- ➢ When does NHCC anticipate this project to begin?
  - o 2017
- ➢ Does NHCC have an estimated go-live date confirmed with Cerner?
  - o To be determined
- ➢ Will NuHealth be implementing Soarian Clinical and Financials?
  - o NuHealth will be implementing Soarian Financials only
- ➢ Will NuHealth be using American Health (Eagle) as the revenue cycle platform after the Soarian implementation?
  - o The Soarian system will replace American Healthware (Eagle)
- ➢ Will NuHealth be engaged with any other HIS system conversions or implementations during the Soarian Implementation or next 36 months?
  - o Not at this time
- ➢ Will NuHealth have any major staff or leadership changes during the 24 month Soarian Implementation?
  - o For further discussion
- ➢ What systems/applications will be replaced by Soarian?
  - o Soarian will be replacing Eagle registration, Billing and Collections.
- ➢ Per section IV (page 9 and 10), are MWBE (Minority and woman-owned Business Enterprises) resources a requirement for this proposal?
  - o Please refer to the RFP.
- ➢ Does this Soarian implementation address only the hospital or does it also include medical group/professional billing?
  - o Hospital and physician billing
- ➢ Does NHCC envision one project manager to satisfy the requirements of this RFP or would the manager be supported by subject matter experts to work across various areas?
  - o One project manager and subject matter experts within Revenue Cycle Management and IT.
- ➢ Under "Project Requirements," it says: "Ensure that industry best practice standards are implemented." Does NHCC envision these best practices are implemented in advance of implementation with enough run time to stabilize or is the goal to try and build best practices into the HIS as part of the build?
  - o Best practices are implemented in advance, during and after implementation.
- ➢ Does the 24 month anticipated window include Assessment through Post-Go Live Support? If so, how many of these months does NHCC anticipate being for the post-conversion stabilization?
  - o Yes the 24 month's includes Assessment through Post-Go Live Support. We anticipate 90-120 days for post conversion stabilization.
- ➢ Can NHCC provide a copy of the org chart for the areas impacted (Finance, Revenue Cycle, HIM, etc.)?
  - o To be discussed

➢ Would identification and implementation of process improvements to improve cash flow or implement best practices in the months leading up to conversion be included as part of this RFP?
  o Yes best practices will be apart of the process.
➢ On page 7 of the RFP, can you clarify what "business references" means? Are these references meant to be similar in size and scope to this RFP or company references for which we have done business in the past? We are trying to best understand the difference between these references and those requested in Question II.D.3.
  o Yes the references are meant to be similar in size and scope to the RFP.
➢ Section 3. Compliance with Laws and NHCC Policies, Subsection (e) NHCC Compliance Programs states that "CONTRACTOR agrees to adhere, and cooperate fully with, NHCC's corporate compliance program requirements applicable to all NHCC vendors, contractors, consultants and agents. This information is available via NHCC's website at: http://www.nuhealth.net/about/doing-business-with-nuhealth.asp." We would like to note that we went to NHCC's website and found Procurement Guidelines, Purchase and General Store, and RFP links. We did not find anything specific to compliance programs for vendors; therefore, please identify the specific pdfs that we will need to review in order to determine if we can adhere to such NHCC compliance programs.
  o All vendors are required to comply with all applicable corporate compliance programs.
➢ Sorian Solution - What module(s) of the product is part of the implementation?
  o To be discussed
➢ Implementation Planning - Does NHCC IT have a dedicated team to the Soarian implementation?
  o No, not at the present time.
➢ Implementation Planning - What is the role of the software vendor in support of the implementation (i.e. will the corporate Soarian team complete the system build)
  o Cerner has allocated resources for this project.
➢ Implementation Planning - Does NHCC plan to complete an AR clean up as part of the pre-live process?
  o To be discussed
➢ Implementation Planning - What NHCC's current key revenue cycle metric(s) - daily revenue, DNFB, aging, etc.?
  o Cash collections, DNFB, Clean –Claim rate, and Registration QA to just name a few.
➢ RFP Process - What will the RFP follow up process be (conference call, onsite visit, etc.)?
  o The Committee will review all responses and determine the next steps.
➢ For the staffing analysis component, is this a pre-implementation task that will be done and is it inclusive of Cerner resources that are planned for the project? If so, we will have access to the Cerner implementation project plan?
  o To be discussed
➢ The task for Risk Assessment, is this to be done prior to the implementation start date?
  o To be discussed

- On Page 6, letter C, number 3 – what is required regarding licensure?
  - To be discussed in the future if applicable
- If selected as a finalist, will there be orals?
  - We will ask the finalists to present on site to the committee.