

CITY OF PITTSBURGH



2014 WORKERS' COMPENSATION PROGRAM AUDIT RFP QUESTIONS AND ANSWERS

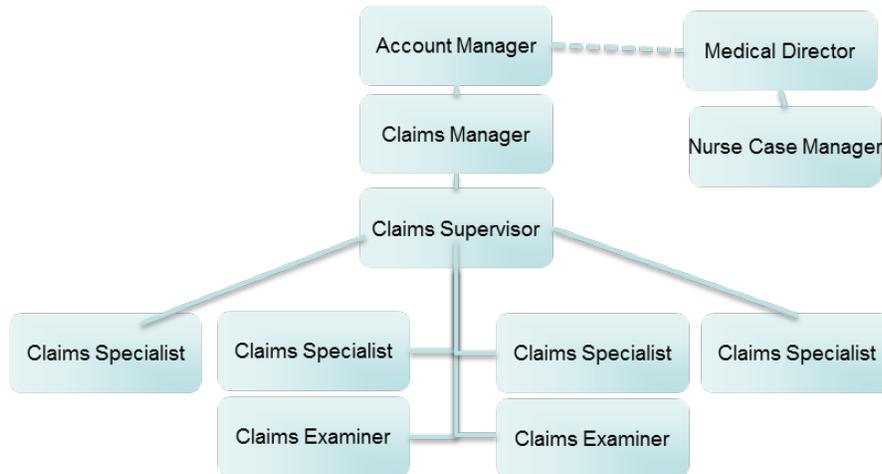
Friday, September 26, 2014 Initial Posting
Friday, October 3, 2014 Updated 10/3/13
Monday, October 6, 2014 Final Q&A Update Posted

Q1) Can you provide a copy of the performance guarantees between the City and the TPA (only the guarantees not anything identifying the TPA)?

A1) The performance guarantees are based on the results as outlined as the scope in the WC Program Audit RFP.

Q2) Please provide an organizational chart for the TPA's staff (positions only) that handles the City's claim.

A2)



Q3) Please provide the current outstanding medical only and lost time claim volumes per adjuster.

A3) Medical Only, Restricted Medical Only and Widow
Examiner A – 95, Examiner B – 84

Lost Time
Specialist A – 183, Specialist B – 130, Specialist C – 162, Specialist D - 168

- Q4) Are the TPA's adjusters handling only the City's claims or are there other accounts they also handle?
- A4) The City has dedicated Supervisor, Claims Specialists and Claims Examiners.
- Q5) How many of the 845 claims reported annually are medical only and lost time?
- A5) Of the 845 claims, the City has 195 lost time claims and 206 medical only claims.
- Q6) Does the City have internal counsel to handle some claims, or are all litigated claims sent to outside counsel?
- A6) All litigated claims are handled by outside counsel.
- Q7) Please provide the expected timeline to complete the initial TPA Audit, Operational assessment of the City's claim management program, and the Ancillary Services Vendor Review? Is the expectation that these will all be done simultaneously?
- A7) The City would look to the auditors as professionals in the field to include a proposed plan to complete all aspects of the audit. There is no expectation all components will take place simultaneously, but the City would expect that at least certain aspects of the audit services take place at least annually, particularly those that assess the TPA and their claims management program as annual contract-negotiated performance based increases will be subject to the results of the audit.
- Q8) How many ancillary vendors will need to be reviewed, and what specifically are their roles in the process (bill review, nurse case management, private investigator etc.); Are they limited to just those types listed in "Types of Services" Section B, #3?
- A8) The review will include at least the ancillary services listed as well as any other service the TPA uses. In some cases it is expected the TPA performs audits of the services that will meet the auditor's standards and can be used as part of the audit.
- Q9) Will the successful bidder have on-line access to the TPA claims/RMIS system for the audit purposes?
- A9) There is remote access to the claims management system but the City cannot ensure all necessary information will be available by remotely accessing the program. In the event attachments (medical reports, reserve worksheet or images of mail) are needed for a thorough review of the claim, the auditor will need to work with the TPA to gain access to those attachments.
- Q10) Please confirm that an annual audit is to be completed as part of that benchmarking process during that 3-year period. And, is the scope of this annual audit to also include Ancillary Service Vendor Review ("Types of Services" Section B, #3)?

- A10) Yes, the annual audit is to be completed as part of the benchmarking process. The annual audit should include claims management and TPA performance. Ancillary services will not need to be reviewed annually.
- Q11) Is the TPA currently doing the case management, or is that unbundled to another provider?
- A11) The TPA provides all medical, claims, and case management services.
- Q12) Does the City have a RMIS system? If so which system?
- A12) The City does not have a RMIS system.
- Q13) Please describe what the City would like for “benchmarking review services”. Are you looking to benchmark financial performance (loss rates, frequency, severity etc.) or TPA performance?
- A13) TPA performance will need to be benchmarked annually for renewal negotiations, but financial performance will be part of the reporting aspect.
- Q14) Where the RFP specifies “benchmarking reviews of workers’ compensation vendors”, are you intending to compare the City’s TPA to other TPAs providing similar services?
- A14) While understanding Workers’ Compensation laws vary from state to state, the City would require some type of benchmarking. A study of the program from a long time ago used at least Philadelphia as a municipality that covered all municipal areas as well as all areas of Public Safety.