

## Answers to Questions Regarding RFP 006-2023: Revenue Cycle Management

1. We want to express our interest in teaming with prime bidders to support this work. Will there be a list generated to allow us to advertise our interest?
  - a. No.
2. Is the vendor required to bid and perform all listed services on page 3, including system and software updates, billing, coding, patient collections, institution-wide cost reductions, cost postings, evaluation and implementation of policies and processes, creation of robust data analytics for NHCC's Finance Department, and update of the chargemaster system? Is the vendor permitted to bid on a select group of the listed services instead?
  - a. Yes.
3. Is the 20% MWBE participation stated on pages 8-9 a goal or a mandatory requirement?
  - a. It is a goal.
4. Does the MWBE provider need to be a single-suite servicer?
  - a. No.
5. Can you please tell me in regard to RFP 006-2023 Nassau Health Care Corporation Revenue Cycle Management, whether you are requiring only one vendor to provide all of the services in the Scope of Work, or if we can propose to only one of the services like coding for instance.
  - a. All services.
6. Re: "evaluation and implementations of policies and processes," are you looking for a consultant to review your existing policies and processes, are you looking to align with the vendor, or are you looking for the vendor to own all policies and processes?
  - a. Review current and propose new.
7. Can you clarify "Patient Collections"? Are you referring to pre-service, post-service, or both?
  - a. Both.
8. Will there be more than one coding vendor awarded?
  - a. This is to be determined.
9. Will coding work be ongoing or on an as-needed basis?
  - a. This is to be determined.

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10. How many coders are needed?

- a. This is to be determined.

11. Do you want to outsource the maintenance of the chargemaster?

- a. Perhaps.

12. Due to our company's security policies and procedures, CDs are not permitted. May we submit USB flash drives instead of CDs?

- a. Yes.

13. Are Adobe Sign certified electronic signatures acceptable instead of wet signatures?

- a. Yes.

14. Would you consider email submissions in lieu of hard copy, considering the Memorial Day extended weekend, and a lot of our staff being away on vacation?

- a. No.

15. How many claims do you bill on a monthly basis?

Approx. 24,000

16. Is there any backlog in claim volume? If so, what are those volumes?

Approx. 3,500

17. What is your payer mix?

**Inpatient**

Commercial = 17%

Medicaid & Managed Medicaid = 49%

Medicare & Managed Medicare = 29%

Self Pay = 1%

Other (WC, NF) = 4%

**Outpatient**

Commercial = 18%

Medicaid & Managed Medicaid = 44%

Medicare & Managed Medicare = 13%

Self Pay = 19.5%

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Other (WC, NF) = 5.5%

18. What are the average monthly placement volumes to self-pay?

9 Self Pay discharges per month

4,600 Self Pay OP visits per month

19. What percentage is self-pay of your current payor mix?

IP Self Pay = 1%

OP Self Pay = 19.5%

20. What are the average number of New Patients Visits per Month which requires demographic entry?

a. ...not something we normally track, but we can try to run a custom report to get this data.