University of New Mexico
Hospitals
Request for Proposals
Addendum No. 3
Project Number:
RFP P393-19
Auditing Services for Coding & Billing

Due Date: Friday, May 17, 2019 2:00 p.m. MST
The time and date proposals are due shall be strictly observed.
Addendum No. 3

UNMHS RFP P393-19-AUDIT SERVICES FOR CODING AND BILLING Addenda 3
Please note that Addendums will be posted on the portal.
See link https://hsc.unm.edu/health/about/bids-proposals/proposals.html

1. Which Specialties will be included in the audit? (Cardio, ortho, family practice, etc.)? **Answer: Any specialty may be audited. The audit work will be on an as needed basis. The department can be found at https://hsc.unm.edu/school-of-medicine/about/departments.html   We would like to work with a firm that has depth of experience in auditing various specialties, has auditing expertise on both facility and professional coding.**
2. How is UNMHS currently auditing today and what are those processes? **Answer: We have an internal department that audits. We are seeking an audit firm to help supplement work on an as needed basis.**
3. What are the volumes outsourced for each coding specialty? IP, OP, ER, Professional etc. **Answer: 3-4 audits annually. Focused on IP, OP, and ED services as well as specialty areas of Surgery and Radiology.**
4. Is this audit retrospective or concurrent? **Answer: Typically, retrospective.**
5. What types of professional coding specialties will be audited? **Answer: Any specialty may be audited. The audit work will be on an add needed basis. The department can be found at https://hsc.unm.edu/school-of-medicine/about/departments.html   We would like to work with a firm that has depth of experience in auditing various specialties, has auditing expertise on both facility and professional billing.**
6. Anticipated volume of encounters per review? **Answer: The auditor and our team can decide based on individual audit. Audit samples can vary for example with our current vendor 10-40 per provider to 50-200 for IP services. The scope should determine the audit size.**
7. Are coding accuracy rates requested per coder/provider? If so, how many coders/providers are included? **Answer: Yes, we would expect this information to be included in the results section of the audit report.**
8. The RFP indicates professional and facility services as part of the audit. Is this an audit of physician billing only or does it also include facility billing? **Answer: The auditor should have expertise in both facility and profee. Audits will be assigned on an as needed basis. For example, for a review of ED procedures, we would want to the auditor to review both profee and facility documentation, coding, and billing.**
9. Is the timing of the audit pre-bill or post bill? **Answer: Typically, pre-bill.**

10. OP Visits – how many are observation or interventional radiology**? Answer: At his time UNMH is not sure.**
11. Are you anticipating provider education is provided by the audit team or do you require physician to physician education? **Answer: We believe we have internal resources to provide education at this time.**
12. It is standard practice for nThrive to provide a debrief and findings with areas to focus on, in UNM looking for extended education beyond that education and debrief? **Answer: We believe we have internal resources to provide education at this time.**
13. Can you give us an estimate of the volume of cases to review by type of service (hospital inpatient or outpatient, professional services, etc.)? **Answer: Not at this time**
14. How many coders would be included in the reviews? **Answer: We are seeking an audit firm to help supplement work on an as needed basis. Audit samples can vary. The auditor should have expertise in both facility and profee coding.**
15. Approximately how many providers would be included in the review? **Answer: UNMH has 1200 Billable providers and any number can be included in the review.**
16. Is the auditing for only physician services or would this include facility side audits as well? **Answer: Both profee and facility**.

17. Can you bid on just certain amounts of work available? **Answer: We are seeking an audit firm to help supplement work on an as needed basis. We will only select 1 vendor.**
18. We typically provide evidence-based educational sessions to the audited population to address audit findings. Is UNMHS interested in post-audit education? **Answer: Possibly, but we have an education department.**
19. For optimized efficiency, Ciox uses standard data files to preload audit cases into auditing software. Can UNMHS regularly provide standard data files to us regularly, in .csv, .xls, or .txt format to accommodate this process? **Answer: Yes, to cvs and xls**

20. Please provide an estimate of annual *outpatient facility* review volume (e.g. same say surgery, ancillary, emergency department, etc.). **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**
21. Please provide an estimate of annual *inpatient facility* review volume. **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**
22. Please provide an estimate of annual *professional fee* review volume. **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**
23. For review services, please indicate the desired *review* cadence (e.g. monthly, quarterly, bi-annual, other). **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**
24. For associated reports, please indicate the desired *reporting* cadence (e.g. monthly, quarterly, bi-annual, other). **Answer: Upon completion of each audit, we will be requesting a report and/or summary of results.**
25. Please provide the key performance indicators you would like measured for outpatient facility reviews**. Answer: Unknown at this time.**
26. Please provide the key performance indicators you would like measured for inpatient facility reviews. **Answer: Answer: Unknown at this time.**
27. Which Specialties will be included in the audit? (Cardio, ortho, family practice, etc)? Any specialty may be audited. **Answer: The audit work will be on an as needed basis. The department can be found at https://hsc.unm.edu/school-of-medicine/about/departments.html We would like to work with a firm that has depth of experience in auditing various specialties, has auditing expertise on both facility and professional coding.**
28. How is UNMHS currently auditing today and what are those processes? **Answer: We have an internal department that audits. We are seeking an audit firm to help supplement work on an as needed basis.**
29. What are the volumes outsourced for each coding specialty? **Answer: IP, OP, ER, Professional etc. 3-4 audits annually. Focused on IP, OP, and ED services as well as specialty areas of Surgery and Radiology.**
30. What types of professional coding specialties will be audited? **Answer: Any specialty may be audited. The audit work will be on an add needed basis. The department can be found at https://hsc.unm.edu/school-of-medicine/about/departments.html We would like to work with a firm that has depth of experience in auditing various specialties, has auditing expertise on both facility and professional billing.**

31. Anticipated volume of encounters per review? **Answer: The auditor and our team can decide based on individual audit. Audit samples can vary for example with our current vendor 10-40 per provider to 50-200 for IP services. The scope should determine the audit size.**

32. The RFP indicates professional and facility services as part of the audit. Is this an audit of physician billing only or does it also include facility billing? **Answer: The auditor should have expertise in both facility and profee. Audits will be assigned on an as needed basis. For example, for a review of ED procedures, we would want to the auditor to review both profee and facility documentation, coding, and billing.**

33. Is the timing of the audit pre-bill or post bill? **Answer: Typically, pre-bill.**

34. Are you anticipating provider education is provided by the audit team or do you require physician to physician education? **Answer: We believe we have internal resources to provide education at this time.**

35. Can you give us an estimate of the volume of cases to review by type of service (hospital inpatient or outpatient, professional services, etc.)? **Answer: Unknown at this time.**

36. How many coders would be included in the reviews? **Answer: We are seeking an audit firm to help supplement work on an as needed basis. Audit samples can vary. The auditor should have expertise in both facility and profee coding.**

37. Is the auditing for only physician services or would this include facility side audits as well? **Answer: Both profee and facility.**

38. In Exhibit A, Scope of Work, on page 11 for item 2 under "Contractor will provide the following services:", please define/clarify UNMHS' expectations relative to claim submissions and payment determinations specifically. **Answer: Unknown at this time.**

39. Please provide an estimate of annual *outpatient facility* review volume (e.g. same say surgery, ancillary, emergency department, etc.). **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

40. Please provide an estimate of annual *inpatient facility* review volume. **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

41. Please provide an estimate of annual *professional fee* review volume. **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

42. For professional fee review services, please indicate which codes/concepts are in scope:
    Answer:
    a. **Evaluation & Management (E/M) only**
    b. **Evaluation & Management (E/M), and ICD-10-CM codes**
    c. **Evaluation & Management (E/M), ICD-10-CM codes, and CPT/HCPCS II codes**

43. Exhibit A: Background, Section 1.A (page 9) – For the statistics listed for UNMHS on page 9, what are the volumes of record (per type) to be audited? **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

44. Exhibit A: Background, Section 1.A (page 9) – For the statistics listed for UNMHS on page 9, will there be profee and facility E&M on the ER records? **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

45. Exhibit A: Background, Section 1.B (page 10) – What are the statistics for UNM Sandoval Regional Medical Center? And of those, what are the volumes of records to be audited? **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

46. Exhibit A: Background, Section 1.C (page 10) For the statistics listed, what are the volumes of records to be audited? **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

47. Exhibit A: Scope of Work, Section 2 (page 11) - What does UNMHS envision to be audited on payment determinations? Answer: **Answer: Unknown at this time.**
48. Exhibit A: Scope of Work, Section 2 (page 11) - Will claim submissions and payment determination review be for all payors or just Medicare and/or Medicaid? **Answer: Unknown at this time.**
49. Exhibit A: Scope of Work, Section 2 (page 11) – For the claims submissions on the Facility records – what would you like reviewed? **Answer: Unknown at this time**
50. Exhibit A: Scope of Work, Section 2 (page 11) – For the payment determinations do you desire the RA comparison to what was billed? If not, what additionally do you want? **Answer: Unknown at this time**
51. Exhibit A: Scope of Work, Section 2 (page 11) - Would vendor be responsible for knowing individual contact payment arrangements? **Answer: Unknown at this time.**
52. Exhibit A: Scope of Work, Section 2 (page 11) - What does UNMHS envision to be audited on payment determinations? **Answer: Unknown at this time.**
53. Exhibit A: Scope of Work. Section 2 (page 11) - Would financial pay analysis be based off of the Medicare fee schedule for your location? **Answer: Unknown at this time.**
54. Exhibit A: Scope of Work, Section 3 (page 11) – "If necessary, interviews of selected UNMHS staff members" – what is envisioned for interviews? Can you please elaborate on this? **Answer: Unknown at this time.**
55. Exhibit A: Scope of Work, Section 5 (page 11) How often do you anticipate onsite coder/provider education to be performed? **Answer: Unknown at this time.**

56. Exhibit A: Scope of Work, Section 5 (page 11) Will travel expenses be reimbursed for onsite coder/provider education? **Answer: Yes, if this is mutually agreed upon in the agreement.**
57. Is all documentation stored in Powerchart? Or are there still paper copies, i.e., fee sheets? **Answer: Both**
58. **Exhibit A – Background Page 11 Paragraph 1.** How many UNMHS providers require an audit? **Answer: Unknown at this time**
59. How many UNMHS coders require an audit? **Answer: Unknown at this time**
60. Will UNMHS require the coders/providers to be routinely audited, i.e., every 6 months, every year, every two years, etc.? **Answer: Possibly but unknown at this time**
61. Will UNMHS require additional re-audits of coders/providers that do not have a passing score? If so, how many re-audits would be necessary? **Answer: Possibly but unknown at this time**
62. **Exhibit A – Background Page 11 Paragraph 2.** Do you have a set number of sample claims for each coder/provider to be audited? Or would you like the vendor to use industry standard number of sample claims? **Answer: Unknown at this time.**
63. **Exhibit A – Background Page 11 Paragraph 3** Regarding the staff that is responsible for billing, are you looking for the vendor to interview your medical billers or others in your patient accounting department? **Answer: Possibly but unknown at this time**
64. **Exhibit A – Background Page 11 Paragraph 5 65.** What percentage of training do you anticipate to be performed remotely vs. on-site? **Answer: Not sure at this time but we have an education department**

65. **iv. Company Experience Page 13 Paragraph 6** All of our auditors are onshore, we do not offshore any work. Will a statement to that effect suffice in answering this question? Or would you need the city and state of each auditor assigned to this project? **Answer: UNMH would need to know where the work will be performed.**

66. Page 11, Section, Contractor will provide the following service, #1; Please clarify audit services requested for providers. Would the scope include diagnosis code auditing, clinical documentation auditing, etc.? **Answer: Possibly but unknown at this time**

67. Page 9, Section, Background; #1. A; Please define the number of audits that will be required for each facility under University of New Mexico Hospitals, Sandoval Regional Medical Center, and UNM Medical Group: Answer: **Answer: Unknown at this time.**

   a. Coding
      i. Facility
      ii. Pro Fee
   b. Billing
      i. Charge validation
      ii. Claims Submission
      iii. Payment integrity
   c. Provider Audits
   d. Consultation Services – Please clarify intended volume for request and/or hours of support to have available for the following services: **Answer: Unknown at this time.**
      i. Coding support
      ii. Billing support
      iii. Compliance
      iv. Training
      v. Research of documentation
   e. Please define intended volume of requests and/or hours of support for technical and data analysis support. **Answer: Unknown at this time.**

68. Page 11, Section, Contractor will provide the following service, #2; Will the contractor be provided electronic data to upload in to contactors auditing tools? **Answer: Possibly but unknown at this time.**

69. Page 10, Section 2, Scope of Work, #3; Please define the type of information required for the reports requested. **Answer: Unknown at this time.**

70. Page 11, Section, Contractor will provide the following service, #B.i, & B. ii; Please define the requirements for requested report development. **Answer: Unknown at this time.**

71. Page 13, Exhibit B, Evaluation Criteria, Section 1.A.11; Which credentials are required by function for the following positions? **Answer: Unknown at this time. Please provide suggested credentialing.**

   a. Coding Auditor
   b. Billing Auditor

      c.   Physician Auditor

72. Page 13, Exhibit B, Evaluation Criteria, Section 1.A.13; Are years of experience acceptable for auditor in lieu of credentials? **Answer: Possibly**

73. Page 34, Exhibit K-Cost Proposal, #4; Please define each labor category listed in Exhibit K. **Answer: Typically, these are the labor categories that are used. Provide other categories please.**
   a. Principal Consultant
   b. Physicians Consultant
   c. Senior Consultant
   d. Others

74. How many providers will be included in the audit? The RFP documents physicians, residents and midlevel numbers, but are they all to be included? **Answer: 1,200 billable providers but not all will be included in any audit.**

75. 62. Please define what a billing audit means to UNM. **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

76. 63. Is UNMH looking for a partner to also complete any billing of claims as well as auditing? **Answer: We are seeking an audit firm to help supplement work on an as needed basis.**

77. 64. Does UNMH allow use of BOX (cloud-based file storage) for data file uploads, reports, etc.? **Answer: Possibly but unknown at this time**