhance their pricing. The Purchasing Agent shall coordinate the supplier's responses for review by the evaluation team. The Purchasing Agent shall be the SOLE point of contact throughout the process for all suppliers. Please note that the date for the BAFO stage has not yet been set. If your company is invited to participate in this stage, the dates may not be flexible. If the University requests Best and Final Offers by short-listed suppliers, evaluation team members may revise their initial scores based upon additional information and clarification received in this phase. In lieu of revising scoring, the University reserves the right to evaluate BAFOs by use of a narrative.

Any resulting contract from this solicitation will be awarded to the supplier whose overall offer is deemed to be the most advantageous to the University as determined by the evaluation team. The PSC purchasing office, after review and approval of the evaluation team's written recommendation, will notify all suppliers via a posting on the electronic solicitation notification system of the results of the solicitation evaluation. The posting will be an announcement of award.

In preparing responses, suppliers should describe in sufficient detail how they propose to develop and implement the solution specified. Specific factors will be applied to proposal information to assist the University in selecting the most qualified candidate for this contract. Evaluation criteria that will be used are as follows, listed in no particular order:

1. Experience, qualifications, and capability of the firm. This will include evaluation of the firm's experience and qualifications, the firm's maintenance of records, and the firm's information systems and security.
2. Experience, qualifications, and capability of the individuals assigned to this account.
3. Financial proposal.

A presentation and/or demonstration may be requested by "short-listed" vendors prior to award. However, a presentation/demonstration may not be required, and therefore, complete information should be submitted with your quote.

## **B. DETERMINATION OF RESPONSIBILITY OF THE OFFEROR**


The University of Colorado Procurement Rules state a Purchasing Agent shall make purchases from, and award Contracts to, Responsible suppliers only. The University reserves the right to make its supplier responsibility determination at any time in this solicitation process and may not make a responsibility determination for every supplier.

Factors to be considered in determining whether the standard of responsibility has been met include whether an supplier has:

1. availability of the appropriate financial, material, equipment, facility, and personnel resources and expertise, or the ability to obtain them necessary to indicate the capability to meet all contractual requirements
2. satisfactory record of performance;
3. a satisfactory record of integrity;
4. the legal authority to contract with the University; and
5. supplied all necessary information in connection with the inquiry concerning responsibility.

The supplier shall provide information requested by the University in the Questions section concerning the supplier's responsibility. The University reserves the right to request further information as it deems necessary to determine the supplier's responsibility. If the supplier fails to supply the requested information, the University shall base the determination of responsibility upon any available information or may find the supplier non-responsible if such failure is unreasonable.

### **Prerequisites**

 Required to View Event

★ Required to Enter Bid

1. Please review and accept ★
2. Please review and accept. ★
3. Please review and accept ★
4. Please review and accept. ★
5. Please review minimum insurance requirements. ★
6. Please review and accept. ★

05 August 2015