

# NHCC RFP 2018-002: Managed Care Government Payor Credentialing RFP Questions

Deadline for Questions 1/16/2018

Proposals Due 1/30/2018

- Is some or all of this work presently outsourced? All work currently outsourced
- What software is presently utilized and would a data download be available? Credentialing software is used only by Medical Staff but data transferrable via FTP
- Currently, what is the quantity of credentialed providers and can you provide a summary by provider type (MD, NP, PA...)? Currently, we have a total of 360 providers including, MD, DO, PA, NP, PT, OT, and LCSW.
- In 2017, how many new providers that required credentialing were introduced to the entity? In 2017, how many established providers that required credentialing departed or were “off-boarded”? Approximately 20 new providers added and about 35 required off-boarding
- How many Tax ID Numbers and organizational NPIs are utilized? We utilize one TIN and 14 group NPI’s
- Does the entity credential locum tenens providers? We do not enroll locum tenens with the managed care plans
- How many plans are the providers enrolled in and specify if this varies by provider type? How many plans have delegated credentialing and what involvement would vendor play in those plans? Providers are enrolled in 22 plans, two BH Behavioral plans. We have 14 delegated agreements. The vendor is expected to submit and follow up on all delegated submissions and applications.
- Would the vendor be required to prepare NY Medicaid Certification statements or in the ePACES enrollment process? The vendor would be required to complete NY Medicaid Cert statements.
- Is NUMC enrolled in any out of state Medicaid plans? No, we don’t enroll in out of state plans
- Is in-person attendance at the on-site meetings mandatory? Can one or more of the credentialing staff attend via teleconference? On-site meetings are mandatory
- Does NUMC have a preferred method for quoting the services? E.g., annual fee per provider; hourly rate; or a combination with a minimum per provider fee plus an hourly rate? An annual fee is a preferred method for quoting the service.
- Will NUMC staff need remote access to winning Vendor’s credentialing software? If yes, approximately how many? Yes, NUMC staff would need access to vendor’s credentialing software. Access would be needed for 2 staff members.
- Did this already go out to specific vendors? RFP is only posted on the NuHealth Website. We don’t send RFP to specific vendors.

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- Is this for services only or a software and service solution. This RFP is for both service and software solution.
- Is the following a requirement or a preferred: "Proposer shall provide documentation satisfactory to NHCC demonstrating that Proposer is licensed and authorized to do business in the State of New York and, if applicable, Nassau County." Yes this is a requirement to be licensed in NY State
- Can you provide the number of users and approximate time frame to go live? We would need 2 user access. Go live date would depend on the vendor once approved by our board. Go live date can be stated on the RFP.
- Are providers already set up in CAQH and PECOS? Yes, providers are set up with CAQH
- Does NHCC enroll providers in NPDB Continuous Query? Yes, this function is for Medical staff department. This is not for this RFP
- Would NHCC please provide two weeks from the time questions are answered to the due date for proposals? This will provide bidders with sufficient time to fully incorporate NHCC answers into the proposed solutions. Questions are due, 1/16/18 and proposals are due 1/30/18. Cannot accept any proposals after the due date.
- How many re-enrollments occur monthly? It depends on the plan that is doing the recredentialing. This RFP is for provider enrollment in the plans. This is not an RFP for Medical staff credentialing
- Is NHCC expecting physician access to the Contractor's credentialing software? If so, for what purpose? Yes, we are expecting access to the credentialing software so we can check the enrollments of our providers with the plans
- Is NHCC expecting access to CAQH, NPI, and PECOS through the Contractor or through NHCC? Through the contractor. The selected vendor will be expected to manage these sites
- Would a combination of remote and on-site meetings suffice for the weekly on-site meeting requirement? On-site meetings are required
- Does the Proposer need to be licensed and authorized to do business in the State of New York prior to submission of the RFP response, or can we work to obtain the license after the award is made? Vendor must be NY state licensed
- Will the Proposer be responsible for the hospital and physician billing in addition to the enrollment process? This RFP is for provider enrollment only
- Is this RFP for project work or for contracted services? This RFP is not for project work but contracted service for provider enrollment into all contracted plans
- Is the NuHealth New Employee Orientation mandatory if none of our staff has any patient interaction whatsoever based on the scope of services? If the on-site staff is provided, Employee orientation will be mandatory as groups are located throughout the hospital.

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- The RFP asks for at least three business references with contact information. Should these references be vendors with whom the Proposer does business, or customers with whom the Proposer does business? Business references should be customers that contracts with you for credentialing services
- The RFP asked for a description of the Proposer's number of employees by discipline? Please clarify if this is by position/title?; by business unit?; by division? Number of employees by division such as Account Manager, CAQH, delegation, application, data entry, and follow up team members
- The RFP asks to list all projects Proposer has completed (or in progress) for the past eighteen (18) months. What is your definition of a project? Can you narrow the scope of this request as Proposer has many clients currently under contract across various service lines. Current projects or past projects involving credentialing enrollment.
- What is the anticipated monthly referral volume of initial provider enrollments? This RFP is for Provider enrollment with the managed care plans, no referral volume. Employed and contracted providers are expected to be enrolled in all our contracted plans.
- What is the anticipated monthly referral volume of re-enrollments? This RFP is for provider enrollment in the plans. This is not an RFP for Medical staff credentialing. Re-credentialing is done by the plans and vendor is expected to reattest CAQH and keep provider file current.
- What is the relationship between the providers and NHCC? Are they employees?; contracted?; or other? Please specify. Most providers are employed but we also have three contracted provider groups
- If Proposer is also providing hospital billing services, what is the anticipated monthly volume of referrals of hospital claims by inpatient claims; outpatient claims; and ED claims? This RFP is for credentialing enrollment only.
- If Proposer is also providing physician billing services, what is the anticipated monthly volume of referrals of physician claims by inpatient claims; outpatient claims; and ED claims? This RFP is for credentialing enrollment only.
- Is the request for a fully outsourced solution including credentialing software or just resources to conduct the Cred/PE tasks noted in scope. This RFP is for both service and software solution.
- What hospitals/facilities are considered in scope. The RFP is for Nassau University Faculty Practice providers
- Number of practice locations: Nassau Health Care corporation includes Nassau University Medical Center and A Holly Patterson Extended Care Facility