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

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

**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 negations?
   ➢ 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 language 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 checks 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.