



**ADDENDUM TO  
SOLICITATION DOCUMENTS**

Posted Date: December 05, 2014

Addendum No. 02

Solicitation Title: Workers' Compensation Third Party Administration Services

Solicitation No.: 05 -14-15 RFP

Opening Date: Tuesday, January 06, 2015 at 3:00PM

To All Respondents:

It is the Respondents' responsibility to assure receipt of all addenda, clarifications and inquiries regarding this Solicitation. The Respondent should verify with the designated Purchasing Agent prior to submitting a response, that all, if any, have been received. Respondents are required to acknowledge the number of addenda received as part of their response by checking the box indicated on the City Contract Form, A-5 Acknowledgement of Addendum(s).

This addendum is issued to modify the previously issued Solicitation documents and/or given for informational purposes, and is hereby made a part of the Solicitation documents.

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**Q1. Confirm that the City desires the nurse case manager and adjuster to be "Dedicated" (handling only the City's claims) rather than "Designated" as the cost of dedicated staff would be significantly higher for the annual number of claims incurred?**

**A1. If a designated nurse case manager and adjuster can fulfill all requirements and provide optimum services, then the City can work with that.**

**Q2. Can the cost of nurse case management be paid from the claim file as an allocated expense?**

**A2. The preference for nurse case management is to have a flat fee however, respondents are encouraged to provide a quote with flat fee and without (referencing the rate for allocation).**

**Q3. Regarding the flat fee for bill review, does the City intend to have the network access fees included in the flat fee or paid from the claim file as an allocated expense?**

**A3. In regards to network access, please provide flat fee as well as rate for allocation for comparison.**

**Q4. Section 2.1, indicates that the City is partially self-insured for its workers' compensation obligations. Has the City purchased something other than excess workers' compensation and employers' liability insurance coverage?**

**A4. The City currently has excess workers' compensation and employers' liability with \$500,000 Self Insured Retention. Below that limit the city retains the risk (partial self insurance).**

**Q5. Under the Scope of Services, Section 3.1, the RFP requires the complete handling of all claims with dates of accident prior to January 1, 2015 and that the transfer of claims data shall be completed no later than February 28, 2015. Since the contract is to be effective March 1, 2015, who is responsible for claims handling for those claims with dates of accident between January 1, 2015 and March 1, 2015?**

**A5. The City is currently receiving Third Party Administrator (TPA) services from Opta Comp (on a month to month basis), they will carry on the TPA services until a new TPA contract is in place.**

**Q6. Under Scope of Services section, Loss Fund Management, number 42, provide the Florida laws concerning public deposits and provide a specific citing in order to maintain compliance?**

**A6. F.S.280.3 would be applicable, however, in this case the City will choose the financial institution to be used. The vendor will be required to be fully compliant with the City's contract requirements and obligations in this regard.**

**Q7. Under Scope of Services section, Claims History, Number 51, please provide all data necessary to confirm the pending claims counts and claims volume in order to determine the cost for handling those claims?**

**A7. See Excel spreadsheet attached.**

**Q8. Under Scope of Services section, Implied Services, describe all services, functions or responsibilities that could be included that are not referenced specifically in the RFP?**

**A8. These may include any functions/responsibilities that are absolutely necessary to fully execute the vendor's function as a TPA but may have been inadvertently omitted from RFP e.g. (seeking reimbursement from vendors and employees on duplicate payments or overpayment to employees or vendors; pursuing fraudulent claims with Division of Insurance Fraud; proactively managing claims and applying any available loss control methods to reduce claims cost/volume and ultimately aid City in maintaining an experience modification below 1; aggressively working with City to return employees to work promptly and forwarding light duty jobs to medical providers for input when necessary).**

**Q9. Are Nurse Case Manager fees to be included in the annual service fee? Would an hourly fixed rate be acceptable to the City for these services? Does the City use telephonic nurse case management on all claims?**

**A9. Respondents are encouraged to provide a rate with flat fee for nurse case manager fee as well as the hourly fixed rate, should the City decide to forego the flat fee method. Currently there is telephonic nurse case management on all claims.**

**Q10. Can the City provide a copy of the current service agreement?**

**A10. The City is currently on a month to month basis and is not under an agreement. A copy of the expired contract is provided; see attachment.**

**Q11. How is bill review paid currently? Is it a price per bill and a percentage of savings or some other method?**

**A11. The current TPA provides bill review in-house and it is included as a part of the flat fee.**

\*\*\*\*\*All other items remain the same\*\*\*\*\*  
End of Addendum