

STATE OF ALASKA

Department of Administration
Division of Risk Management



Third Party Administrator

RFP 2024-0200-0280/02-125-24

Amendment One

April 25, 2024

This amendment is being issued to *questions and answers*.

Important Note to Offerors: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

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Contracting Officer
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COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

Questions submitted by potential offerors and answers from the state:

Question 1: If the Division of Risk Management (DRM) were to change TPAs, what would be the go-live date (to start managing claims) for this program?

Answer: August 24, 2024

Question 2: a. What is the current program staffing, including the number of FTEs for team leaders/supervisors, claims examiners, medical-only examiners, support staff including claims assistant and litigation prep, etc?

b. Is the litigation prep being done by a paralegal?

Answer: a. Currently, there is a Claims Director, two Senior CEs, three TL CEs, two MO CEs, one paralegal, One Admin Supervisor, and four Admins.

b. Yes, the legal prep work is being done by a paralegal.

Question 3: It is our best practice not to move examiners off existing programs to service new accounts. We can provide the individual positions necessary and their minimum qualifications to meet this RFP's required staffing but would not have that staff in place until after the notice of award. Will this approach to Section 1.04 be acceptable?

Answer: We would require a written commitment of employment from the offeror, acceptance from the staff member, as well as a copy of the staff member's resume.

Question 4: In today's virtual world, claim teams report to local leadership and reflect our flexible-first work environment — providing the flexibility of working from home with the ability to collaborate in person as needed. If the proposed staff have the appropriate licenses as required by the position, is the DRM open to staff being remote employees, either in or out of state?

Answer: Yes, as long as their firm is willing to pay for them to travel to either Juneau or Anchorage for an in-person meeting if reasonably requested by DRM.

Question 5: Please provide a detailed claim listing containing all the open/pending inventory of claims, regardless of year, for which the new TPA will be responsible for in an Excel file with the following details and excluding any personal identifying information (PII):

- Claim type (LT, MO, incident only)
- Claim status (O/C)
- Litigation status
- Subrogation indicator
- Date of loss
- Date reported
- Date opened
- Date closed
- Paid dollar amounts (broken out by indemnity, medical, expense)
- Reserved/Outstanding dollar amounts (broken out by indemnity, medical, expense)
- Total Incurred dollar amounts (broken out by indemnity, medical, expense)
- Claim number

Answer: Please see attached excel spreadsheet.

Question 6: How would claims be reported to the TPA? (i.e. telephonic, web, fax, email, data feed)

Answer: Currently claims are reported to the TPA by state distribution email address, which includes the completed employer and/or employee Report of Occupational Injury/Illness forms for entry into the RMIS. In near future, we will be implementing an intake/portal process for direct entry into the system by employees and their supervisors.

Question 7: Does DRM currently use a clinical triage intake process for reporting claims?

Answer: Please review Attachment A to the RFP – Division of Risk Management WC TPA P&P for New Claims, Contacts, Phone Calls, Investigations, etc.

Question 8: On page 10, section 3, Medical/Pharmacy/DME Bill Review, can these detailed services be performed directly by the TPA or by a wholly owned subsidiary instead of subcontracted?

Answer: The preference is for these services to be subcontracted.

Question 9: Please provide the following totals for the past three years:

- Total number of bills (excluding duplicates)
- Total PPO savings
- Total number of RX bills
- Total number filed case nurse management assignments
- Total number of telephonic nurse case management assignments

Answer: Total number of bills since 12/20/2021 (inception of current program) through 4/24/24 = 20,412
Total PPO Savings during same time period = \$633,266.24
Total number of RX bills = 4076
We do not track the number of filed nurse case management assignments or telephonic nurse case Management assignments.

Question 10: Who is/are the current managed care service provider(s)?

Answer: Definiti & Mitchell International Inc DBA Mitchell ScriptAdvisor
