

RFI Questions/Responses

1. On RFP page 7, it states "on-site (at the Fund) periodic invoice payment processing, if requested by the Fund." Can you clarify/expand upon what you mean by this? Are you suggesting that you may ask for provider payment services to be performed on-site at Second Injury Fund's (SIF) location?

Response: Yes, the authorized vendor should be prepared to perform bill review and issuance of payments onsite at SIF's location, if requested.

2. What claims system does SIF currently utilize?

Response: SIF currently utilizes a web based SQL server system.

3. Can SIF provide a high-level outline of its current bill review workflow steps today, from medical bill receipt to provider payment?

Response: Refer to attached "High Level Overview of Vendor Payments".

4. What has SIF's historical bill volume been for the past 3 years broken down by year (2018, 2017, and 2016)?

Response: SIF's historical volume of medical bills has been 3,600 for fiscal year (July 1-June 30) ending June 30, 2019; 3,750 for fiscal year ending June 30, 2018; and 3,900 for fiscal year ending June 30, 2017.

5. Does this historical bill volume include duplicate and denied bills?

Response: The historical annual bill volume noted above includes duplicate and denied bills.

6. Can SIF share the total medical charges you incurred for workers' compensation claim and the associated amount paid for those bills in 2018?

Response: Total medical bill payments for fiscal year (July 1-June 30) ending June 30, 2019 were \$4.2 million.

7. What service provider does SIF currently use for bill review services?

Response: Currently, SIF has a contract with Coventry Healthcare Worker's Compensation, Inc.

8. What service provider does SIF currently use for pharmacy services?

Response: Currently, SIF has a contract with Coventry Healthcare Worker's Compensation, Inc.

9. What service provider does SIF currently use for DME services?

Response: Currently, SIF has a contract with Coventry Healthcare Worker's Compensation, Inc.

10. What service provider(s) does SIF currently use for additional ancillary services?

Response: Currently, SIF has a contract with Careworks Managed Care Services, Inc.

11. Pursuant to SIF's decision to move forward with a potential RFP, can you provide an approximate timeline SIF would like to begin that process?

Response: Request for Information (RFI) process will assist the Fund in determining whether it will pursue a Request for Proposal (RFP) sometime in the future.

12. When does your current agreement term with your existing bill review service?

Response: The current contact with Coventry Healthcare Worker's Compensation, Inc. is due to expire on August 30, 2021.

13. When does your current agreement term with your existing pharmacy service?

Response: The current contact with Coventry Healthcare Worker's Compensation, Inc. is due to expire on August 30, 2021.

14. What factor(s) led to the release of this RFI?

Response: RFI process will assist the Fund in determining whether it will pursue a RFI sometime in the future.

15. How many medical bills are processed annually?

Response: SIF's historical volume of medical bills has been 3,600 for fiscal year (July 1-June 30) ending June 30, 2019; 3,750 for fiscal year ending June 30, 2018; and 3,900 for fiscal year ending June 30, 2017.

16. What is the number of open claims?

Response: SIF's current inventory of claims involving payment of medical bills is 436.

17. What is the total annual medical spend?

Response: Total medical bill payments for fiscal year (July 1-June 30) ending June 30, 2019 were \$4.2 million.

18. Are bidders allowed to utilize a vendor partner for Medical Case Management Services?

Response: This RFI is only intended to gather information about Medical Bill Review, Medical Bill payment, Auditing Services and Pharmacy Program Services. The SIF has a contract with Careworks Managed Care Services, Inc. for Medical Case Management.

**Connecticut State Treasurer
Second Injury Fund
High Level Overview of Vendor Payments**

Overview:

SIF has a contract with an outside vendor, Coventry Healthcare Worker's Compensation, Inc. (Coventry), to process medical bills and make payments to medical service providers, pharmacies and reimbursement requests from claimants.

Original medical bills are received by the Second Injury Fund (SIF) and are forwarded to the appropriate claims analyst and the nurse consultant for review. The claims analyst or the nurse consultant performs a review of the bill and determines whether the charges are appropriate for the compensable injury of the particular claimant and checks that the bill has not been previously submitted for payment. The nurse consultant also receives any bills that are questionable by content or charge. The claims analysts and/or the nurse consultant initial the bills as "OK to Process" and forward them to the Accounting Unit. There are time limits on billing and asking for re-consideration.

Accounting Procedures:

Accounting reviews the bills for mathematical accuracy, batches the original bills and records this information on a log by date of batching. The batch is totaled and a "total" batch tape is attached to the top bill of the batch reflecting the total of all bills to be paid in the batch. A copy of the "total" batch tape is then attached to a copy of the batch log. The original batch log of the total number of bills and total amount to be considered is attached to the full complement of bills and sent by overnight mail to Coventry on a weekly basis. A copy of the original batch log is also kept by Accounting for review of the bills upon their return to SIF.

Coventry enters the bills into their CoventryConnect system, which automatically reduces the bills in accordance with the Workers' Compensation Fee Schedule and/or provider contracts negotiated with Coventry. Pharmacy bills, whose providers have a contract with First Script, are sent to First Script Network Provider who also reduces the bills to meet Workers Compensation Commissioner Fee Schedule criteria and contract specifications. The claims analyst is alerted through CoventryConnect that a bill and "Explanation of Review" (EOR) is ready and the claims analyst reviews the bill for any unauthorized charges and/or drugs, which are subsequently deleted. Coventry only processes authorized First Script invoices and there is no "processing fee" for First Script invoices. The Coventry bill system detects duplicate bills by comparing billing dates and procedure codes. Such bills are returned to SIF as duplicates.

Coventry prepares and releases checks to the providers. The original bills are returned to SIF in the same batches as they were received. Batches include paid and unpaid bills. Any bills not paid within the batch are listed on a manual log called "Unprocessed Items". Such items are generally held for clinical valuation. Accounting keeps an Excel Spreadsheet that tracks the medical bills paid and on hold. Once each week, Coventry electronically sends a check log to SIF listing paid bills. The check log includes such information as Coventry bill control number, SIF claim number, payee name, pay date, check amount, claimant name, batch number, bank account number, etc.

When original bill batches are returned by Coventry, accounting reviews the check register by comparing the individual bills to the check register; the original calculation tape and the log for "Unprocessed Items". If there are any errors resulting in a stopped payment by SIF, Accounting notifies Coventry via email. Once the check register is verified, the bills are given to the nurse consultant for final review and archiving.

Coventry invoices SIF monthly for services as stipulated in the negotiated Personal Service Agreement. Accounting reviews the monthly invoice and verifies the accuracy based on the check register.