

Request for Information

Revised February 2024



State of Alaska
Department of Health
Division of Public Health
Section of Laboratories

Date Issued: March 19, 2025
RFI 25-006

THIRD-PARTY BILLING CONTRACT FOR MEDICAL LABORATORY TESTING

Introduction:

The Department of Health, Division of Public Health, Section of Laboratories seeks information on products or services to manage billing and revenue reconciliation for laboratory tests with a changing fee-for-service schedule. Interested parties must show their capability to bill patient insurance, Medicaid, and Medicare, and provide transparent sliding pay scales for uninsured or underinsured patients.

Background Information:

The Alaska State Public Health Laboratories (ASPHL) seeks to replace its current billing system, which bills medical facilities for patient tests across Alaska. Due to an expanded list of billable tests to cover expenses, ASPHL's administrative capacity to bill effectively has been exceeded. Medical providers now request direct private insurance, Medicaid/Medicare, and sliding-scale billing capabilities. Currently, the State of Alaska lacks an internal service for this need, so ASPHL is seeking information from third-party medical billing agencies.

Preferred Experience:

The Section of Laboratories is looking for vendors with:

- **Demonstrated experience in handling medical claims with accuracy, efficiency, and integrity.** This requires the ability to meticulously review medical claims to identify discrepancies while maintaining data integrity and patient confidentiality. Processes must demonstrate efficient workflows and acceptable time management. Interested parties must have experience working with various medical payers (ex. private insurance, Medicare, Medicaid) and also provide a model for sliding scale practices for uninsured or underinsured patients.
- **Expertise in and compliance with all relevant regulations, including HIPAA, ACA, and other healthcare-specific laws.** A strong understanding of medical coding and billing practices, as well as payer policies, must be evident.
- **Clear communication practices.** Being able to communicate effectively with the public health laboratory and other clients, resolving billing issues professionally, and providing excellent customer service is required to build strong relationships. The cost to our organization for a defined service must be clearly communicated.
- **Technically skilled in using billing software and other relevant technology.** Adopted technologies must be able to manage and analyze large amounts of data effectively.
- **Experience collaborating with governmental public health laboratories for direct patient billing.**

Response Information:

Interested parties with the ability to provide transparent medical billing services for a governmental public health laboratory are invited to respond to this RFI. Responses should include:

- Details on experience and qualifications, particularly with governmental organizations or other state public health laboratories,
- Details on what data is required from ASPHL in order to complete the billing process and how this is securely communicated,
- A proposed billing process that covers how claims, denials, eligibility, remittance, or other billing occurrences are handled. Include how private insurance, Medicaid, and Medicare, and sliding scale calculations are incorporated and how clearinghouses assist this process,
- A cost breakdown for providing this service,
- A process for routing revenue back to ASPHL, and
- Experience with Business Associate Agreements (BAA) with governmental agencies.

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services.

Procurement Officer contact information:

Interested parties must submit their responses in writing via email by **2:00 PM AKST Wednesday, April 2, 2025** to the following person:

Dorothy Tauaese-Puletapuai

Procurement Specialist

Phone: (907) 444-6313

Email: dorothy.v.tauaese-puletapuai@alaska.gov

Important Notice:

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. Nor will the State be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a purchase, contract, or solicitation in the future.