

IFB Questions and Clarifications Memorandum

To: Vendors Responding to IFB Number 4604 for the Mississippi State Department of Health (MSDH)

From: Craig P. Orgeron, CPM, Ph.D.

Date: September 11, 2024

Subject: Responses to Questions Submitted

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: [Bidder] is planning on bidding on IFB No: 4604, Revenue Cycle Clearinghouse services. We typically request that an NDA is in place prior to submitting our proprietary information. Can you advise if it's possible to get MSDH to review and execute the attached NDA? If there a preferred way, just let me know.

Response: An NDA is not required. Section 3 of the ITS Procurement Code of Conduct in the ITS Procurement Handbook details how ITS handles confidential information, including requiring our customer agencies (including MSDH) to sign Confidentiality Agreements prior to developing technical specifications, reviewing vendor proposals/bids, and conducting an evaluation of proposals/bids. Additionally, all ITS employees are Confidentiality Officers, as defined in Miss. Code Ann. §25-53-51, and have taken an oath to protect and uphold the confidentiality of all information that ITS employees come in contact with.

Question 2: Item #18 on page 11: Compliance with Enterprise Security Policy. May bidders receive this policy in written format?

Response: The Enterprise Security Policy can be found on the ITS website: <https://www.its.ms.gov/services/security/enterprise-security-policies-and-standards>.

Question 3: Item #19 on page 11: Compliance with Cloud and Offsite Hosting Enterprise Security Policy. May bidders receive this policy in written format?

Response: The Enterprise Cloud and Offsite Hosting Security Policy is available at the link provided in the response to Question Number 2.

Question 4: Attachment E-Contract Exceptions. May bidders forgo noting contract exceptions and provide their standard Master Services Agreement, Business Associate Agreement, and Order Form? We are inclined to use certain terms and conditions of The Mississippi Department of Information Technology Services, specifically those that are deemed to be State Law, within a negotiated final Master Services Agreement. Can the State and bidder share baseline contractual terms with the understanding that a final contract will be negotiated to include all relevant terms and conditions that are required by the State and required by the bidder?

Response: Bidders may provide separate terms and conditions for ITS review. However, please be aware that the State desires to award the IFB to a Bidder with whom there is a high probability of establishing a mutually agreeable contract. See IFB, Attachment E: Contract Exceptions, Item 5 and Rule 209.1: 018-010, Item 14 of the ITS Procurement Handbook.

Question 5: Please provide all metrics for Eligibility, claims (institutional and professional), remittances, and all other transactions that will be used with the bidder's services.

Response: MSDH processed an estimated 100,650 CMS 1500 claims from January 1, 2024 through August 31, 2024 for an average of 12,581 claims each month. When proposing costs, Bidders should be aware that this is a not a transactional volume guarantee and is only based on historical transaction amounts.

Question 6: Is the RFP in regards to CMS 1500 only claims or are UB-04 claims also in scope?

Response: CMS 1500 claims are the only claims in scope.

Question 7: Please provide an estimated monthly or annual claims volume broken out between UB and 1500 claims if applicable

Response: An estimated monthly or annual claims volume is unavailable for UB. Please refer to the Response to Question Numbers 5 and 6.

Question 8: In Attachment A, Section 3.22 – “Solution must include pre-claim eligibility and pre-claim coverage detection to automate eligibility verification and identify hidden coverage to prevent rejections and denials.”

a. [Bidder] is already the eligibility verification vendor and currently contracting for [product]. Should bid response indicate that [Bidder] is already contracted for these services and leave any pricing out this Bid Response?

Response: All costs for providing the specifications listed in Attachment A should be included in the Cost Submission (Attachment B), regardless of whether the Bidder is currently providing the service.

Question 9: In Attachment A, Section 3.23 – “Vendor must include financial clearance solutions: eligibility verification, patient estimation, coverage detection, and authorizations.”

- a. Similar to question for 3.222, [Bidder] already or will be providing [product] solutions under separate Agreement. Just indicate that in response or looking to see this pricing restated? This appears to be the only section discussing Patient Estimates and Prior Authorization. Epic does offer a native Patient Estimate solution and limited prior authorization tool. Can you confirm that both Patient estimates and Prior Authorizations are intended to be in scope?

Response: Yes, both patient estimates and prior authorizations are intended to be in scope. All costs for providing the specifications listed in Attachment A should be included in the Cost Submission (Attachment B), regardless of whether the Bidder is currently providing the service.

Question 10: Pages 1 and 2 of the RFP document give instructions on submission. Will MSDH accept email submission or are vendors required to mail a USB flash drive?

Response: Bidders are required to submit one response of the complete bid, including all Attachments, on a USB flash drive.

Question 11: If yes to the above can, Attachment B be submitted via the USB flash drive or does a paper copy with wet signature in blue ink need to be provided?

Response: Bidders are required to include a copy of Attachment B, with an original signature in blue ink, in the package/envelope with the Bidder's USB response.

Question 12: What are your current and projected EDI Transaction Volumes you expect to send through the Bidder? 837 I, P, 271's, 276's

Response: MSDH is unable to provide this information with their current reporting capabilities.

Question 13: Will the MSDH be utilizing Epic's CRD for direct integration with the clearinghouse?

Response: Yes.

Question 14: Does MSDH use a (SBO) Single Billing Office model, or do you use individual/regional billing offices?

Response: MSDH uses a Single Billing Office (SBO) model.

IFB responses are due September 18, 2024, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jasmine Grice at 601-432-8198 or via email at jasmine.grice@its.ms.gov.

cc: ITS Project File Number 48490