

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

RFP# HR-2021-27-DM

November 3, 2021

1. I have read over your RFP Number: HR-2021-27-DM for Judicial Branch Workers' Compensation Third Party Administrator, and I do see that the current services are all bundled under the TPA. Will you be accepting bids for unbundled services as well?

Answer: We will not accept bids for unbundled services. We will require all services outlined in the RFP to be bundled and addressed under one agreement.

2. Is JCC looking to handle claims from one office or would JCC be open to multiple offices handling claims?

Answer: It is up to the TPA to determine the best method of addressing the various requirements of the program and its members.

3. Is the excess insurance coverage of \$2M per claim or is it aggregate?

Answer: Self-insured retention of \$2M per Occurrence.

4. Under Page 3, section 1.5, it states that the current TPA provides Medicare Set-Aside Services. Is the current TPA performing these services or subcontracting the services to a licensed MSA provider?

Answer: The current TPA is subcontracting the services to a license MSA provider.

5. Please provide the approximate number of training sessions to be delivered per year. Are these in-person or can these be delivered online/virtually?

Answer: It is unknown at this time. These can be delivered in person and online.

6. Page 6 Section 2.2.5 – is the caseload requirement applicable to all claim types (indemnity, future medical, medical only etc.), or is this for IN only?

Answer: All Claim Types

7. What is the current RMIS system used by the incumbent to administer the program?

Answer: Ventiv

8. How many bills were received in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

9. How many bills hit a PPO in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

10. What PPO network(s) do you utilize today?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

11. What PPO savings were achieved below fee schedule for all non-hospital bills in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

12. How many of your bills were hospital bills in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

13. Are your fees on hospital bills charged on total savings or savings below fee schedule?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

14. What was the total savings that was achieved on hospital bills in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

15. What was the savings below fee schedule that was achieved on hospital bills in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

16. How many nurse triage's were completed in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

17. How many TCM cases were opened in 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

18. How many FCM cases were opened in 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

19. Do all RFA's run through the formal UR process, if not what is excluded?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

20. What number of UR's were completed at the adjuster level, nurse level and Peer Review level in calendar year 2019, 2020 and 2021 YTD?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

21. Do you have a statewide MPN?

Answer: Yes

22. What % of your bills in calendar year 2019, 2020 and 2021 YTD were providers in your MPN network?

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

23. Is it possible to provide a current loss run valued as of 09/30/2021 (employee names and locations redacted) via a link on the JBWCP website? If not, can you confirm the total indemnity and medical only claims count as of 9/30/21?

Answer: The loss run provided is an accurate snapshot of the program and should be sufficient to develop an estimate.

24. Is the caseload requirement range from 90-120 claims per examiner for indemnity claims only or does this include future medical and medical only claims?

Answer: All claim types

25. Are the Future Medical and Medical claims currently being weighted or are they to be considered on a 1:1 ratio in relation to an indemnity claim?

Answer: They are to be considered on a 1:1 ratio in relation to an indemnity claim.

26. In the current staffing model by delivered by the incumbent, what is the definition of “Claims Representative” and what job function(s) do they perform?

Answer: The Claims Representative is used interchangeable with Claims Examiner as defined by the RFP.

27. Is the incumbent currently utilizing the services of a DVBE partner? If so, please describe the type of services being utilized and/or being delivered.

Answer: The JCC is not aware of any services provided by a DVBE partner. This information is held by the current third party administrator incumbent.

28. Does the JCC prefer that a new TPA would hire some of the existing TPA staff?

Answer: The RFP outlines the minimum staffing requirements. As long as staffing meets the minimum requirements, our preference is satisfied.

29. Does the JCC prefer that adjusting be from a single location, or prefer a northern/southern California team approach?

Answer: The program covers the entire state of California. The TPA should have a plan to provide in person claim reviews for the program’s members across the state.

30. Regarding the proposal scoring and 30 points tied to Cost — will these points be awarded on a sliding scale, i.e., lowest gets all 30, highest zero? Also, regarding the 10 points allocated to acceptance of terms and conditions — are these points awarded 10 (full acceptance) or 0 (for red lines/not full acceptance)?

Answer: For Cost, the points will be awarded on a sliding scale, but the methodology can vary between scorers. The T&C will be scored using the former method 10 or 0.

31. Claim Information: In addition to the claim detail provided with RFP, can you add the following fields to the loss detail and provided a detailed loss run for the prior 3-5 years of all claims in an Excel file:

- Total Incurred dollar amounts (broken out by indemnity, medical, expense)
- Claim number

Answer: The loss run provided is an accurate snapshot of the program and should be sufficient to develop an estimate.

32. Bill Review: Please provide bill review data for the prior 3-5 years that contains the following:

- Total number of bills by state
- Total provider charges

- Fee schedule/UCR charges
- PPO charges
- OON charges
- Total savings
 - Fee schedule/UCR savings
 - PPO savings
 - OON savings
 - Gross savings

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

33. Telephonic Case Management: provide the annual number of referrals/assignments for each of the past 3-5 years.

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

34. Telephonic Case Management: provide the average duration (days) for each of the past 3-5 years.

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

35. Utilization Review: provide the annual number of standalone referrals/assignments for each of the past 3-5 years

Answer: The Judicial Council does not have this information. This data is held by our current third party administrator.

36. Section 5.0 Payment Information:

Regarding 5.4 Trust Account – Funding Maintenance and Method of Payment: Has JCC already established a Replenishment Fund Account (Trust Account) that the proposer will utilize? If not, will JCC be establishing a trust account in their tax ID that the proposer will utilize? Or would the proposer need to establish a trust account using our tax ID?

Answer: The JCC has already established a Replenishment Fund Account. However, the details of this arrangement will be further discussed after awarding the RFP.

Regarding 5.4.1: Would a Demand Deposit Account owned by the proposer be an acceptable Trust Account?

Answer: The JCC is still determining the logistics of the Replenishment Fund Account.

Is FDIC coverage acceptable to the JCC in lieu of collatorization pursuant to GC 16520-16554?

Answer: The JCC will review the acceptable forms of coverage after awarding the RFP.

Regarding 5.4.2: For Proposer-managed and owned accounts (Demand Deposit Account) in lieu of the listed form, will a reconciliation suffice for funds receipt?

Answer: The JCC will discuss fund requirements after awarding the RFP.

For bank accounts opened in Proposer's tax ID and considered Proposer-managed and owned account, will the JCC agree that any earnings credits realized on the account(s) will be utilized to offset Banking analysis fees related to any Proposer-managed claim fund account? To the extent that earnings credits do not off-set all bank account fees, would JCC be willing to pay the additional bank account fees due?

Answer: The JCC will discuss account requirements after awarding the RFP.

Regarding 5.4.6 (i): Does the JCC require a copy of every check issued by the Proposer from the Trust Account? Does the JCC require a copy of every check that clears the Trust Account?

Answer: The JCC will discuss fund requirements after awarding the RFP.

Regarding 5.4.6 (vi): Will the JCC be willing to except the bank statements directly from the Proposer in lieu of from the financial institution?

Answer: The JCC will discuss account requirements after awarding the RFP.

Regarding 5.4.7: Will the JCC consider a cash call threshold of 25% of the escrow or initial deposit to prevent large payments from depleting the cash in the account in lieu of the fixed amount of \$500,000 to enable the Prosper to make timely payments?

Answer: The JCC will discuss fund requirements after awarding the RFP.

Regarding 5.4.10: Will the JCC provide the Proposer written authority to stop pay all outstanding payments at day 60, in order to return all funds by day 90?

Answer: The JCC will discuss payment requirements after awarding the RFP.

37. The loss run is valued as of June 30th. Can a recently valued loss run be provided through September 30th, or should these loss numbers be used for developing pricing?

Answer: The loss run provided is an accurate snapshot of the program and should be sufficient to develop an estimate.

38. In reviewing the loss run provided, it appears that there are 925 open claims. Can you confirm this number?

Answer: The loss run provided is an accurate snapshot of the program as of June 30, 2021 and should be sufficient to develop an estimate. Please note, figures could change.

39. The provided loss run does not breakdown the geographical regions or which courts the claims originate from within the state. Is it possible to provide this information?

Answer: The loss run provided is an accurate snapshot of the program and should be sufficient to develop an estimate.

40. How many supervisors, senior adjusters and assistant adjusters are currently working on the program?

Answer: The proposers staffing model should meet the requirements of the RFP and not influenced by the current incumbent's staffing model.