

DEBT COLLECTIONS
RFP 2017-003

- How many agencies are you looking to select?
 - **To be discussed**
- How many agencies are you currently contracted with?
 - **We are currently contracted with 2 agencies**
- Do you operate using a scorecard?
 - **Yes a scorecard is used in our process.**
- Would you share that scorecard or at least the methodology for the scorecard?
 - **To be discussed**
- What are average monthly placements for the last 12, 24, 36 months?
 - **Each company will receive approximately 2000 a month.**
- How would the agency (ies) be compensated for insurance payments on accounts after the accounts are assigned to agency?
 - **Please refer to RFP**
- What Software System does NHCC operate on?
 - **We use Allscripts for our EMR and Eagle platform for our Registration and billing.**
- Would the agency we allowed log-in access to the Hospital's system to answer questions and manage account inquiries?
 - **Yes the agency would be granted log in access.**
- How do you determine the number of placements to various agencies? Are assignments evenly split or is another formula utilized?
 - **To be determined.**
- Section B/Bullet 1 – Is the 30-day non-commission payment time frame negotiable?
 - **The payment time frame is non-negotiable**
- Section B/Bullet 11 – Is there a current documented settlement policy that would be provided from NHCC to the selected vendor?
 - **To be discussed.**
- Section C/Cash Report – Will referral/placement files be separate for each service line or, if not, will they contain an indicator for service line type?
 - **To be discussed.**
- Exhibit JC – Is the NuHealth Employee Orientation available remotely or are Contractor staff required to travel to NHCC to fulfill this requirement? If staff is required to travel to NHCC, how many hours/days is the NuHealth Employee Orientation?
 - **Orientation is in house.**
- Does NHCC consider the services defined in this RFP as primary placement collections or “pre-collect”?
 - **To be discussed**

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- Does NHCC approve of the selected vendor utilizing credit reporting to credit bureaus for the referred accounts?
 - **To be discussed**
- Will location of agency have any weight for this rfp?
 - **To be discussed**
- How old are the accounts when sent to collections?
 - **The accounts are 150+ days old.**
- Is this Bid only for the Primary level of placement, after the “Day One Vendor”?
 - **The accounts are placed after 3rd party follow up.**
- In the RFP you state: *“The selected vendor will not settle or compromise any NHCC account without prior written approval;”* has the NHCC ever granted a blanket settlement authority for its collection vendor to use?
 - **To be discussed**
- From your history which line of work, (1) Inpatient, (2) Outpatient, (3) Emergency Department, and (4) A. Holly Patterson Extended Care Facility, has the highest number of settlements reached?
 - **To be discussed**
- From your history on these lines of work, (1) Inpatient, (2) Outpatient, (3) Emergency Department, and (4) A. Holly Patterson Extended Care Facility, what on average is the typically settlement discount for each line of work? If you could break that down by month that would be most helpful.
 - **To be discussed**
- For the years 2015 and 2016 please let us know the account volumes placed at this service tier for: (1) Inpatient, (2) Outpatient, (3) Emergency Department, and (4) A. Holly Patterson Extended Care Facility.
 - **???**
- How long does the “Day One Vendor” keep the account prior to this tier of service?
 - **The account is kept for 90 days.**
- Does the “Day One Vendor” get to keep an account if it is in a paying status?
 - **Yes the “Day One Vendor” keeps the account.**

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- In the RFP you state: ***“Vendor shall not report any information regarding NHCC patients/responsible parties to any credit reporting agency without prior written approval from NHCC.”*** After the allowable delinquency date and balance level permissible under the latest FCRA guidelines by the CFPB are met, will NHCC withhold the Agency from credit bureau reporting debt completely?
 - **To be discussed**

- Please confirm the due date listed at February 8, 2017 at 3pm.
 - **Confirmed**
- Does NHCC’s intake form include TCPA cell phone consent language?
 - **Yes, the intake form includes TCPA cell phone consent language.**

- What is the dollar amount associated with the monthly or annual placements?
 - **The annual placements would be \$1.5-3M a month between 2 agencies.**

- Once the NHCC billing system has been properly updated by TCC staff, will your staff be doing the billing?
 - **No it is the responsibility of the company to follow up.**
- When placements are made, what type of format can we expect to receive?
 - **To be discussed.**

- How often can our IT/Operations Staff expect to see placements made?
 - **The placements take place once a month.**

- Will a prior authorized settlement threshold be provided on NHCC bad debt accounts?
 - **To be discussed**

- What if any minimum legal threshold will be allowed on a patient balance placed for collection?
 - **To be discussed.**

- Will Credit Bureau reporting be permitted as a tool for TCC with a mutual agreed upon timeframe after placement has been made?
 - **To be discussed**

- Can TCC utilize legal letter writing as a leverage tool when needed?
 - **To be discussed**

- If legal is permitted, can post judgment remedies be taken in the form of: a) Wage Levy Attachment, b) Bank Execution, c) Property Lien
 - **To be discussed**