

NuHealth

Physician Billing Services: RFP 2017-024

1. Can Nu Health provide the number of providers by specialty listed on the background/assumptions sections?

Department	# of Providers
A. Holly Patterson	7
Cardiology	8
Emergency Medicine	24
Family Medicine	3
Medicine	36
Neurology	4
OB/GYN	16
Oral Surgery	2
Ophthalmology	10
Orthopedics	8
PMR	9
Plastic Surgery	24
Pediatrics	25
Psychiatry	21
Radiology	11
Surgery	22
DPM Surgery	5
NeuroSurgery	8
TOTAL	243

2. Are any new providers planned in the next 6-12 months?
 - **To be determined.**
3. Is the charge volume in Background/Assumptions section based on patient encounters of CPT codes?
 - **The charge volume is based on CPT codes.**
4. Can NuHealth provide the following financial reports:
 - i. A summary report of charges, payments and transaction volume.
 - ii. An Aged Trial Balance Report net of credit balances showing the total number of accounts
 - iii. Service column by CPT code and # of patient accounts.
 - **To be discussed.**
5. Does the financial date provided in the Background/Assumptions section included services at Skilled Nursing Facilities?
 - **Yes**
6. What is the desired start-up date for a new service vendor?
 - **January 2018**
7. Does NuHealth desire to have the service vendor provided coding services for coding edits?
 - **To be discussed.**
8. Will the existing billing company manage the wind down of the prior A/R upon any transaction to a new billing company?
 - **To be discussed.**
9. Does NuHealth desire any specific reporting capability?
 - **To be discussed.**
10. For consideration of cost for services, does NuHealth approve the use of off-shore resources for physician coding and billing?
 - **To be discussed.**
11. Does the RFP Excluded billing for "Ob/Labor & Delivery and Psychiatry"?
 - **Refer to RFP.**
12. The RFP mentions a Medaptus interface. Will McKesson still be coding the E.D. services?
 - **To be discussed.**
13. Will credentialing services be the responsibility of the vendor?
 - **To be discussed.**
14. Please confirm the scope of services requested in the RFP.
 - **Please refer to the RFP.**
15. Can you please confirm that is it NuHealth System's expectation that the selected vendor will host the billing services in their practice management system?
 - **Yes, the expectation of the selected will be to host the billing service.**
16. Are all of the requested resumes required in the proposal?
 - **Yes.**
17. Is the scope of service both inpatient and outpatient?
 - **Yes.**

18. Is the physician Billing services described in the RFP currently being performed by Nassau Healthcare staff or is it outsourced?
 - **To be discussed.**
19. What other software's apart from Medaptus is currently used by Vendor/Nassau staff?
 - **We are currently using AllScripts for our EMR and American Healthware; Eagle for demographics.**
20. There is a mention of "on-site" staff to be provided by vendor? Will this staff be managed by vendor or Nassau team?
 - **The staff will managed by both Nassau team and vendor.**
21. What is the time period for which the staff is required onsite?
 - **To be discussed.**
22. What is the frequency of Reports vendor has to provide to Nassau?
 - **The vendor will be required to meet with the Nassau team monthly and reports on an as needed basis.**
23. Do you currently have any HL7 interfaces built for demographic and financial information?
 - **A live feed from our American Healthware; Eagle system.**
24. Telephone inquiry hours?
 - **To be discussed.**
25. What is minimum expectation of NHCC in respect of number on on-site full-time employees from billing vendors?
 - **To be discussed.**
26. Is NHCC open to a mix of meeting types, knowing that on-site is also a requirement, but can also include video-conferencing meetings?
 - **NHCC 's preference is on-site.**
27. Which clearinghouse is currently utilized?
 - **TriZetto Provider Solutions, LLC.**
28. Is the scope of this project to include scheduling, registration, and pre-authorizations?
 - **The vendor will be responsible for all billing and collections activities.**
29. What type coding/billing services are being completed by SNF?
 - **To be discussed.**
30. With regards to contact management services, are you looking for a vendor to do management care contact management and negotiations?
 - **No, not at this time.**
31. Will Nassau allow services to be performed by a subcontractor who is based in the U.S, but is performs work from off-shore locations?
 - **No.**
32. How many statements do patients receive before being turned over to collections?
 - **They receive four statements before being turned over to collections.**
33. What percentage is your Medicaid payer mix?
 - **Please refer to the RFP.**

34. Will the successful vendor receive all the charge electronically or would there be a paper charge via FTP?
- **Charges will be received electronically and via scanned.**
35. Is English the only languages in which we need to provide customer services?
- **English, Spanish and Creole.**
36. Can patients pay online through a portal?
- **Not at this time.**
37. Are paper check sent to a lockbox?
- **All payments are sent thru a lockbox.**
38. Are most providers participating in Medicare, Medicaid and insurance plans?
- **Yes.**
39. Please provide clarification on redoing TINs and ePACES forms?
- The vendor is responsible to support the ePACES forms.