

QUESTIONS/ANSWERS FROM RFP

As of 8.14.2024

1. Is it a mandatory requirement to maintain a brick-and-mortar office in the Walnut Creek/Bay area for the administration of this contract?

No, it is not mandatory to have an office location in Walnut Creek, or in the Bay Area. It is a preference that the proposer has worked with local Public Agency clients.

2. Can you please supply us with the City's most recent loss run history?

See Total Loss Run linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31727&t=638588176071975961>

3. Please provide an excel spreadsheet with the last three (3) years average new claim volume.

See Total Loss Run linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31727&t=638588176071975961> which can be sorted to provide the last three years of claims.

4. Please provide your annual medical bill volume including RX and the average RX/year, for the past 3 years, if available.

Medical bill volume average is 989 received per year for last 3 years; RX bill volume average is 107 received per year for last 3 years. See Managed Care 1.1.21 to 12.31.23 linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31725&t=638588175931039939>

5. What is the dollar amount or percentage of savings for Official Medical Fee Schedule, PPO Savings, Gross Savings, and Other Savings for the last 3 years? Please provide the billed charges, savings and allowance for each bill type.

See Managed Care 1.1.21 to 12.31.23 linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31725&t=638588175931039939>

6. Are you currently being charged a separate fee or network access fee for RX bills? If so, how much has been charged for this over the past 3 years (each year).

No separate fee for RX bills.

7. Please provide the number of inpatient, outpatient and surgery center bills processed for each of the last 3 years.

Inpatient – 0 claims in 2022, 1 in 2023 and 1 in 2024

Outpatient – 7 claims in 2022, 9 in 2023 and 13 in 2024

Surgery Center – 5 claims in 2022, 2 in 2023, and 7 in 2024

8. What is the total number of Specialty Review Bills per year, for the last 3 years?

See Managed Care 1.1.21 to 12.31.23 linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31725&t=638588175931039939>

9. What is the average annual volume of RFAs (utilization review) processed, including clinical and non-clinical, for the last 3 years?

Average of 215 per year.

a) Please provide a breakdown by the numbers authorized at Level I (Nurse) & Level II (Peer).
What are the corresponding charges and breakdown of the procedures?

530 procedures 1/1/22 through 7/31/24 approved by Nurse with total fees of \$41,161

218 procedures for same dates certified by PA with total fees of \$26,893

b) How many were approved, delayed, modified and denied and withdrawn?

Total procedures reviewed 1392; 61% approved, 35% denied and 4% negotiated or withdrawn.

10. What were the total fees paid to the current utilization review provider for each of the last 3 years?

Total fees paid from 1/1/21-12/31/23 were \$121,110.

11. What is the number of TCM assigned per year for the last 3 years and the duration of assignment?

See question 25.

12. Whether companies from Outside USA can apply for this? (like from India or Canada)

Yes, but the applicant must meet the necessary state qualifications. Please visit

<https://www.dir.ca.gov/osip/examination.htm> and <https://www.dir.ca.gov/t8/15452.html> for more information about requisite qualifications.

13. Whether we need to come over there for meetings?

In-person meetings are not required, but may be requested on occasion.

14. Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?

Yes

15. Can we submit the proposals via email?

Yes, you may submit proposals via email. To submit by email, submit one electronic PDF copy to lamon@walnut-creek.org with the subject line "Workers' Compensation Request for Proposal".

16. To provide accurate and competitive pricing, we ask for seven years of detailed Workers' Compensation claims data <01/01/2017 thru 12/31/2023> valued July 2024. This MS Excel loss data should include but not be limited to:

a. Dates: Loss Date, Report Date, Close Date, Coverage Year / Calendar Year

b. Claim Status: Open, Closed, Re-Opened

c. Litigation: Yes or No data

d. Employee: Job Description / Class Code / Department (Ex Police and Fire)

e. Claim Type: Lost Time, Medical-Only, Incident/Report Only, or other

f. Expenses to include:

i. [1] Reserves, [2] Paid, [3] Total Incurred for the following columns:

o (a) Indemnity, (b) Medical, (c) Legal, (d) Other and (e) Total Incurred

See Loss Run 1.1.2017 to 12.31.2023 as of 7.31.2024 linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31723&t=638588175756974129>

17. Please provide the total number of open WC indemnity claims effective 08/01/2024.

Total open = 86; Ind = 82, MO = 4.

18. Please provide the number of open WC indemnity claims w/ occurrence dates prior to 01/01/2017.
33 open indemnity claims with a DOI prior to 1/1/17.

19. Please provide the total number of open Future Medical claims exclusive of other Indemnity claims effective 08/01/2024.
51 open Future Medical claims.

20. Please provide the number of open Future Medical claims w/ occurrence dates prior to 01/01/2017.
33 open Future Medical claims with a DOI prior to 1/1/17.

21. How many open litigated cases, effective August 1, 2024?
32 litigated cases as of 8/1/24.

22. In addition to regularly scheduled quarterly claims review meetings, how many additional administrative meetings does Walnut Creek typically have?
Our preference would be to have informal biweekly or monthly meetings between the City's HR Analyst and the claims examiner to touch base on claims, especially at the beginning of the contract period.

23. Are any of the scheduled claims review meetings remote?
At this time all claim review meetings are remote, but there could be an occasional request to hold meetings in person if possible.

24. Does the City have a preferred open indemnity caseload per adjuster other than PRISM's 125?
No, the preferred caseload is 125 per adjuster.

25. Does Walnut Creek utilize the incumbent's Nurse Case Mgt. services? Yes
a. If yes, how many times was NCM utilized annually for the past 5-years?
Telephonic Case Management cases: 2020=0; 2021=0, 2022=0; 2023=2; 2024=2
Field Case Management cases: 2020=0; 2021=0, 2022=0; 2023=0; 2024=1

26. Does Walnut Creek utilize the incumbent's PBM services or a separate vendor?
The City of Walnut Creek uses the incumbent's PBM services.
a. Can you provide detailed PBM statistics?
i. Specifically, aggregated annual data for 01/01/2021 thru 12/31/2023.
1. number of prescriptions filled, 452 total scripts.
2. gross annual expense, \$3,347
3. gross savings, \$8,553
4. net savings, \$5,206
5. any other related PBM expenses? No

27. Does Walnut Creek utilize the incumbent's medical bill review or a different vendor?
The City of Walnut Creek uses the incumbent's medical bill review services.
a. Can you provide detailed medical bill review statistics?
i. Specifically, aggregated annual data for 01/01/2021 thru 12/31/2023.
1. number of invoices/number of lines, 2,967 bills received.
2. gross annual expense, \$75,197
3. gross savings, \$1,359,210
4. net savings, \$1,284,013
5. all related bill review administrator and vendor expenses
Reflected in fee schedule/PPO savings.

28. Does Walnut Creek utilize the incumbent's 24-7 nurse triage or a separate vendor?

The City of Walnut Creek utilizes Company Nurse.

29. Does Walnut Creek utilize the incumbent TPA's Loss Prevention – Risk Management consultation services /or/ does Walnut Creek contract services from an outside vendor?

Neither.

30. Can Walnut Creek provide detailed utilization review statistics, such as savings report, UR volume for the past 3 years?

See Managed Care 1.1.21 to 12.31.23 linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31725&t=638588175931039939>

31. Can Walnut Creek provide detailed MMSEA reporting volume for the past 3-years?

10 MMSEA reports over the past 3 years.

32. Does Walnut Creek have an MPN? If yes, is it custom-proprietary?

The City of Walnut Creek does not use an MPN.

33. May we have a copy of the current Sedgwick – City of Walnut Creek service agreement / current addendum?

Current contract is linked here:

<https://www.walnutcreekca.gov/home/showdocument?id=31729&t=638588179996327608>

34. Does the City have preferred defense law firms, and can may we have the preferred law firm/lawyer names?

Our current defense firm for Workers' Compensation is RTGR.

35. Does the incumbent pursue subrogation? Yes

- a. If yes to incumbent pursuing subrogation, is there a percentage of recovery fee, or flat fee? Flat fee, 25% of recovery amount

36. What Walnut Creek workers' compensation program priority is most important for you over the next 3 years?

Our biggest priority is to find ways to both support our employees in the claim and healing process AND cut long-term claim costs.