

Request for Quote

for

Workers' Compensation Claims Administration Services

NOTICE TO PROPOSERS:

Pasadena Unified School District will receive sealed proposals until

4:00 p.m. on Wednesday March 24, 2017

PROPOSALS WILL BE RECEIVED AT THE FOLLOWING ADDRESS:

Pasadena Unified School District
351 S. Hudson Ave. Pasadena, CA 91109 Room 118

RELEASE DATE: March 3, 2017

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Notice to Proposer

NOTICE IS HEREBY GIVEN that Pasadena Unified School District (hereinafter referred to as “THE DISTRICT”), is seeking proposals from qualified firms to provide TPA and managed care services for THE DISTRICT’s self-insured workers’ compensation program. Interested firms may submit proposals.

No offer of intent should be construed from this legal notice that THE DISTRICT intends to enter into Agreements with any interested companies for Workers’ Compensation Third Party Administration Services unless, in the sole opinion of THE DISTRICT, it is in the best interest of THE DISTRICT to do so.

Written proposals shall be submitted to:

Pasadena Unified School District
351 S. Hudson Ave. Pasadena, CA 91101 Room 118
Attention: Alexander Martinez

and must be received at THE DISTRICT office at **No later than 4:00 p.m. on March 24, 2017.** Proposals received with a date or time stamp after the deadline will not be considered and shall be returned to the proposer. Companies may not withdraw proposals for a period of sixty (60) days after the date set for opening of the proposals. Proposals will be evaluated in a non-public opening.

All requests for information and questions concerning this RFP must be directed in writing to:

THE DISTRICT CONTACT PERSON:

Alexander Martinez

Phone: 626 396-3600 ext. 88383

Email: martinez.alexander@pusd.us

The District will release its responses to question by **no later than 4:00 p.m. on March 22, 2017.**

THE DISTRICT reserves the right to reject any or all proposals, to waive any irregularity or informality in a proposal or in the proposer’s process. Proposer’s evaluation and ranking will be based upon a comprehensive review and analysis of the requested information to determination which proposal’s best meets the needs of THE DISTRICT. THE DISTRICT will be the sole judge of the suitability of the received Workers’ Compensation Third Party Administrator Services and Managed Care Services proposals. Selected and ranked proposers shall abide by THE DISTRICT’ decision.

Schedule of Events

Pasadena Unified School District 2017 RFP Workers' Compensation Claims TPA and Managed Care Services

Activity	Completion Dates
Issue RFP	March 3, 2017
Questions (submit in writing) deadline	4 PM / March 15, 2017
THE DISTRICT Response to Questions	4 PM / March 22, 2017
RFP Proposal Responses Due	4 PM / March 24, 2017
Evaluation of Proposals / Interviews of Companies	March 29, 2017
Notice of Intent to Award	May 1, 2017
Effective Date of Contract	July 1, 2017

Note: THE DISTRICT reserves the right to cancel and/or modify the above dates at any time. Interviews and possible site visits may be held with selected firms that are determined to best meet THE DISTRICT' needs.

GENERAL INSTRUCTIONS SECTION

1. BACKGROUND

The District educates over 16000 students each year at over 33 school sites and educational centers. It employs approximately 2797 certified and classified staff members to carry out the public education mission in Pasadena. THE DISTRICT' current administrative model utilizes the combined skills of THE DISTRICT staff in conjunction with the complete services provided by an independent contractor (TPA) to coordinate all aspects of an integrated workers' compensation program, to include, but not be limited to investigating and adjusting claims, arranging medical services and medical referrals, determining compensability of injuries and illnesses, complying with Federally mandated Centers for Medicare Services (CMS) reporting, establishing and maintaining a medical provider network and a transitional duty/return to work program for industrially injured employees and other appropriate ancillary and supporting programs as needed.

Per fiscal year, there are approximately 91 indemnity claims and 108 medical-only claims reported. Presently, there are approximately 206 open indemnity claims, 73 future medical claims (claims settled via Stipulated Award or Findings and Award with future medical care and no outstanding legal or lien issues, and 38 open medical- only claims. All open workers' compensation claims will be handled by the awarded TPA. There are approximately 108 active, open litigated cases as of February 28, 2017.

2. GENERAL SCOPE

The Pasadena Unified School District is seeking proposals from qualified firms to provide third party administration and cost containment services for THE DISTRICT's self-insured workers' compensation program. THE DISTRICT's goal is to establish a three (3) year contractual relationship with the successful Proposer(s). It is the intent of THE DISTRICT to enter into an agreement for a period of three (3) years with an option to renew for two additional years for a maximum of five (5) years.

Proposers responding to this Request for Quote must meet the requirements set forth in the following sections. The successful Proposer(s) will provide comprehensive Workers' Compensation Third Party Administrator services and Managed Care Services throughout the term of the contract. These services will be provided under the direction of THE DISTRICT' Human Resources Department in accordance with agreed-upon terms. All specified services and requirements shall be provided to THE DISTRICT at the prices offered by Proposer in their submitted cost proposal.

Proposers must, in their submitted proposals, clearly present evidence that they are a competent and qualified individual and/or organization capable of providing the administrative services detailed

herein. Proposers shall, in their submitted proposals, detail their experience, expertise, qualifications, and proposed methodology to provide the administrative services detailed in this Request for Quote.

3. MINIMUM QUALIFICATIONS

In order to be considered in the Request for Quote process, the Proposer must meet the following minimum requirements and submit a proposal in accordance with the enclosed specifications:

- A. The Proposer must possess the required licenses, certifications, and insurance to perform services in every area designated in the attached specifications;
- B. The Proposer must have over ten (10) years of experience providing Workers' Compensation Claims administration and Managed Care Services for educational and/or public agencies.
- C. The servicing office must be within a reasonable geographic radius from the Pasadena Unified School District's, district office.

4. SUBMISSION OF PROPOSALS

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of THE DISTRICT. Emphasis should be on completeness and clarity of content. THE DISTRICT should be provided with the following by the submission deadline: One (1) original proposal and (1) copy of the proposal.

Envelopes/packages must be labeled with the name of the Request for Quote, and the Proposer's business name, address on the exterior of the envelope/package. Written proposals shall be submitted in a sealed envelope and labeled as follows: **Request for Quote Response for: "Workers' Compensation Claims Administration Services"**

The proposal must be prepared in a clean and professional manner. No pencil figures or erasures permitted. Mistakes may be crossed out and corrections inserted adjacent thereto and must be initialed in ink by person signing proposal. No oral, telegraphic, facsimile, or telephonic modifications will be accepted.

THE DISTRICT shall not, under any circumstance, be liable for any pre-contractual expenses incurred by Potential Proposer, and Potential Proposer shall not include any such expenses as part of their proposal. Proposers are solely responsible for all costs related to proposal preparation, submission and documentation.

5. PROPOSAL FORMAT

Proposals should be submitted in the format and order outlined below. The proposal should present all information in a concise manner, neatly arranged, legible, and in terminology understandable by THE DISTRICT' Proposal Evaluation Committee. Each section of the proposal must be clearly identified with the following headings, and in the order specified. The work plan shall describe how the Proposer would assist THE DISTRICT in reaching its goals as set forth in this Request for Quote.

Use this section to address the ability of your firm to undertake the project, considering your firm's current and anticipated workload.

Each question must be answered in the order listed. Please provide responses to the following:

PROPOSER QUALIFICATIONS

- 1) Give a history/background of your firm.
- 2) Provide a copy of your third party claims administration certificate license to provide claims administration services in the State of California.
- 3) Provide the address of the location of the claim office that would be assigned to service the account. Are other school district clients managed from the proposed office? How many offices do you have in the state of California?
- 4) Describe the features and attributes that you believe distinguish your firm from other TPAs. Does your company maintain a standalone public entity division within your organization?
- 5) Certify that the firm is not currently undergoing or anticipating any reorganization.
- 6) Please provide five (5) California school district references along with contact names and telephone numbers for which similar types of claims-related services are currently provided.
- 7) How many public entity clients do you serve in California? How many of those are education clients?
- 8) What predictive analytics capabilities does your company offer?

ACCOUNT ADMINISTRATION

- 1) The Examiners assigned to handle indemnity claims for the District must have a minimum of three (3) years' experience adjusting workers' compensation claims, experience with Education Code Benefits and possess a Self-Insurance Plan (SIP) certificate. Supervisors must have a minimum of seven (7) years of experience handling and supervising workers' compensation claims, to include school districts. The District retains the right to review all experience for appropriateness and compliance with this requirement. Provide the name of the individual who would have overall responsibility for the account. Provide the names and functions of all personnel who will play key roles in the claims administration of the program. If you have to hire

- staff, what do your recruiting strategies consist of?
- 2) Provide your firm's professional development plan and/or policy for adjusters and supervisors.
 - 3) Describe your firm's current policies regarding the average number of claims (by type) assigned to each adjuster and supervisor.
 - 4) Provide an organization chart for the proposed unit.
 - 5) What internal audits does your company offer?
 - 6) Please provide external audit scores you received from the DWC within the last two (2) years.
 - 7) Describe your firm's philosophy and practice as it related to "return to work" programs.
 - 8) Describe the levels of supervision review provided on claims adjusting personnel.
 - 9) Provide a copy of your Service Agreement.
 - 10) Describe your information technology technical support services including the location of staff and how many clients are serviced from that location.
 - 11) Please provide a list of your last 10 training topics presented to school districts.

TRANSITION AND IMPLEMENTATION

- 1) Provide a sample proposed transition plan and implementation timetable, which THE DISTRICT can immediately implement after vendor selection.

CLAIMS ADMINISTRATION

- 1) Describe your company's best practices in claims, handling, claim supervision of litigated claims, claim status communication.
- 2) Describe your RMIS system available to your clients.
- 3) Describe your report producing capacity. Provide claim sample reports.
- 4) Describe how new claims can be entered in the system.
- 5) Can claims be filed electronically by THE DISTRICT.
- 6) Describe how your firm ensures compliance with workers' compensation statutes, rules and regulations promulgated by the Department of Industrial Relations.
- 7) Describe your firm's workers' compensation fraud unit and results.
- 8) Describe your philosophy regarding partnering with and assigning service providers such as defense attorneys, civil attorneys, subrogation attorneys, return-to-work providers, investigation firms. Describe how you select the service providers?

MANAGED CARE SERVICES

- 1) Describe your bill review and utilization review process. Please note the District will not pay for savings generated by fee schedule reductions.
- 2) Describe your nurse case management services.
- 3) Please provide sample managed care reports
- 4) Explain your firm's experience managing Medical Provider Networks and providing the required correspondence and reporting.
- 5) Is your network part of a national or large PPO?
- 6) Do you provide CMS reporting on behalf of your clients?

ADDITIONAL INFORMATION

Please provide any additional data the proposer deems essential to the evaluation of the proposal.

COST PROPOSAL

Provide a fee proposal that includes the following:

RFQ Workers Compensation Third Party Administrator Services / Managed Care Services

Name of Proposer _____

Address _____

City, State & Zip _____

CONTRACTOR'S PROPOSAL The undersigned Proposer agrees and will contract with Pasadena USD to provide workers' compensation TPA services, which includes managed care services for the District's self - insured workers' compensation program specified in the contract in the manner and time therein prescribed. Request for Proposal for **Workers' Compensation Third Party Administrator and Managed Care Services**, in its entirety, all Addenda, and the following documents by this reference are hereby made a part of this contract:

SERVICES	ANNUAL FEE
Claims	
Medical Provider Network	
Utilization Review	
Per Bill Fee PPO Savings Below Fee Schedule	
Telephonic Case Management Field Case Management	
Peer Review	
Medicare Secondary Payer Compliance Services	
RMIS Fees - conversion, licensing/# of users	
Other Misc. Fees	
Total	\$

