

Attachment B

AIMS EVALUATION WORKSHEET

VENDOR:

EVALUATOR 1

A

Third Party Administration Services**Comments:**

Yes, local office.

1. Overall responsiveness to the Request for Proposal

Includes clarity and general quality of the proposal submitted. Include in this rating category the caseload of examiners, education of County employees and supervisors, communications with County Risk Management, and the soundness of reserving policies and practices

2. Comprehensiveness of the Bidder's submitted proposal

Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category the attention to medical control, support for return to work, timeliness and consistency of contact with injured employee and doctor, interval of file review and apparent overall efficiency and effectiveness of administration.

Includes Medicare Section 111 reporting. Claims management system David Corporation, NavRisk System, AD hoc reporting when needed, OSHA reports,

3. Related Technical Capability

Expertise and experience of the bidder and staff personnel in providing similar services, which includes experience levels of examiners, on-going training, data management and reporting to County, access to claims management information system, organizational control and support of examiners.

Trisha Baker (Asst Vice President of operation previously with York and worked with County before.) W/C manager Janine 30+ years of experience, primary role is monitor supervisory compliance with best practice standards. supports and assists. Senior examiners 5-10 years work experience. IT management team 14 employees. 1 Supervisor for 6 examiners and 1.5 clerical staff for 6 examiners.

4. Performance Capabilities

Include in this category reputation, reliability and service history as determined by reference validations.

City of LA, City of HB, Clovis, Monterrey County, Central San Joaquin Valley Risk Management Authority,

5. Capability of Bidder to Complete the "Scope of Work"

Include in this category the effectiveness and timeliness of the claims set-up process, the schedule and procedures for file conversion, procedures for management and control of the trust checking account.

Yes to CSACEIA, Training W/C 101.training throughout the year at their offices. Yes for set up and 24 access to reporting including report creation. No terminated contracts in the last 24 months. Files set up within 24 hours and will be traiged by the supervisor to identify all key technical issues, nature and scope of injury, provide instructions to appropriate claims examiner. Three point contact within 24 hours. Plan of action updates every 90 days, along with reserves. Supervisor overview only when diary is due. Quality Assurance Audits to 10% of files only.

Yes

6. Bidders Acceptance of Terms and Conditions of the RFP

Include in this category bidder's commitment to cooperate with other vendors, such as utilization review and bill review, conformance to County insurance requirements, assumption of responsibility for penalties arising from TPA failure to meet mandated deadlines and any exceptions bidders take to requirements set forth in the RFP

7. Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

Talk about savings from vendors for carve out programs for alternative dispute resolution, settlement, sister company of Allied Managed Care for integration of cost containment products.

Additional Comments:

Make a note of working with County Defense Attorney on all litigated matters, should be Risk Liason.

Bill Review

Comments:

1. Overall responsiveness to the Request for Proposal

Includes clarity and general quality of the proposal submitted.

Recommends AMC sister company. Does not explain PPO networks available. Says it will comply. I believe it could have been addressed as AMC that has their own exclusive PPO. AMC does not own one, and will work with county to obtain a PPO. They recommend Anthem and Prime as second.

Yes

2. Comprehensiveness of the Bidder's submitted proposal

Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category:

- Administrative process
- Staffing
- Receipt of billings
- Location/Experience with California OMFS
- Financial stability

3. Related Technical Capability

Include in this category:

- Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc)
- Ability to compile statistical data
- Reporting capability

1997 software. ACS ComplQ,

4. Performance Capabilities

Include in this category reputation, reliability and service history as determined by reference validations.

Office in fresno since 1987, 30 years with relationships.

5. Capability of Bidder to Complete the "Scope of Work"

Include in this category:

- Timeliness of Processing
- Ability to assist in litigation efforts (liens, disputed treatment, etc.)
- Ability to handle special requests

Yes, more so as a bundled product.

6. Bidders Acceptance of Terms and Conditions of the RFP

Include in this category:

- Exceptions to RFP
- Ability to work with non-affiliated TPA

They would recommend a bundled product.

7. Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

Additional Comments:

Nurse Case Management

Comments:

1. Overall Responsiveness to the Request for Proposal

Includes clarity and general quality of the proposal submitted.

Yes

2. Comprehensiveness of the Bidder's submitted proposal

Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: Staffing/Relationships with local treaters, location/travel, administrative process.

Yes

3. Related Technical Capability

Include in this category: ability to compile statistical data, reporting capability.

Yes

4. Performance Capabilities

Include in this category reputation, reliability and service history as determined by reference validations.

Yes (NCM 1995)

5. Capability of Bidder to Complete the "Scope of Work"

Include in this Category: timeliness of processing, commitment to quality of care, philosophy.

Spoke about Medicare Section 111 reporting. They use ExamWorks Clinical Solutions as a sole vendor. Is this additional costs to file?

6. Bidders Acceptance of Terms and Conditions of the RFP

Include in this category: Exceptions to RFP, ability to work with non-affiliated TPA

They say yes, but best value would allow AIMS to make recommendations to County.

7. Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work".

Additional Comments:

Medical Provider Network

Comments:

1. Overall responsiveness to the Request for Proposal.
Includes clarity and general quality of the proposal submitted.

They are willing to provide the AMC MPN, no notation of whether they were willing to work with County to create their own MPN.

2. Comprehensiveness of the Bidder's submitted proposal.
Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: Knowledge of local area, relationships with local providers, accessibility, administrative process.

Allied Managed Care, Onc. Offers BR, PPO, UR, NCM, and recommend AMC for MPN from their sister company. Their own exclusive PPO

3. Related Technical Capability
Includee in this category: Ability to compile statistical data & reporting capability.

Yes, their system works with MPN, UR, and Bill review.

4. Performance Capabilities
Include in this category reputation, reliability and service history as determined by reference validations.

Current vendor.

5. Capability of Bidder to Complete the "Scope of Work"
Include in this Category: development/approval; procedures and notices; employee communication; ability to work with County in Development

No mention of ability to work with County in Development.

6. Bidders Acceptance of Terms and Conditions of the RFP
Include in this category: Exceptions to RFP, ability to work with non-affiliated TPA

They state its better to work ACM Team as a whole.

7. Cost of Services
Include in this category the cost of services proposed in relationship to the "Scope of Work". Ability to offer fixed cost pricing and set up fees.

Additional Comments: *Network Service Entity -*

Utilization Review

Comments

<p>1. Overall responsiveness to the Request for Proposal. Includes clarity and general quality of the proposal submitted.</p>	<p>yes</p>
<p>2. Comprehensiveness of the Bidder's submitted proposal. Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: Compliance with UR standards, staffing, accessibility, and administrative process.</p>	<p>Yes , Creating UR trigger list with County. 2016 DWC 100% audits. Examiner approvals.</p>
<p>3. Related Technical Capability Includee in this category: Ability to compile statistical data & reporting capability.</p>	<p>Yes</p>
<p>4. Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>Mentioned as services as a whole.</p>
<p>5. Capability of Bidder to Complete the "Scope of Work" Include in this Category: Timeliness of Processing, Procedures and Notices, Responsiveness to Health Care Providers, and Physician Qualifications.</p>	<p>Yes, UR referrals within 24 hours of receipt for processing. Yet calculates 5th business day due date to ensure all information is obtained. Peer Review -2.8-10 calendar days.</p>
<p>6. Bidders Acceptance of Terms and Conditions of the RFP Include in this category: Exceptions to RFP, ability to work with non-affiliated TPA</p>	<p>"To achieve full integration "all Claims Examiner, UR and medical case management decisions..." Seems to work best when they obtain the bid for all services together.</p>
<p>7. Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work". Ability to offer fixed cost pricing.</p>	
<p>Additional Comments:</p>	

EVALUATION FORM

Trans p. 27

THIRD PARTY ADMINISTRATOR & Ancillary Services (RFP #17-084)

Vendor Name: AKMS

Evaluator Number: 2

Date: 9/2/17

TPA Services	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted. Include in this rating category the caseload of examiners, education of County employees and supervisors, communications with County Risk Management, and the soundness of reserving policies and practices</p>	<p>Examining may be difficult to allocate Good quality, some spelling errors Staffing to the requirements of the County WC program to meet County needs of the program. Training held throughout the year @ Elliot location & AKMS AKMS, WC 101, Fraud 15 state law. + report made</p> <p>3.</p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category the attention to medical control, support for return to work, timeliness and consistency of contact with injured employee and doctor, interval of file review and apparent overall efficiency and effectiveness of administration.</p>	<p>Will meet w/ the County & develop a step by step program. AKMS ensured that the treating doctor understands County modified work program. Examiners immediately release County once a Dr. advises that an employee is released to modified duty.</p> <p>3.</p>
<p>Related Technical Capability Expertise and experience of the bidder and staff personnel in providing similar services, which includes experience levels of examiners, on-going training, data management and reporting to County, access to claims management information system, organizational control and support of examiners.</p>	<p>AKMS has 44 years experience. Senior WC 5-10 years experience. High employee retention rate 100% Senior Adjusters are licensed self insurance plan administrators Average Cost level & also based Client Requirements. - Internal training plan in place & compliant w/ mandatory Calif. Continuing Education Requirement. - Average tenure of Adjusters 9.5 years w/ AKMS. Formal written Claims procedures manual. They have employee incentives.</p> <p>2.</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>44 years experience - City of Madera since 2000 - City of Richmond. Waw award - full time firefighter Los Angeles County - maintained appropriate staffing levels</p> <p>2.</p>
<p>Capability of Bidder to Complete the "Scope of Work" Include in this category the effectiveness and timeliness of the</p>	<p>5020 web based entry, ACSmite 24/7 online claim report 5020 CAPS B2 saved.</p> <p>1</p>

P. 19 (13)

<p>claims set-up process, the schedule and procedures for file conversion, procedures for management and control of the trust checking account.</p>	<p>44 years experience w/ establishing w.c. trust fund accounts - Audit trail</p>
<p>Bidders Acceptance of Terms and Conditions of the RFP</p> <ul style="list-style-type: none"> Include in this category bidder's commitment to cooperate with other vendors, such as utilization review and bill review, conformance to County insurance requirements, assumption of responsibility for penalties arising from TPA failure to meet mandated deadlines and any exceptions bidders take to requirements set forth in the RFP 	<p>Coordinates Client's Vendor panels + approvals in advance + all referrals to vendors in accordance w/ client requirements. Aims continuously evaluates vendor/ancillary services to ensure performance. Aims has a Penalty Prevention program - immediately corrects issue + makes the penalty payment. At the same time its PPA Penalty Prevention Form is circulated to departments but reimbursement to the client.</p>
<p>Cost of Services</p> <p>Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	<p>3% increase for cost of living each year. P. 267 Will negotiate the increase or decrease will negotiate a new fee. - Conversion fee 15,000. Holdback fee for Sept upon client do of bundled to less than unbundled.</p>

Pg. 29

Additional Comments:

<p>1,337,909 + Conversion Fee (is size maybe lower)</p>	
Option 1	1,461,969
Option 2	1,505,828
Option 1	1,778,952
Option 2	1,832,320

- Conversion Fee 15,000
- MPN cost not included in Annual Flat Rate
- 5% increase for cost events

09
28
35

1

3

4

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</p>	<p>Recommends sister company, AMC.</p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category:</p> <ul style="list-style-type: none"> ✓ • Administrative process ✓ • Staffing • Receipt of billings ✓ • Location/Experience with California OMFS • Financial stability 	<p>over 100 clients, 30% self-insured. Audits 230,000 medical bills per year. Improved reporting capabilities, identify front patterns PLLC Adjust medical, hospital, surgical + pharmacy bills using (ones) official Medical fee schedule. • Over 20 years experience w/ public entities in over 65 clients w/ safety officer employees • Mandatory ongoing continuing education. • Fully licensed technical staff. managed core professionals/over 100 years experience • Supervised audit results. Identify outside of MPN</p>
<p>Related Technical Capability Include in this category:</p> <ul style="list-style-type: none"> ✓ • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) ✓ • Ability to compile statistical data • Reporting capability 	<p>Improved reporting capabilities, identify front patterns of providers, turnaround time • AME system allows several ways to maintain + support client contractual discounts. Can load virtually any ppo or negotiated fee arrangement by individual provider. • Bill reviewers manually review each bill as opposed to pushing through a scanner for improved accuracy • All data accurately captured and available 24/7/365 to clients, P.L.C.</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>Audits 230,000 medical bills per year</p>

p. 65? Client specific customization of programs • Customize protocols
 • based on client's requirements
 • specialty + risk processing • hearing representation at no cost.
 • Guaranteed turnaround time??

<p>Capability of Bidder to Complete the "Scope of Work"</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Timeliness of Processing • Ability to assist in litigation efforts (liens, disputed treatment, etc.) • Ability to handle special requests 	<p>Project Mgr. schedule routine meetings w/ project team where deliverables + progress are discussed, tracked w/ the CRM system + tasks are assigned. Helps with deadlines.</p> <p>Team members have personally familiar w/ adjusters + attorneys</p> <p>Project is utilized in the Co. Customer relationship mgmt (CRM) system.</p> <p style="text-align: right;">WR Corp</p>
<p>Bidders Acceptance of Terms and Conditions of the RFP</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Exceptions to RFP • Ability to work with non-affiliated TPA 	<p>• Able to work w/ non-affiliated TPA (but recommends Amc)</p>
<p>Cost of Services</p> <p>Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	<p>\$9 per bill. Flat fee. PPD savings 26 1/2 to 18 1/2</p> <p>Specialty Bill Review: registration of Non-OMPS + line item Audit Bills • 10% of savings capped at maximum \$10,000</p>

Additional Comments:

p. 67 Software is used to track questionable business practices, excessive duplicate billing, claim charges, over utilization + unnecessary services

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Staffing/Relationship with local treaters • Location/travel • Administrative Process 	RN+Director of Nursing services has oversight of the UR and MCH and UR+ medical Case mgt. 2017 • make 3 point contact w/ provider, employee + employee EP 12/16 • Telephonic + field case mgt will be located in Fresno
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	Technical measurements Compiles w/ identified procedures, P. 22 these procedures represent documentation of data fields that are vital to producing value added reports to clients. updated progress reports will be submitted every 30-45 days along with email updates after intervention activity
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	providing case mgt. since 1985. All case managers are registered nurses, many have BS degree in nursing • County of Madison - Nurse Case Manager saved unnecessary expenses • City of Richmond Nurse C.M. established trust relationships w/ employees
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Commitment to Quality of Care • Philosophy 	Information obtained from 3 pt contact is given to the client via 24 hrs • Amc encompasses quality, transparency + excellent client service
Bidders Acceptance of Terms and Conditions of the RFP	

Include in this category: Exceptions to RFP <ul style="list-style-type: none"> Ability to work with non-affiliated TPA 	Understands + will comply. Amc will work w/ vendor the county selects + will monitor to assure compliance.
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"	Telephonic Case Mgt. \$90/hr. Field Case Mgt. \$107/hr. P. 274 As receive more volume for Anellory services 5% or more will have a fee increase

? Nurse Advocate ?

Additional Comments:

* 1st

9D

Annual Plat Note
9/3, 156

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<p>Room for improvement - Relationship w/ local providers</p>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process 	<p>No relation listed w/ Fresno providers. Referred to Fresno County as Los Angeles County</p> <p>- on line provider finder w/ Real Time updates P-11</p> <p>- Amc has a dedicated call center that proactively reaches out to participating providers to verify their information, P-9</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<p>Weekly, Monthly + Quarterly MPN management reports + alerts</p> <p>Amc has proprietary cloud technology that allows for real-time updates of any changes or removals from the directory of providers that advise they do not want to continue or WC are deceased, retired or no longer w/ the group, moved or state license expired.</p>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<p>Amc has been offering custom provider network both MPN + PPO since 2005</p> <p>Central San Joaquin Valley - appreciates the knowledge of medical + legal community - contracted w/ them for the past 20 years</p>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development 	<p>1. Able to maintain a constantly updated MPN through system that exceeds minimum requirements by performing weekly refreshes of MPN data during the week + ensure most current data.</p> <p>MPN can be customized to meet county's needs.</p>

P.15

P.93

P.95

Bidders Acceptance of Terms and Conditions of the RFP

(Include in this category:

- Exceptions to RFP
- Ability to work with non-affiliated TPA

County
 All clients can be rolled directly into DMC's MPN w/out having to file with the state. If County gets own customized network county will be required to sign a Network Access Agreement to ensure compliance w/ California's labor code. 1

Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

- Set up fees

Annual Flat Rate 42K (Estimate only) p. 276
 MPN fee is NOT included in Annual Flat Rate) 3.

Additional Comments:

\$913,106.00

2nd

12

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<p style="text-align: right;">2. P.97</p>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> ✓ Compliance with UR standards • Staffing • Accessibility • Administrative Process 	<p>UR Goal - to help client employees return to work by providing the Best + appropriate txmt as quickly as possible + deny the services that are incongruous or unrecoverable.</p> <ul style="list-style-type: none"> • customized utilization Review Trigger list, the examiner can quickly approve a signy cert amount of first level txmt and send UR dollars • AMC empowers the claim staff w/ safe tools to authorize txmt that falls w/in guidelines • Reviews are performed by licensed nurses + physicians P.97
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<p>p.97 • Reviewers use p.98 Client access to Allied connect database for determinations. • Detailed reporting</p> <p style="text-align: right;">2.</p>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<ul style="list-style-type: none"> • Exceptional service being provided by the state + showing in Audits. • 2007 AMC received a score of 96% - 2016 received a score of 100% • County of Madison UR saved unnecessary expenses <p style="text-align: right;">1.</p>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications 	<ul style="list-style-type: none"> • AMC developed a results oriented Policy + procedures Manual, to handle UR referrals, + meet mandated timelines for decisions • AMC operates under the direction of Medical Prog. Director who is CA licensed phys. specializing in occupational medicine. • 5th business day due date. If nurse decides additional time is needed then a new due date will be set. • 2nd + 3rd Max monitor the nurses queues daily to make sure timelines are met • Expedited reviews are not to exceed 72 hours <p style="text-align: right;">P.97 1</p>
	<p>p.97</p>

Bidders Acceptance of Terms and Conditions of the RFP

Include in this category:

- Exceptions to RFP
- Ability to work with non-affiliated TPA

3

Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

\$95 per UR (course) referral ^{includes} unlimited front request P. 279
\$225 PHYSICIAN REVIEW (includes cont. request front request)

3

Additional Comments: _____

FLAT RATE?

236,193

EVALUATION FORM

THIRD PARTY ADMINISTRATOR & Ancillary Services (RFP #17-084)

Vendor Name: Aims

Evaluator Number: 3

Date: 8/10/17

TPA Services	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted. Include in this rating category the caseload of examiners, education of County employees and supervisors, communications with County Risk Management, and the soundness of reserving policies and practices</p>	<p>IDS - ISD case loads - Will they be dedicated? Didn't tell us how many examiners / asst & what level of examiners Initial reserves in 7 days - initial review seems long - reviewed every 90 days, not 45 Will train county as, agree to file requests suggest monthly legal reviews Will communicate "key" issues to county like suggestion of I.R. project, AOR</p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category the attention to medical control, support for return to work, timeliness and consistency of contact with injured employee and doctor, interval of file review and apparent overall efficiency and effectiveness of administration.</p>	<p>Supervisor span of control a little high; 90 day reviews?? 3 pt contact in all hrs - "regular" contact thereafter - Bi-weekly while off work + when benefit notices sent or txt auth'd?? Assignment of claims confusing - didn't appear to comply w/RFP - what is Lead Litigation Examiner? POAs 90 days, not 45 office / experience in Fresno internal audit process</p>
<p>Related Technical Capability Expertise and experience of the bidder and staff personnel in providing similar services, which includes experience levels of examiners, on-going training, data management and reporting to County, access to claims management information system, organizational control and support of examiners.</p>	<p>Say they'll hire experienced people online support, experienced Will do county trainings. Have internal trainings Will give county access to system Lots of reporting capability Not sure about support for examiners & organizational control avg of span of control & don't know how many in for us in year Reporting system bifurcated</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>blatant references City of Richmond agenda report included as reference, but City not listed as reference. 2 reference letters very old from 2006 & 2009</p>
<p>Capability of Bidder to Complete the "Scope of Work" Include in this category the effectiveness and timeliness of the</p>	

claims set-up process, the schedule and procedures for file conversion, procedures for management and control of the trust checking account.

Set up within 24 hrs, didn't talk about conversion, experience + control of all banking

Bidders Acceptance of Terms and Conditions of the RFP

- Include in this category bidder's commitment to cooperate with other vendors, such as utilization review and bill review, conformance to County insurance requirements, assumption of responsibility for penalties arising from TPA failure to meet mandated deadlines and any exceptions bidders take to requirements set forth in the RFP

No exceptions Will work w/other vendors Process for penalties

Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

Bundled = 2nd lowest
Unbundled = # highest

Additional Comments:

→ increase for catastrophic events?

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</p>	<p><i>Lots of stuff - got lost in detail at times</i></p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category:</p> <ul style="list-style-type: none"> • Administrative process • Staffing • Receipt of billings • Location/Experience with California OMFS • Financial stability 	
<p>Related Technical Capability Include in this category:</p> <ul style="list-style-type: none"> • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) • Ability to compile statistical data • Reporting capability 	<p><i>Lots of reporting capability</i></p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	

<p>Capability of Bidder to Complete the "Scope of Work"</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Timeliness of Processing • Ability to assist in litigation efforts (liens, disputed treatment, etc.) • Ability to handle special requests 	<p>Timeliness for processing OR will assist w/ defense @ WCAG - will appear @ no cost Can handle special requests Lots of tracking, checks & balances</p>
<p>Bidders Acceptance of Terms and Conditions of the RFP</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Exceptions to RFP • Ability to work with non-affiliated TPA 	<p>No exceptions Will work w/ non-affiliated TPA - Didn't talk about who would develop/pay for interfaces or workflows except it's less efficient</p>
<p>Cost of Services</p> <p>Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	<p>Bundled = highest unbundled = highest</p>

Additional Comments:

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Lots of stuff - got lost in detail some stuff not addressed</i>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Staffing/Relationship with local treaters • Location/travel • Administrative Process 	<i>• Addressed more globally than locally Did address admin process, but not relationships w/ local providers or location/travel</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Integration w/ ICR Nocturnal NCM reporting - no questions</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>Providing services since 1995</i>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Commitment to Quality of Care • Philosophy 	<i>Nurses w/d when necessary start w/ NCM, move to FCM if necessary Didn't really address nurse advocate county wants</i>
Bidders Acceptance of Terms and Conditions of the RFP	<i>No exceptions - Full acceptance</i>

Include in this category: Exceptions to RFP
• Ability to work with non-affiliated TPA

Cost of Services
Include in this category the cost of services proposed in relationship to the "Scope of Work"

request included & unbundle d

Additional Comments:

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process 	<i>Strained integration w/ PR</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>lots of capability Can county access MPN reports</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>?</i>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development 	<i>Can add county w/out having to re-file Will work w/ county in development Didn't talk about procedures/notices/comm w/ ee</i>

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Compliance with UR standards • Staffing • Accessibility • Administrative Process 	Examine base, nurse, finger lists appear well staffed, licensed nurse & physicians
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	Lots of reports & capability County can accept
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	Great audit scores 96-100% UPAC
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications 	Dr. Randle + 4 Caroline Iverson D.C. licensed nurse & physicians Referrals within 24 hrs of receipt of RFA can customize workflows

EVALUATION FORM

THIRD PARTY ADMINISTRATOR & Ancillary Services (RFP #17-084)

Vendor Name: AIMS

Evaluator Number: 4

Date: 8/10/17

TPA Services	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted. Include in this rating category the caseload of examiners, education of County employees and supervisors, communications with County Risk Management, and the soundness of reserving policies and practices</p>	<p>AIMS provided detailed response to RFP. Case load generally 125-150, but can be dictated by client. AIMS has/will provide training to clients. Workshops Reserves - initial within 7 days</p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category the attention to medical control, support for return to work, timeliness and consistency of contact with injured employee and doctor, interval of file review and apparent overall efficiency and effectiveness of administration.</p>	<p>3 point contact within 24 hours. Ongoing contact with injured worker. Quarterly file reviews or more frequent if client desires. claimant contact at least every 2 weeks if they are still off work 14 people on IT staff</p>
<p>Related Technical Capability Expertise and experience of the bidder and staff personnel in providing similar services, which includes experience levels of examiners, on-going training, data management and reporting to County, access to claims management information system, organizational control and support of examiners.</p>	<p>Claim system is up to date and very capable ongoing training provided to examiners client would have full access to claims system NavRisk System - sample reports provided.</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	
<p>Capability of Bidder to Complete the "Scope of Work" Include in this category the effectiveness and timeliness of the</p>	

<p>claims set-up process, the schedule and procedures for file conversion, procedures for management and control of the trust checking account.</p>	<p>All outlined in RFP. Appears appropriate Sufficient protocols for trust checking account</p>
<p>Bidders Acceptance of Terms and Conditions of the RFP</p> <ul style="list-style-type: none"> • Include in this category bidder's commitment to cooperate with other vendors, such as utilization review and bill review, conformance to County insurance requirements, assumption of responsibility for penalties arising from TPA failure to meet mandated deadlines and any exceptions bidders take to requirements set forth in the RFP 	<p>AIMS has their own BR and UR and MAN but is willing to work with another vendors as needed or dictated by the client. Robust penalty prevention</p>
<p>Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	

Additional Comments:

Supervisors can have up to 1050 claims to oversee. How can they complete supervisor reviews on these every 90 days?

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Staffing/Relationship with local treaters • Location/travel • Administrative Process 	AMC, AMMS SISTER company provides NCM since 1995. can customize to fit needs of client All NCM/mcm will be local.
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	Robust reporting capability through claims system. Report samples provided. p. 287
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Commitment to Quality of Care • Philosophy 	meets or exceeds industry standards
Bidders Acceptance of Terms and Conditions of the RFP	

Include in this category: Exceptions to RFP <ul style="list-style-type: none">• Ability to work with non-affiliated TPA	
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"	Bundled is less expensive due to cost savings associated by streamlining.

Additional Comments:

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process 	<i>mpn is bundled. Allied managed care will support integration of clients existing mpn or create a new one if needed.</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Reporting is integrated into the claims system - numerous types of reports available</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development 	<i>Able to develop custom mpn if needed. All notices provider procedures meet or exceed.</i>

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Compliance with UR standards • Staffing • Accessibility • Administrative Process 	Allied Contact Client Module. UR and BR work together on same platform. Customizable. Full compliance with UR standards Great accessibility for claims examiners and UR nurses
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	System is able to compile statistical data and has extensive reporting capability Report samples on page 320
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications 	UR integration into the claims system allows for expediated processing. medical director - Dr. Alan Randle - since 2008 - info page 368

Bill Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Administrative process • Staffing • Receipt of billings • Location/Experience with California OMFS • Financial stability 	<p>Allied Connect Client Module - works hand in hand with UR. will process at OMFS or PPO rates.</p> <p>page 63</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) • Ability to compile statistical data • Reporting capability 	<p>web based portal - "Claims Examiner tool box" Duplicate payment monitoring</p> <p>sample Bill review workflow - p. 464</p>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	

EVALUATION FORM

THIRD PARTY ADMINISTRATOR & Ancillary Services (RFP #17-084)

Vendor Name: AIMS

Evaluator Number: 5

Date: 10/10/17

TPA Services	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted. Include in this rating category the caseload of examiners, education of County employees and supervisors, communications with County Risk Management, and the soundness of reserving policies and practices</p>	<p><i>Great proposal. Well staffed. Did a great job of demonstrating philosophy's etc.</i></p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category the attention to medical control, support for return to work, timeliness and consistency of contact with injured employee and doctor, interval of file review and apparent overall efficiency and effectiveness of administration.</p>	<p><i>Demonstrated excellent understanding of RFP & how to complete services.</i></p>
<p>Related Technical Capability Expertise and experience of the bidder and staff personnel in providing similar services, which includes experience levels of examiners, on-going training, data management and reporting to County, access to claims management information system, organizational control and support of examiners.</p>	<p><i>Well established state-wide company. Great deal of Public Entity experience. Good sized local office. Also coordinates' liability examiners local corporate support.</i></p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p><i>Has a great reputation in the industry & locally.</i></p>
<p>Capability of Bidder to Complete the "Scope of Work" Include in this category the effectiveness and timeliness of the</p>	

claims set-up process, the schedule and procedures for file conversion, procedures for management and control of the trust checking account.

Bidders Acceptance of Terms and Conditions of the RFP

- Include in this category bidder's commitment to cooperate with other vendors, such as utilization review and bill review, conformance to County insurance requirements, assumption of responsibility for penalties arising from TPA failure to meet mandated deadlines and any exceptions bidders take to requirements set forth in the RFP

Selected firm will comply with provisions of RFP. They will comply w/ requirements.

Cost of Services
Include in this category the cost of services proposed in relationship to the "Scope of Work"

Additional Comments:

Very good & well written proposal. Comprehensive. A lot of support & services offered.

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</p>	<p><i>Great response. Complied with RFP by providing all pricing studies requested.</i></p>
<p>Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category:</p> <ul style="list-style-type: none"> • Administrative process • Staffing • Receipt of billings • Location/Experience with California OMFS • Financial stability 	<p><i>Clear understanding of work to be performed & what was asked for in the RFP.</i></p>
<p>Related Technical Capability Include in this category:</p> <ul style="list-style-type: none"> • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) • Ability to compile statistical data • Reporting capability 	<p><i>Showed understanding of Technical aspect of work to be performed.</i></p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p><i>Great reputation in industry.</i></p>

<p>Capability of Bidder to Complete the "Scope of Work"</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Timeliness of Processing • Ability to assist in litigation efforts (liens, disputed treatment, etc.) • Ability to handle special requests 	<p><i>Meets all criteria for floor cover.</i></p>
<p>Bidders Acceptance of Terms and Conditions of the RFP</p> <p>Include in this category:</p> <ul style="list-style-type: none"> • Exceptions to RFP • Ability to work with non-affiliated TPA 	
<p>Cost of Services</p> <p>Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	

Additional Comments:

Very comprehensive response. Addressed all areas.

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Great response on use of NCM. No response on NCA</i>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Staffing/Relationship with local treaters • Location/travel • Administrative Process 	<i>AIMS has had a local presence for many years & is well established in this area. Did not address NCA though.</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Will have be able to comply.</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>Great reputation</i>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Commitment to Quality of Care • Philosophy 	<i>Clearly demonstrated.</i>
Bidders Acceptance of Terms and Conditions of the RFP	<i>Will comply.</i>

Include in this category: Exceptions to RFP <ul style="list-style-type: none">• Ability to work with non-affiliated TPA	<i>Will work with other TPAs.</i>
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"	

Additional Comments:

Response clearly demonstrates knowledge of MCM.

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Good response but not clear on pricing</i>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process 	<i>Well established in the area. Demonstrated</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Will be able to give us all necessary reports.</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>Excellent Reputation. Well known in industry</i>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development 	<i>Established MPN or could use existing</i>

Bidders Acceptance of Terms and Conditions of the RFP

(Include in this category:

- Exceptions to RFP
- Ability to work with non-affiliated TPA

Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

- Set up fees

Additional Comments:

PTMS would be able to comply w/ country's needs.

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Excellent UR program</i>
Comprehensiveness of the Bidder's submitted proposal Bidder's understanding of the desired scope of work and the ability to perform such work as evidenced by Bidder's proposal. Include in this category: <ul style="list-style-type: none"> • Compliance with UR standards • Staffing • Accessibility • Administrative Process 	<i>Demonstrated ability to have effective UR program</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Has all needed computer programs to meet needs</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>Well known to many other clients</i>
Capability of Bidder to Complete the "Scope of Work" Include in this category: <ul style="list-style-type: none"> • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications 	

Bidders Acceptance of Terms and Conditions of the RFP

Include in this category:

- Exceptions to RFP
- Ability to work with non-affiliated TPA

Cost of Services

Include in this category the cost of services proposed in relationship to the "Scope of Work"

Additional Comments:

*ATPMS will have no problem
operating effective UR program*