University of Connecticut Health Center

Request for Information
No. 2-2381
Correctional Managed Health Care
Health Claims Management System
Scope of Services

Background: Through a Memorandum of Agreement (Interagency Agreement), the University of Connecticut Health Center (UCHC) provides comprehensive health care services to offenders under the jurisdiction of the Connecticut Department of Corrections. Correctional Managed Health Care (CMHC) is a division of the University of Connecticut Health Center, and is the entity who oversees the implementation and management of health services for the Department of Corrections (DOC). The majority of care is provided at the correctional facilities by CMHC professional staff.

Desired Scope of System Requirements: CMHC seeks a solution to effectively manage and streamline statement and claims processing for hospital and outpatient services provided to inmates.

CMHC seeks a medical software solution for submitted bills and claims management based upon Medicaid rates and regulations.

Additional system requirements:

a) provide for ANSI 837 electronic claims and statements processing
b) allow scanning of paper claims and statements processing for UB92 and CMS1500 billing forms
c) provide current standard code sets for Procedure, Diagnosis codes, HCPCs and Medicaid rates
d) allow for processing of ambulance and other provider specialty claims
e) the ability to generate UB92, CMS-1500 and EOBs for billing to out of state and federal agencies
f) ability to generate Explanation of Benefits (EOB) electronically and paper forms
g) provide annual and automatic Encoder updates of Procedure, Diagnosis codes and Medicare rates
h) provide for payment authorization and payment tracking
i) provide the ability to generate payment batch files for export to other accounting systems
j) the capability to perform daily import and export of billing and claims files
k) the ability to enter data and populate fields standard reporting features to include identification of duplicate statements and claims

l) provide appropriate system documentation and support

m) operate with a standard Microsoft Windows based operating system

n) allow for 3-5 user licenses

o) provide automatic backup capabilities

p) Provide secure environment

q) Offer ASP or hosted models

Vendor Qualifications: Eligible Proposers will be those medical software firms that have demonstrated:

a) Experience in providing health claims software applications and system support in the requirements listed above.

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Selection Committee and Review Process: A Selection Committee comprised of CMHC Management, CMHC IT and CMHC Fiscal staff or other designees as deemed appropriate will evaluate qualified proposals submitted in response to this RFI. CMHC may issue a subsequent RFP based on RFI information and should funding allow.

Meetings with Proposers: At its discretion, the Selection Committee may convene meetings with some Proposers in order to gain a fuller understanding of the proposals. The meetings may involve demonstrations, interviews,
presentations, or site visits. If the Selection Committee decides meetings are warranted, the Official UCHC Contact will contact Proposers to make an appointment. Any such meetings are tentatively scheduled for the weeks in June 2010 and July 2010.

A. Timeline. The following timeline, up to and including the deadline for submitting proposals, shall be changed only by an amendment to this RFI. Dates after the submittal deadline are target dates only.

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<tr>
<td>5/26/2010</td>
<td>RFI Released</td>
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<tr>
<td>6/9/2010</td>
<td>Proposals Due</td>
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<tr>
<td>6/21/2010</td>
<td>Presentations scheduled</td>
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INDIVIDUAL OR ORGANIZATIONAL PROFILE

a. Qualifications. Describe how your software solution, market knowledge, medical billing knowledge and experience meet the required minimum qualifications of this RFI.

b. Summary of Relevant Experience. Provide a listing of medical and healthcare professional clients that successfully operate your billing and claims processing software. Provide names of clients with Health Management payment operations relevant and related to the proposed project. Additionally, please list any contracts in the last three (3) years between the Proposer and any unit of the University of Connecticut or any agency of the state of Connecticut.

c. Organization Chart. If the Proposer is a firm or corporation, provide a diagram showing the hierarchical structure of functions and positions within the organization.

STATEMENT OF WORK (Sample)

a. Work Plan. Provide a detailed explanation of how your system supports the technical and functional requirements in the Scope of Services for CMHC Finance and Health Claims Processing. Additional information should be attached on a separate sheet.

b. Methodologies. Describe how billing and claims processing will be accomplished, in the application. Provide detailed explanation of the procedures or processes that will be used to attain the expected outcomes.

c. Implementation Support and Training. List and describe the form and content of each deliverable (outcome). Include a description of the proposed method of working with the State, the resources or
services requested of the UCHC/CMHC (if any), and the proposed method of receiving CMHC approval of deliverables.
d. **Schedule.** Include a proposed implementation schedule, by activity/task, indicating when each activity/task will be accomplished. Identify any significant milestones or deadlines. Include service level agreement timelines for all deliverables.

**PROPOSED COST**
Provide a detailed cost proposal to secure a medical software solution that will incorporate the scope of services request in this RFI.