

REQUEST FOR PROPOSAL #12-0778DC
PROFESSIONAL THIRD PARTY ADMINISTRATION OF MEDICAL
BILLING SERVICES FOR INDIGENT CARE

Manatee County, a political subdivision of the State of Florida, (hereinafter "Manatee County" or the "County") will receive proposals from individuals, corporations, partnerships, and other business entities authorized to do business in the State of Florida, for the purpose of providing **Professional Third Party Administration of Medical Billing Services for Indigent Care on an Annual Basis**.

DEADLINE FOR CLARIFICATION REQUESTS: **March 15, 2012 at 5:00 PM** shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposal to the Manatee County Purchasing Office. This deadline has been established to maintain fair treatment for all potential bidders or proposers, while ensuring an expeditious transition to a final agreement.

TIME AND DATE DUE: **Proposals will be received until 3:00 PM on March 29, 2012,** at which time they will be **publicly opened**. All interested parties are invited to attend this opening.

CONTENTS OF THIS REQUEST FOR PROPOSAL:

Section A: Information to Proposers	pages 2-8
Section B: Form of Proposal	pages 9-14
Section C: Selection	page 15
Section D: Negotiation of the Agreement	page 16
Section E: Scope of Services	pages 17-21
Proposal Signature Form	page 22
Public Contracting /Environmental Crimes Certification	Attachment A
Manatee County 2011 Health Profile	Attachment B

Important Note: A prohibition of Lobbying is in place. Please review paragraph A.17 carefully to avoid violation and possible sanctions.

FOR INFORMATION CONTACT:

Deborah Carey-Reed, Contract Negotiator

PHONE (941) 749-3074

FAX (941) 749-3034

Email: deborah.carey-reed@mymanatee.org

Manatee County

Financial Management Department

Purchasing Division

AUTHORIZED FOR RELEASE: _____

REQUEST FOR PROPOSAL #11-0778DC

PROFESSIONAL THIRD PARTY ADMINISTRATION OF MEDICAL BILLING SERVICES FOR INDIGENT CARE

SECTION A: INFORMATION TO PROPOSERS

PROPOSERS MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS TO BE CONSIDERED FOR SELECTION:

A.01 OPENING LOCATION

Proposals will be publicly opened at Manatee County Purchasing, 1112 Manatee Avenue West, 8th Floor, Suite 803, Bradenton, Florida 34205 in the presence of County officials at the time and date stated on the cover sheet. All Proposers or their representatives are invited to attend.

A.02 PROPOSAL INFORMATION AND PROPOSAL DOCUMENTS

Bids and Proposals on <http://www.mymanatee.org>

Bid or Proposal documents and the Notices of Source Selection related to those Bids or Proposals are available for download in a portable document format (.PDF) file on the Manatee County web page on the Purchasing tab under “Bids and Proposals”. You may view and print these files using Adobe Acrobat software. You may download a free copy of this software (Adobe) from the County's web page if you do not have it.

Manatee County collaborates with the Manatee Chamber of Commerce on distributing solicitations using the “RFP Tool” web page on the Chambers website: <http://www.Manateechamber.com> to post Bid and Proposal documents in a portable document format (.PDF) file. This step is in addition to the posting on Manatee County Government web pages.

Note: The County posts the **Notice of Source Selection** seven (7) calendar days prior to COMMENCING NEGOTIATIONS with the selected firms.

IT IS THE RESPONSIBILITY OF EACH PROPOSER, PRIOR TO SUBMITTING THEIR PROPOSAL, TO CONTACT THE MANATEE COUNTY PURCHASING OFFICE (see contact information on page one of this document) TO DETERMINE IF ADDENDA WERE ISSUED AND TO MAKE SUCH ADDENDA A PART OF THEIR PROPOSAL.

A.03 REQUIREMENTS FOR FORMAT AND DELIVERY OF PROPOSALS

Any proposals received after the stated time and date will not be considered. It shall be the sole responsibility of the Proposer to have their proposal delivered to the Manatee County Purchasing office for receipt on or before the stated time and date. If a proposal is sent by U.S. Mail, the Proposer shall be responsible for its timely delivery to the Purchasing Office. Proposals delayed by mail shall not be considered, shall not be opened at the public opening, and arrangements shall be made for their return at the Proposer's request and expense.

Proposals must be submitted in the format specified in Section B hereof. The contents of each proposal shall be **separated and arranged with tabs in the same order as listed in the Subsections within Section B** identifying the response to each specific item thereby facilitating expedient review of all responses.

A.04 CLARIFICATION & ADDENDA

Each Proposer shall examine all Request for Proposal documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the Request for Proposal shall be made in writing through the Manatee County Purchasing Office. The County shall not be responsible for oral interpretations given by any County employee, representative, or agent. The issuance of a written addendum by the Purchasing Official's Office is the only official method whereby interpretation, clarification or additional information can be given.

Addenda shall be posted on <http://www.mymanatee.org>

It shall be the responsibility of each Proposer, prior to submitting their proposal, to contact the Manatee County Purchasing Office at (941)748-4501, ext. 3042 to determine if addenda were issued and to make such addenda a part of the proposal.

Deadline for Clarification Requests: XXXXXX, 2012 at 5:00 PM shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposal to the Manatee County Purchasing Office.

This deadline has been established to maintain fair treatment for all potential Bidders or Proposers, while ensuring an expeditious transition to a final agreement.

A.05 SEALED & MARKED

One signed Original (please mark the Original) and Five (5) copies of your proposal shall be submitted in one sealed package, clearly marked on the outside "**Sealed Proposal #12-0778-DC**" and addressed to:

Manatee County Purchasing
1112 Manatee Avenue West, Suite 803
Bradenton, FL 34205

A.06 LEGAL NAME

Proposals shall clearly indicate the legal name, address, email and telephone number of the Proposer (company, firm, partnership, individual). Proposals shall be signed above the typed or printed name and title of the signer. The signer must have the authority to bind the Proposer to the submitted proposal.

A.07 PROPOSAL EXPENSES

All expenses for making proposals to the County are to be borne by the Proposer.

A.08 EXAMINATION OF PROPOSAL

The examination of the proposal and the Proposer generally requires a period of not less than ninety (90) calendar days from the date of the opening of the proposals.

A.09 DISCLOSURE

Proposals become "Public Records" thirty (30) days after the proposal opening or if an award decision is made earlier than this time as provided by Florida Statute 119.071 (1) (b). **No review of the proposal documents shall be conducted at the public opening of the proposals.**

Manatee County will make public at the opening, the names of the business entities that submitted an offer and any amount presented as offers without any verification of the mathematics or the completeness of the offer.

A.10 ERRORS OR OMISSIONS

Once a proposal is submitted, the County shall not accept any request by any Proposer to correct errors or omissions in the proposal.

A.11 RESERVED RIGHTS

The County reserves the right to accept or reject any and/or all proposals, to waive irregularities and technicalities, and to request resubmission. Any sole response received by the first submission date may or may not be rejected by the County, depending on available competition and timely needs of the County. The County reserves the right to award the contract to a responsible Proposer submitting a responsive proposal, with a resulting negotiated agreement which is most advantageous and in the best interests of the County. The County shall be the sole judge of the proposal, and the resulting negotiated agreement that is in its best interest and its decision shall be final. Also, the County reserves the right to make such investigation as it deems necessary to determine the ability of any Proposer to perform the work or service requested. Information the County deems necessary to make this determination shall be provided by the Proposer. Such information may include, but shall not be limited to: current financial statements prepared by an independent CPA; verification of availability of equipment and personnel; and past performance records.

A.12 APPLICABLE LAWS

Proposer must be authorized to transact business in the State of Florida. All applicable laws and regulations of the State of Florida and ordinances and regulations of Manatee County will apply to any resulting agreement. Any involvement with any Manatee County procurement shall be in accordance with Manatee County Code of Laws Chapter 2-26, as amended. Procedures and deadlines concerning protests related to this Request for Proposal shall be those which are set forth in §2-26-61 of the County Code.

A.13 CODE OF ETHICS

With respect to this proposal, if any Proposer violates or is a party to a violation of the Code of Ethics of Manatee County per Manatee County Code of Laws, Article III, Ethics in Public Contracting, and/or Florida criminal or civil laws related to public procurement including but not limited to Florida Statutes Chapter 112, Part III, Code of Ethics for Public Officers and Employees, such Proposer may be disqualified from performing the work described in this proposal or from furnishing the goods or services for which the proposal is submitted and shall be further disqualified from submitting any future proposals for work or for goods or services for Manatee County.

The County presumes that all statements made and materials submitted in a proposal will be truthful. If a Proposer is determined to be untruthful in its proposal or any related presentation, such Proposer may be disqualified from further consideration regarding this Request for Proposal.

A.14 COLLUSION

By offering a submission to this Request for Proposal the Proposer certifies the Proposer has not divulged to, discussed or compared his proposal with other Proposers and has not colluded with any other Proposer or parties to this proposal whatsoever. Also, the Proposer certifies, and in the case of a joint proposal, each party thereto certifies, as to their own organization that in connection with this proposal:

- a. any prices and/or data submitted have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other Proposer or with any competitor;
- b. any prices and/or cost data quoted for this proposal have not been knowingly disclosed by the Proposer prior to the scheduled opening directly or indirectly to any competitor;
- c. no attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;
- d. the only person or persons interested in this proposal as principal or principals is/are named therein and that no person other than therein mentioned has any interest in this proposal or in the contract to be entered into; and
- e. no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees.

A.15 PUBLIC ENTITY CRIMES

In accordance with Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases or real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two for a period of 36 months from the date of being placed on the convicted vendor list.

A.15 PUBLIC ENTITY CRIMES -continued:

In addition, Manatee Code of Laws Chapter 2-26 Article V prohibits the award of County contracts to any person or entity who/which has, within the past 5 years, been convicted of, or admitted to in court or sworn to under oath, a public entity crime or of any environmental law that, in the reasonable opinion of the Purchasing Official, establishes reasonable grounds to believe the person or business entity will not conduct business in a reasonable manner.

To ensure compliance with the foregoing, the Code requires all persons or entities desiring to contract with the County to execute and file with the Purchasing Official an affidavit, executed under the pain and penalties of perjury, confirming that person, entity, and any person(s) affiliated with the entity, does not have such a record and is therefore eligible to seek and be awarded business with the County. **Proposer is to complete Attachment “A” and submit with your proposal.**

A.16 LOBBYING

After the issuance of any Request for Proposal, prospective Proposers or any agent, representative or person acting at the request of such proposer shall not contact, communicate with or discuss any matter relating in any way to the Request for Proposal with any officer, agent or employee of Manatee County other than the Purchasing Official or as directed in the Request for Proposal. This prohibition begins with the issuance of any Request for Proposal and ends upon an award of the final contract, when all solicitations have been rejected, or when the request has been canceled. Violators of this prohibition shall be subject to sanctions as provided in the Manatee County Code of Law Chapter 2-26.

A.17 EQUAL EMPLOYMENT OPPORTUNITY

Manatee County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 and the Regulations of the Department of Commerce (15 CFR, Part 8) issued pursuant to such Act, hereby notifies all prospective Proposers that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, women or minority business enterprises will be afforded full opportunity to participate in response to this advertisement and will not be discriminated against on the grounds of race, color, creed, sex, age or national origin in consideration for an award.

A.18 AMERICANS WITH DISABILITIES ACT

The Board of County Commissioners of Manatee County, Florida, does not discriminate upon the basis of any individual's disability status. This non-discrimination policy involves every aspect of the County's functions including one's access to, participation, employment, or treatment in its programs or activities. Anyone requiring reasonable accommodation for the public meetings specified herein (i.e. Information Conference or Proposal Opening), should contact the person named on the first page of this document at least twenty four (24) hours in advance of the activity to request accommodations.

END SECTION A

SECTION B: FORM OF PROPOSAL

This section identifies specific evaluation factors which are to be given written responses. The contents of each proposal shall be **separated** and **arranged with tabs** in the same order as listed in Sections B.01 through B.04 identifying the response to each specific item.

The information that Proposers provide shall be used to determine whether the Proposer has the ability to perform the Scope of Services as stated in this Request for Proposal in a way which best meet the needs of Manatee County. A review with those Proposers reasonably susceptible of being selected for award may be conducted for the purposes of clarification of both ability and benefit to Manatee County. See Section C, "Selection."

B.01 MINIMUM QUALIFICATIONS

Proposals may be presented by a single business entity, corporation, a joint venture, or partnership.

Prior to any consideration of the responses to the criteria in this Request for Proposal, Proposers are to document in their proposals they have provided **Professional Third Party Administration of Medical Billing Services** that are similar in complexity and nature for the last three (3) years.

To validate experience, expertise and capabilities, Proposers shall provide:

- A.** A copy of Proposer's license;
- B.** The state, county or city where the services were rendered;
- C.** Name of the entity who issued the contracts;
- D.** Contract Administrator for the named contracts. Include telephone and email address information.

After Manatee County staff validates the Minimum Qualifications have been met, those Proposals found to be in compliance will be considered.

B.02 ADMINISTRATIVE SUBMITTAL

- a.** Proposal Signature Form.
- b.** Public Contracting and Environmental Crimes Certification (Attachment A).

B.03 INFORMATION TO BE SUBMITTED REGARDING YOUR BUSINESS ENTITY

Tabs are required to identify each item defined in this Section.

- B.03.1. Background and Size:** Provide a description of the Proposer's background and size. Provide a general statement of qualifications that includes your firm's professional credentials, the legal status of your organization, and experience in providing the service enumerated in this Request for Proposal.

- B.03.2. Business Entity:** Provide an explanation of the business entity which you represent. Specify the business entity which would be bound by a contract, should your firm be selected: company or corporation; subcontractor roles; and if a joint venture, include the specific experience that the joint venture partners have working together on similar projects.

If the Proposer is a joint venture, or partnership, the details of the responsibilities for provision of the required services must be clearly disclosed. Provide a narrative on how you anticipate the partnerships to manage the work and any prior experience that the individual entities may have had in working together on other projects. Disclose the lead firm of a joint venture.

- B.03.3. Legal Authority:** Provide a detailed explanation that your firm has the legal authority to perform the services described in this Request for Proposal.

- B.03.4. References:** Provide a list, with references, of your business entity's third party administration of medical billing experience. Specify which key personnel were responsible for the contracted services. References given must specify employees in senior level management positions with knowledge of the operations to confirm the claimed details. Include the name of the entity the work was completed for, a description of the services provided, the dates of service and the name(s) and telephone number(s) of the contact persons. This list shall be for both Governmental and Private clients for at least the past three (3) years.

- B.03.5. Key Personnel:** Identify each principal of the firm and other key personnel who will be professionally associated with the County. Do not include personnel that will not have a key role in providing services. Describe their respective areas of expertise.

For each identified person list:

- Full Name
- Professional credentials; Title;
- Area of expertise, individual's roles and duties in providing services
- Office address
- Email address
- Telephone number
- Personalized resumes which identify the qualifications, training and experience of each key personnel.

- B.03.6. Business Office Location:** Specify the office location of the business entity explained in response to item B.03.2. which is to be the primary location of the principal and key personnel. List the key personnel at that location. For the remaining key personnel detail at what location(s) they will work from and how they will provide management or service or supply support from the locations that they will work from.
- B.03.7. Ownership Interest:** Disclose any ownership interest in other entities involved in third party administration of billing services which may be a potential participant in this Request for Proposal. This ownership disclosure shall be included, whether such ownership occurs by the Proposer through a parent, subsidiary or holding company or any other form of business entity. Submit entity names and the percent of ownership for each.
- B.03.8. Economic Benefit:** Submit a narrative explaining the direct economic benefit to Manatee County to be realized by selecting your firm. During the term of this engagement detail the revenue maximizing activities, employment, subcontracting, and support services contracting as economic stimulus that your entity may generate that would directly benefit Manatee County.
- B.03.08 Drug Free Workplace:** Submit your firm's policy or program as it relates to maintaining a zero tolerance drug free workplace.

B.04 **INFORMATION TO BE SUBMITTED REGARDING
PROPOSED THIRD PART ADMINISTRATION OF
MEDICAL BILLING SERVICES:**

- B.04.1. Staffing Level:** Submit a manning level statement for these proposed services, detailing how many total employees work for your firm at any one time, including temporary, seasonal and part-time employees. List the ratios of full-time employees to part-time, temporary and seasonal employees.
- B.04.2. Subcontractors:** Identify any operational areas you intend to use subcontractors. Identify the services and roles that each subcontractor would assume in providing services.

- B.04.3. Customer Service Commitment:** Describe your Customer Assistance Program; submit a statement of customer service commitment with demonstration of your business entities experience in successfully implementing an effective customer service program. List prior customer service models that you have had direct responsibility for managing and examples of how customer satisfaction feedback was obtained by survey for those specific programs that you managed.
- B.04.4. Quality Assurance:** Submit a detailed Quality Assurance Statement to demonstrate the level of quality that is being proposed.
- B.04.5. Experience:** Demonstrate a minimum of three (3) years of documented, successful experience in third party administration of healthcare claims and billing administration services as described in this Request for Proposal.
- B.04.6. Public and Private Experience:** Provide a list of a minimum of three (3) other government and/or public entities that your firm has successfully performed services similar to those specified in this Request for Proposal. Include the name, address, and telephone number of the contact person as well as the number of claims successfully processed.
- B.04.7. HIPAA Compliant:** Provide documentation that your firm is bondable and compliant with the Health Insurance Portability and Accountability Act (“HIPAA”) of 1996, and it’s implementing regulations, including the Standards for Privacy of Individually Identifiable Health Information, 65 Fed. Reg. 82,462 *et seq* (December 28, 2000) (hereinafter the “HIPPA Privacy Rule”).
- B.04.8. Claim Handling Process:** Describe your firm’s claim handling process using workflow model illustrations from receipt of billing through payment completion; indicate areas where communication among the entities (e.g., hospital, County, physician) is required.
- B.04.9. Financial Controls:** Describe your firm’s financial controls and include bank reconciliation procedures, cash disbursement system, audit trails, frequency of internal audits.
- B.04.10. Claim Remittance Process:** Describe your firm’s claim remittance process. Explain how claims are tracked, what methods will be employed to ensure accuracy and timeliness; explain how errors are reduced, and how duplicate bills handled.

- B.04.11. Security:** Demonstrate your firm's security procedures, including electronic data transmission, reception and storage procedures, which will ensure the integrity and confidentiality of the records and communications related to the services described in this Request for Proposal.
- B.04.12. Automated Claim Management System:** Describe your firm's automated, internet-accessible, claim management system platform and what software or equipment is required to interact with it.
- B.04.13. Disaster Recovery Plan:** Provide your firm's data process for dealing with data disaster recovery plan, and process for dealing with data breaches.
- B.04.14 Sample Reports:** Provide a copy of sample reports required to perform the services as described in this Request for Proposal.
- B.04.15. Project Timeline:** Provide a proposed project timeline to include the time required, prior to the commencement date, to coordinate the administrative issues with the hospitals.
- B.04.16. Transition and Implementation Plan:** Provide a detailed transition and implementation plan to include your firm's methodology to handle outstanding and open claims for payment. Indicate all phases of implementation and the lead time for each phase. Demonstrate your firm's ability to meet the projected timeline.
- B.04.17. Cost Proposal:** Provide a cost proposal that clearly delineates all costs to the County expressed annually in a three (3) year projection. The cost proposal shall include all service levels and all direct costs, including maintenance, enhancement, or adjustments to the program services during that projected three (3) year term.

The proposal price shall be all-inclusive, unless otherwise directed herein, and shall include, but not be limited to, any and all of the costs associated with startup, initial training, on-going training, and annual re-training, any and all of the costs associated with system updates and annual maintenance, revised Medicare fee uploads and updates, any and all of the costs associated with the creation of, and addition to, reports, any and all of the costs associated with licenses, fees, permits, bonds, and insurance required to perform the work, and any and all of the costs associated with labor, personnel, supervision, and administration necessary to perform the work, and any and all costs associated with mailing charges necessary to

perform the work, and any and all of the costs associated with set-up, interfacing, integration, and customer support necessary to perform the work in a professional and efficient manner as described in the Scope of Services.

B.05 SUPPLEMENTAL INFORMATION

Submit any other additional information which would assist the County in the evaluation of your proposal.

NOTE: The County reserves the right to make such investigation and solicit additional information or submittals as it deems necessary to determine the ability of any Proposer to perform the Scope of Services stated in this Request for Proposal.

END SECTION B

SECTION C: SELECTION

C.01 EVALUATION FACTORS

Evaluation factors are price and demonstrated ability of the Proposer(s) to perform the Scope of Services as generally outlined in Section E of this Request for Proposal in the most timely and efficient manner and the proposal(s) which will provide the best solution to meet the needs of Manatee County as determined from the responses to this Request for Proposal and subsequent investigation.

C.02 RELATIVE IMPORTANCE OF EVALUATION FACTORS

No weight has been assigned to the Evaluation Factors stated above.

C.03 PRELIMINARY RANKING

A Selection Committee shall determine from the responses to this Request for Proposal and subsequent investigation as necessary, the Proposer(s) most susceptible of being selected for award.

C.04 IN-PERSON REVIEW OF PROPOSERS AND PROPOSALS

In-person reviews may be conducted with responsible Proposers who are deemed reasonably susceptible of being selected for award, for the purposes of assuring full understanding of (a) conformance to the solicitation requirements, (b) the abilities of the Proposer, and (c) the proposal submitted.

Proposers shall be available for presentations to and interviews with the Selection Committee, upon notification from the Purchasing Office. The date(s) and time(s) of any such presentations / interviews shall be determined solely by the County.

C.05 SELECTION FOR NEGOTIATION

The Proposer, whose ability and proposal is determined to be the best proposal that is most advantageous to the County, taking into consideration the Evaluation Factors set forth in this Request for Proposal, shall be selected to negotiate an agreement for the County determined Scope of Services.

The selection of a Proposer for negotiation shall not be construed as vesting any contractual or other rights of any nature in the Proposer.

C.06 AWARD

Award is subject to the successful negotiation and the vote of the Board of County Commissioners to authorize execution the agreement.

END SECTION C

SECTION D: NEGOTIATION OF THE AGREEMENT

D.01 GENERAL

The following general terms and conditions apply to the proposal submitted for consideration and the subsequent negotiations:

- a.** The proposal will serve as a basis for negotiating an agreement, but not compel adherence to its terms or conditions.
- b.** Upon submission, all proposals become the property of the County which has the right to use any or all ideas presented in any proposal submitted in response to this Request for Proposal whether or not the proposal is accepted.
- c.** All products and papers produced in the course of this engagement become the property of the County upon termination or completion of the engagement.

D.02 AGREEMENT

The selected Proposer shall be required to negotiate an agreement in a form and with provisions acceptable to Manatee County.

Negotiated agreements may or may not include all elements of this Request for Proposal or the resulting successful proposal where alternative terms or conditions become more desirable to the County, and the parties agree to such terms.

The Manatee County Board of County Commissioners will be presented the negotiated agreement as the best and final offer for consideration of award and execution. The Board of County Commissioners shall determine whether to (a) accept the recommended award and approve the execution of an agreement, (b) reject the recommended award and direct further negotiations or (c) reject the recommended award and direct the termination of negotiations.

END SECTION D

SECTION E: SCOPE OF SERVICES

E.01 GENERAL SCOPE OF SERVICES

Manatee County, Florida is located along the state's southwest coast south of Tampa. The County covers approximately 740 square miles of land with coastline and beaches and is made up of six cities: Bradenton, Palmetto, Anna Maria, Bradenton Beach, Holmes Beach, and Longboat Key; unincorporated areas include Duette, Ellenton, Parrish, Myakka City, and Lakewood Ranch. As of 2011, Manatee County had a population of over 322,000.

Manatee County Government currently provides indigent care funding to local hospitals and administers direct payments to physicians for indigent care provided by those professionals. This care is targeted at County residents between the ages 18 and 64 with limited income and limited assets who are uninsured or underinsured with no other medical benefits available to them. *(See Attachment "B" for the Manatee County 2011 Health Profile, courtesy of the Health Council of West Central Florida)*

The County is now soliciting proposals from qualified individuals, corporations, partnerships, and other business entities authorized to do business in the State of Florida, to administer direct physician payments for medical claims determined by the current Medicare Fee Schedule. Eligibility and enrollment for the indigent care program would be provided to the successful Proposer through an electronic file transmission.

Care is being provided at the following local hospitals:

- 1) **Blake Medical Center**
2020 59th Street West
Bradenton, Florida 34209
www.blakemedicalcenter.com
- 2) **Manatee Healthcare System, Inc.**
Manatee Memorial Hospital
206 Second Street East
Bradenton, Florida 34208
www.manateememorial.com
- 3) **Manatee Healthcare System, Inc.**
Lakewood Ranch Medical Center
8330 Lakewood Ranch Boulevard
Bradenton, Florida 34208
www.lakewoodranchmedicalcenter.com

The successful Proposer shall be capable of handling approximately eight hundred (800) claims per month. The successful Proposer shall be capable of processing approximately \$1,000,000.00 in payments per year.

The successful Proposer shall have experience providing third party billing services for indigent medical care preferably making direct payments to physicians on behalf of a government or public entity.

The successful Proposer shall be able to work collaboratively with all hospitals and physicians and shall provide administrative services in accordance with industry standards, HIPAA, and all applicable state and federal laws.

The successful Proposer shall provide all administration, supervision, labor, manpower, equipment, materials, supplies, software and hardware necessary to perform the services described herein. Manatee County expects that this Request for Proposal will result in an award to perform Professional Third Party Administration of Medical Billing Services for Indigent Care on an annual basis for a period of three (3) years.

E.02 SPECIFIC SCOPE OF SERVICES

The following describes the Scope of Services that shall be the successful Proposer's responsibility:

E.02.1. Direct Payments To Physicians

The successful Proposer shall be responsible for administering all payments to physicians providing medical care to eligible indigent patients; remittance shall be transmitted in either paper or electronic formats. The successful Proposer shall ensure capability of receiving electronic claim submission from applicable providers for this program.

E.02.2. Patient Eligibility

Eligible indigent patients will be qualified and enrolled by the Hospital and provide the successful Proposer a monthly electronic file of all eligible patients.

E.02.3. Payment Process

The successful Proposer shall make payments at the appropriate level of compensation as determined by the applicable fee schedule and any regulatory requirements; and shall provide an Explanation of Benefits to the physician with their payment. Claims will be submitted to the successful Proposer by the physician. The fee schedule utilized for the indigent care program is based off of one hundred percent (100%) of the current Medicare RBRVS fee.

The successful Proposer shall receive and process the claim for billing, investigate and verify the statements contained in the claim and determine the payment in accordance with the Medicare Fee Schedule. The successful Proposer shall apply all Medicare-based clinical editing guidelines to the claim which shall include providing due diligence of the billing procedures by the care provider.

The successful Proposer shall check all claims to assure that they are not duplicates of previously paid claims as well as check all claims for unbundling, upcoding, and to assure that they meet all industry standard billing guidelines.

E.02.4. Account Management

The funds required to perform payment services will be provided through accounts owned by the County. Check printing and mailing including postage shall be the responsibility of the successful Proposer. Payment shall be made from funds of, or arranged by, the County.

The County will maintain sufficient funds in a bank account(s) to cover checks disbursed by the successful Proposer in connection with payment services provided in this Request For Proposal.

E.02.5. IRS Reporting Requirements

The successful Proposer shall have a current W-9 Form for each physician to whom more than \$600.00 in annual payments is issued. The successful Proposer shall calculate and issue Form 1099's at calendar year end in compliance with applicable IRS reporting regulations. Should the IRS cite exceptions, the successful Proposer shall be responsible for timely resolution of the errors or issues raised by the IRS so that potential IRS penalties are not incurred.

E.02.6. Security

The successful Proposer shall employ security procedures with respect to the handling of checks and drafts and any equipment used to produce them. The successful Proposer shall protect and maintain all check and signature plates, if any, laser printing equipment and other such equipment from theft or unauthorized use. Access to checks and such equipment shall be in secured and controlled areas.

E.02.7. Claims Adjudication

The successful Proposer shall be responsible for coordinating, facilitating, and adjudicating all claim reviews and audits; and shall respond directly to all inquiries related to claims. The County will be financially liable for any such claims and shall have sole authority to decide all claims issues.

E.02.8. Audit Compliance

The successful Proposer shall institute standard internal auditing controls to ensure the accuracy of claim payments. The successful Proposer shall participate in, and comply with, any internal and external quality assurance, utilization review, peer review, and grievance procedures as a result of the services performed as described in this Request For Proposal.

The successful Proposer shall effectively work with the Finance Division of the Manatee County Clerk of the Circuit Court (the “Clerk”), an independent constitutional office, who may, from time to time, determine certain requirements of Florida law must be met concerning the payment or collection of County funds. The successful Proposer shall work with the Clerk’s office to ensure compliance with any such issues.

E.02.9. Records Management

The successful Proposer shall maintain complete, accurate, and up to date fiscal records concerning its performance of the services described in this Request For Proposal.

The successful Proposer shall ensure the confidentiality of all HIPAA protected information received or transmitted in performance of the services described in this Request For Proposal. However, all records may be examined by the County’s internal or external auditors.

The successful Proposer shall maintain billing records to support all payments and verify the accuracy of those payments. Such records shall be in their original form or in digital format, and shall be available on-line to the County and County auditors.

E.02.10. Technology Requirements

The successful Proposer shall provide an internet accessible management system platform to include, at a minimum, real-time interactive communication and claim management capable of downloading and integrating historical data and produce monthly allocation reports.

The system shall adhere to and implement current privacy standards of HIPAA requirements, and follow the national electronic data interchange (EDI) standards and use the national standard codes such as HCPCS, CPT, and CDT.

The system shall have a plan and strategy for disaster backup and recovery performance.

E.02.11. Reports

The successful Proposer shall provide the County with a management report, in a format acceptable to the County, and to include detail of all allocations and payment activity on a monthly, quarterly and annual basis which shall include, at a minimum, the name of the provider, number of claims processed, number of claims denied, dollar amount of each claim, type of service, a summary of refunds, and an aged trial balance of outstanding claims.

In addition, the Successful Proposer shall provide a check register to the County on a weekly basis, and reconcile on a monthly basis.

E.02.12. Customer Assistance Program

The successful Proposer shall establish, operate, and maintain a customer service assistance program for the physicians beginning at contract start-up, through the transition stage, and throughout the term of the contract. Due to the nature of this program there is no customer service needs for the patient / member of the indigent care program.

E.02.13. Transition Plan

The successful Proposer shall be capable of implementing a plan for executing the transition of claims administration services from the County including all necessary set-up, interfacing, integration, and training. The plan shall also include a process to handle the run-out period which shall include the outstanding and open claims during the transition period.

END SECTION E

**PROPOSAL SIGNATURE FORM
RFP #12-0778DC**

_____ Firm Name	<u>Mailing Address:</u> _____
_____ Email	_____
() Telephone Number	_____ City, State, Zip Code

The undersigned certifies to his or her authority to submit this proposal and to bind the firm herein named to perform the services offered in a two party agreement. If the firm is selected by the County the undersigned certifies that he/she will negotiate in good faith to provide the selected services as may determined by the County which are detailed in this RFP #12-0778DC.

_____ Signature	_____ Witness Signature
Date: _____	Date: _____
_____ Name and Title of Above Signer	_____ Name and Title of Above Signer

Name and Title of Firm's Representative for Manatee County

Email for Firm's Representative for Manatee County

Telephone Number of Firm's Representative for Manatee County

Attachment "A"

PUBLIC CONTRACTING AND ENVIRONMENTAL CRIMES CERTIFICATION

SWORN STATEMENT PURSUANT TO ARTICLE 6, MANATEE COUNTY PURCHASING CODE

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

This sworn statement is submitted to the Manatee County Board of County Commissioners by _____
[print individual's name and title]

_____ for _____
[print name of entity submitting sworn statement]

whose business address is: _____

and (if applicable) its Federal Employer Identification Number (FEIN) is _____. If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

I understand that no person or entity shall be awarded or receive a county contract for public improvements, procurement of goods or services (including professional services) or a county lease, franchise, concession or management agreement, or shall receive a grant of county monies unless such person or entity has submitted a written certification to the County that it has not:

(1) been convicted of bribery or attempting to bribe a public officer or employee of Manatee County, the State of Florida, or any other public entity, including, but not limited to the Government of the United States, any state, or any local government authority in the United States, in that officer's or employee's official capacity; or

(2) been convicted of an agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid a fixed price, or otherwise; or

(3) been convicted of a violation of an environmental law that, in the sole opinion of the County's Purchasing Director, reflects negatively upon the ability of the person or entity to conduct business in a responsible manner; or

(4) made an admission of guilt of such conduct described in items (1), (2) or (3) above, which is a matter of record, but has not been prosecuted for such conduct, or has made an admission of guilt of such conduct, which is a matter of record, pursuant to formal prosecution. An admission of guilt shall be construed to include a plea of nolo contendere; or

(5) where an officer, official, agent or employee of a business entity has been convicted of or has admitted guilt to any of the crimes set forth above on behalf of such and entity and pursuant to the direction or authorization of an official thereof (including the person committing the offense, if he is an official of the business entity), the business shall be chargeable with the conduct herein above set forth. A business entity shall be chargeable with the conduct of an affiliated entity, whether wholly owned, partially owned, or one which has common ownership or a common Board of Directors. For purposes of this Form, business entities are affiliated if, directly or indirectly, one business entity controls or has the power to control another business entity, or if an individual or group of individuals controls or has the power to control both entities. Indicia of control shall include, without limitation, interlocking management or ownership, identity of interests among family members, shared organization of a business entity following the ineligibility of a business entity under this Article, or using substantially the same management, ownership or principles as the ineligible entity.

Attachment "A" (Cont'd.)

Any person or entity who claims that this Article is inapplicable to him/her/it because a conviction or judgment has been reversed by a court of competent jurisdiction, shall prove the same with documentation satisfactory to the County's Purchasing Director. Upon presentation of such satisfactory proof, the person or entity shall be allowed to contract with the County.

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR MANATEE COUNTY IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT ANY CONTRACT OR BUSINESS TRANSACTION SHALL PROVIDE FOR SUSPENSION OF PAYMENTS, OR TERMINATION, OR BOTH, IF THE CONTRACTING OFFICER OR THE COUNTY ADMINISTRATOR DETERMINES THAT **SUCH PERSON OR ENTITY HAS MADE FALSE CERTIFICATION.**

[Signature]

STATE OF FLORIDA
COUNTY OF _____

Sworn to and subscribed before me this ____ day of _____, 20__ by _____

Personally known _____ OR Produced identification _____
[Type of identification]

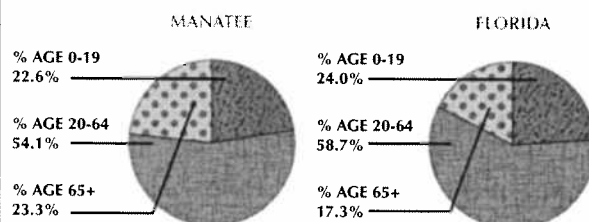
Notary Public Signature My commission expires _____

[Print, type or stamp Commissioned name of Notary Public]

Signatory Requirement - In the case of a business entity other than a partnership or a corporation, this affidavit shall be executed by an authorized agent of the entity. In the case of a partnership, this affidavit shall be executed by the general partner(s). In the case of a corporation, this affidavit shall be executed by the corporate president.

2011 HEALTH PROFILE

MANATEE COUNTY

DEMOGRAPHICS¹

	MANATEE		FLORIDA	
	NUMBER	PERCENT	NUMBER	PERCENT
Total Pop.	322,833	-	18,810,310	-
Asian	5,275	1.6	454,821	2.4
Black	28,230	8.7	2,999,862	16.0
White	264,322	81.9	14,109,162	75.0
Other	25,006	7.7	1,237,465	6.6
Hispanic	47,955	14.9	4,223,806	22.5
Female	166,718	51.6	9,611,955	51.1
Male	156,115	48.5	9,189,355	48.9

SOCIOECONOMICS²

	2006-2010	FLORIDA
Per Capita Income (\$)	\$28,072	\$26,551
Median Household Income (\$)	\$47,812	\$47,661
Percent with high school diploma or higher (%)	86.9	85.3
Percent with Bachelor's degree or higher (%)	25.6	25.9
Percent Unemployed (%)	8.9	8.9
Percentage of People whose income is below the poverty level	12.8	13.8
Percentage of Families whose income is below the poverty level	8.9	9.9

MATERNAL AND INFANT HEALTH³

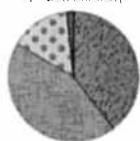
	2008	2009	2010	FLORIDA
Total Resident Live Birth Rate (per 1,000 total population)	12.2	11.5	10.5	11.4
Percent of Births to Mothers Age 15-19	12.5	13.0	10.5	8.9
Repeat Birth Rate for Teens (15-19) (%)	23.4	22.7	21.1	17.8
Low Birthweight Rate (<2500g) (per 1,000 live births)	8.0	7.6	7.9	8.7
Late or No Prenatal Care (%)	7.4	7.6	6.7	4.6
Infant Mortality Rate (per 1,000 births)	8.0	9.8	6.9	6.5

MORBIDITY⁴

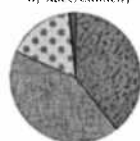
	2008	2009	2010	FLORIDA
Alcohol Related Motor Vehicle Crash Injuries	103.5	92.9	67.5	64.8
Vaccine Preventable Diseases	4.4	4.7	6.6	3.5
Tuberculosis Cases	4.4	5.6	5.3	4.4
Gonorrhea Cases	142.8	100.1	92.6	107.3
Chlamydia Cases	346.7	323.1	379.0	397.6
Infectious Syphilis Cases	0.9	1.3	1.3	6.3
HIV Cases	20.1	16.6	16.6	27.7
AIDS Cases	14.2	9.7	8.2	18.4

Rates per 100,000

2010 HIV Cases in Manatee by Race/Ethnicity



2010 AIDS Cases in Manatee by Race/Ethnicity



White 39.6%	Hispanic 15.0%	White 39.3%	Hispanic 16.7%
Black 43.9%	Other 1.4%	Black 42.5%	Other 1.4%

LEADING CAUSES OF DEATH⁵

	2008-2010		FLORIDA 2008-2010	
CAUSE	NUMBER	AGE-ADJUSTED DEATH RATE	NUMBER	AGE-ADJUSTED DEATH RATE
All Causes	9,965.0	620.8	512,836.0	660.7
Heart Disease	2,840.0	157.7	124,374.0	150.8
Cancer	2,387.0	152.0	122,249.0	160.2
Stroke	493.0	27.3	25,181.0	30.5
Diabetes	192.0	11.6	15,045.0	19.6
All Unintentional Injuries	475.0	45.7	26,341.0	42.7
Chronic Lower Respiratory Disease	582.0	33.7	30,585.0	37.7
Motor Vehicle Crashes	130.0	13.7	8,078.0	14.0

HEALTH CARE ACCESS⁶

	2008	2009	2010	FLORIDA
Total Licensed Physicians (rate per 100,000)	177.7	188.9	216.5	336.3
Total Licensed Dentists (rate per 100,000)	44.7	51.4	48.0	63.6
Hospital Beds (rate per 100,000)	286.0	285.2	285.2	320.6
Nursing Home Beds (rate per 100,000)	491.4	490.0	490.1	458.3
Median Medicaid Monthly Enrollment	11,778.8	12,028.6	13,686.2	15,942.7

FEDERAL DESIGNATIONS⁷

	DESIGNATION TYPE
Primary Health Professional Shortage Area	Low Income
Dental Health Professional Shortage Area	Low Income
Mental Health Professional Shortage Area	N/A
Medically Underserved Area / Population	Medically Underserved Population - Low Income / Migrant Farm Workers

SOURCE: 1. ESRI Business Solutions Population Data Estimates, 2011. 2. U.S. Census Bureau American Community Survey 2006-2010. 3. Florida Department of Health, CHARTS, FY 2008-2010. 4. Florida Department of Health, CHARTS, 2010; Health Council of West Central Florida/ Suncoast Health Council Ryan White Program, 2011. 5. Florida Department of Health, CHARTS, 2008-10. 6. Florida Department of Health, Office of Planning, Evaluation, and Data Analysis, 2008-10. 7. U.S. Department of Health and Human Services, Health Professional Shortage Area (HPSA) Database, 2011.

NOTE: Demographics: Other includes American Indian, Pacific Islander, Some Other Race, and the Population Reporting Two or More Races. Morbidity: Vaccine Preventable Diseases include Diphtheria, Acute Hepatitis B, Measles, Mumps, Pertussis, Rubella, Tetanus, and Polio, rate is for all ages. Leading Causes of Death: Number of Deaths and Age-Adjusted Death rates are based on 3 year averages for 2008-2010. Chronic Lower Respiratory Diseases are also referred to as Chronic Obstructive Pulmonary Diseases and include emphysema, chronic bronchitis, and asthma. Healthcare Access: All rates are per 100,000 total population.

Health Council of West Central Florida
We make health care better

9600 Koger Blvd. Suite 221
St. Petersburg, FL 33702
727-217-7070
www.healthcouncils.org

The Health Councils define and resolve health care issues through community partnerships.