

Date: September 20, 2018
To: Potential Offerors
From: Gary L. Callahan, Senior Contracts Manager
Re: **Solicitation Addendum # 2 to RFP 19-0006, Hospital Billing System**

This correspondence serves as Solicitation Addendum #1 to the subject Request for Proposals (“RFP”).

Your response to this RFP should be governed by the content of the original RFP and the revisions / corrections / additions / clarifications provided in this addendum notice.

Please note that the Proposal Submission Deadline remains as follow:

Friday, September 28, 2018, 2:00 PM, HST

Questions received for RFP # 19-0006 – Hospital Billing system

What is the average monthly claims volume across East Hawaii Region? **18,000**

Can you please provide the total monthly claim volume breakdown, institutional claims versus professional claims?

We have an average of 18,000 total claims for all NPI’s per month; these have been running 60% - UB04’s (institutional) & 40% - 1500’s (professional). The only thing that would change would be the addition of new lines of service.

What is the average monthly remits volume across East Hawaii Region? **900**

What is the approximate average monthly claim status volume? **Not sure – current system checks status automatically so assumption would be a minimum of 18,000.00 per month.**

Who are the top payers you check claim status with (or would like to in future state)?
Medicare, HMSA, UHC, AlohaCare, Ohana (wellcare), Tricare

Is there a need for Lockbox or EOB Conversion solutions? **Not that I am aware of**

I do not see anything listed, but want to clarify and see if denials and/or appeals in scope (or optional)? **We have a separate Agreement with a vendor who assists us with denials and appeals.**

Similarly, are there options for eligibility, coverage detection, and/or revenue integrity (identification of missing charges)? For net revenue benefit...**Potentially but not required**

What is the approximate number of users you would require licenses for Direct Data Entry into FISS? **Estimated at 25**

Is the East Hawaii Region facilities set up as a CBO, central billing operation? **Yes, we process all the billing for the East Hawaii Region.**

Please clarify which documents are part of the "State of Hawaii Compliance Documents", as noted under Proposal Mandatory Requirements, page 19, 5.2.1 and, if copies of these documents must be included in the response? **These are the Certificate of Good Standing and the Certificate of Compliance, details are found on the bottom of page 23 and the top of page 24.**

On page 11, 3.1 refers to a Privacy and Security addendum, a link was given but when I clicked on that link I am directed to the DAG web site, but could not locate the Privacy and Security addendum document. Please provide a direct link to the document, or provide a copy of that document.

A copy of this document is attached to the email accompanying this Addendum.