

Attachment D

RISICO EVALUATION WORKSHEET



Third Party Administration Services

Comments:

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

Yes, provide they will comply with CSAC and have been. They do have a quarterly and annual report from Tony Su as a third party auditor. They also partner with ExamWorks for MSA reporting. When asked about PPO it seems like they have included it in the flat rate, but they added that to their proposal last year. That needs to be clarified.

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.

Sample criteria included for MCM. Three point contact within 3 days, compensability decision within 14 days, POA and reserves within 14 days, diary for 45 days, and 90 for future medical. Supervisor reviews within 30 days, and every 120 days.

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.

Bid indicates they are able to provide comprehensive reporting capability, yet that is not currently the County's experience. There is no real ad hoc reporting that the County can run. They have one IT person that oversee's their entire program and they take days to provide reports, if they can even provide them (Response says 2?) New claims system in 2015 Systema that works with imageright. They have Supervisor oversee educational efforts to provide county training.

4. Performance Capabilities

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

Not all current adjusters are experienced. Four out of 7 current seniors, prior contract stated experienced adjusters.

MANN 7

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.

Three point contact within 3 days, compensability decision within 14 days, POA and reserves within 14 days, diary for 45 days, and 90 for future medical. Supervisor reviews within 30 days, and every 120 days.

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

Yes, tracking and monitoring performance metrics.

7. Cost of Services

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

See spreadsheets. They are the least amount of the vendors bidding, although it's not clear if PPO costs are included as they did not abide by the contract the last contract period. They just stated that one was implemented.

Additional Comments:

As part of current highlights they stated they lowered the County's caseload by 30% yet have not been able to give us a report showing how many of these claims that are future medical were closed, and what the last reserves were on the claim. Since the County is self insured this is a problem since we will not be able to accurately reflect what the liability is for the County (especially with Medicare Section 111 reporting). They also claim to implement Anthem PPO into bill review that they had noted in previous RFP response was included in their bid. County had to pay additional fees to impliment to obtain additional savings.

Bill Review

Comments:

1. Overall responsiveness to the Request for Proposal Yes, PPO costs need to be clarified.

Includes clarity and general quality of the proposal submitted.

2. Comprehensiveness of the Bidder's submitted proposal Yes, although PPO savings realized is not fully addressed if it is included in the bid.

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 Listed on page 56. Outlines the fee schedule. Client specific report for cost containment. Software interfaces to import/export for software system. Can be uploaded at the claim file to save time and clerical expense. (How long for updates?)

Include in this category:

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

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

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

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

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.

No dedicated nurse, but they have 8 nurses.

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.

Any reports will be uploaded nightly. Not immediate. 2-3 business days from receipt of assignment.


4. Performance Capabilities

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

Strong relationship with Fresno area, Director of Provider Relations and Client services to do face to face meetings with prospective provider as well as existing.

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

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

 Nurse will communicate with adjuster no more than 24 hours after performing face to face. Assessment completed within 10 days of assignment.

6. Bidders Acceptance of Terms and Conditions of the RFP

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

None

7. Cost of Services

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

See spreadsheet. Not sure if Medical Director Engagement is included in the actual bid, it appears that it is \$200 per hour if granted by County.

References TPA none city vendor

Additional Comments:

Medical Provider Network

Comments:

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

Current incumbent. They did state what they have been doing and are capable of continuing services. Yes compliant with LC 4616.

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.

yes. Director of provider relations and client services.

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

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

yes

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

Yes in that they are willing to work with County to monitor

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

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:

Utilization Review

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

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.

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

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

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.

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

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.

Additional Comments:

Comments

They state they will not submit to UR if they determine that it is inappropriate and claims adjuster can authorize.

Yes, current incumbent. Fast response, Real time and workflow management; and actionable medical information and advanced data analytics. Yes, listing on page 45 with specifics on what is to be reviewed.



EVALUATION FORM

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

Vendor Name: RISICO

Evaluator Number: 2

Date: 8/2/17

Review
P. 39

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>P.16 Communication w/ IW, Medical providers, legal counsel, & County Risk staff will occur regularly. (Through claim reviews, Quarterly + annual program reviews along with staff line a directory of Provider Relations to communicate w/ injured worker - Training calendar provided (p.26)</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>P.15 GOAL IS TO RETURN the injured worker back to work as quickly as possible + close the claim - Stress the need to communicate between various disciplines to get the IW back to work, have face to face interactions - Reduce from 1393 case load to 935 claims. PL 2 - Trust center approach about IW welfare - Nurse Advocate in managing claims. generally concerned</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>P.15 Reports are accurate + completed quickly - Provide end user w/ scheduled reports to be produced on a regular interval. SIMS has the capability - No reporting. Reports required the same or next day are reviewed by RISICO president. - Paperless since LOD. Imaging system + image right - Provide regular training on labor code issues + activities - Member's of the legal community</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>P.15 RISICO served as County TPA for the past 5 years - Served City of Fresno since 2004. Provide - Concentra - Co. founded in 1999 - legal reference - goal ultimately</p>
<p>Capability of Bidder to Complete the "Scope of Work" Include in this category the effectiveness and timeliness of the</p>	<p>P.21 w/ locally based structure allows various disciplines to work in conjunction w/ each other faster than any other TPA in Fresno. Having all services under 1 roof make it more efficient</p>

P.16
Holds employees accountable - but not performance

Adj. to out and visit IW. P. 23

City of Fresno since 2004
- focused on MMS quick as possible

3.

Concentra

3.

2.

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

provides access to its claims system to Risk
provides County staff in each department the ability to access and input information for completion of the system into an online system. Capabilities are set to department and RFP

Pesico's vendor mgmt system - effective in establishing quality service cost, selection & mgmt of third party companies & will utilize their resources to meet the quality care & cost-saving goals of their clients.
- Track contract start & end date. Monitor service performance & metrics. Vendor review meetings.

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

year 1-3: Bundled 1,099,000 Unbundled 1,149,000
year 4: Bundled 1,109,000 Unbundled 1,159,000
year 5: Bundled 1,119,000 Unbundled 1,169,000

Additional Comments:

Table of contents not easy to find key subjects, did not repeat question in their answers all the time.
* Does not provide Peer Review
→ Pesico currently complies w/ requirement for trust checking account. (No issues)

* \$70,000 less/year if only 7 adjusters.

Bill Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	could be improved
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 	• Each bill is reviewed by a staff member. All hospital bills are reviewed by bill review manager. • Risko utilizes Anthem BlueCross as its PPO network to maximize below fee schedule savings. PPO Savings 3.7% gross charges. • OMFS → official medical fee schedule
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 	• Risko provides monthly reporting to the County that the requirement of reporting on a recurring basis saving & that savings have been maximized. p. 34 • Used SystemA WC Claims system - use of ImageRight. • Risko uses UR & CM software provided by DataCare.
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	• Letter from Dave Parker - Risko had no Adverse Audits • Letter from Yrullegui & Roberts - timely, through, expeditious handling of their claims.

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	• Did not flow, too at confusing
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 	• Field visits for: severe injuries, life threatening, catastrophic events, burns, amputation, head injuries, inpatient hospitalization, or when it is best to have a face to face • TPA is responsible • TMC works w/ individual clients to custom tailor NEM/Nurse directed interventions + programs the best for the need of the client p.42 <i>p.42 p.17 response</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	Letter from <u>Concentra</u> - medical provider Letter from <u>St. Agnes</u> - face to face contact - enthusiasm to strengthen relationship
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 	Risico believes that proactive, timely + strategic nurse interventions achieve the best cost-efficient outcomes. • Preventing delays + functional restoration + RTW are major focus. • Individual referrals received for MEM are evaluated and discussed with payor, claims adj. + RW. A TIME sensitive plan of action + mutually agreed upon goals
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"	Nurse Advocate B: \$108K UB \$114,000 PER UNIT 95/hr Field Case Mgt. B: \$87,500 UB \$95,000 PER UNIT \$105/hour \$115/hour

Additional Comments:

MCN: Total time 60% Nurse Advocate + 40% Field Case Mgt.
 - Nurse Advocate will also perform telephonic Nurse Case Mgt.
 - Medical Director Engagement \$100/hr.

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<p style="text-align: center;"><i>Good</i></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>• providers agree to cooperate w/ Risico TMC monitoring of their medical care through continuous communication, prior authorization requirements, treatment guidelines & close supervision p. 35</p> <p>p. 48 • Has strong understanding of the Fresno medical community and joined Denise Oswald, Director of Provider relations & Client Services in Denise's face to face meetings w/ prospective providers & regular contact w/ existing ones. Resolves issues.</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<p>p. 49 • Risico verifies provider information through the same verification on or before expiration time frames.</p>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<p>p. 48 TMC has been doing business w/ ancillary providers for almost 16 years. Have a proven track record for timely services, appropriate billing & courtesy to the injured worker.</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>p. 49 • Each provider on their list are contracted and credentialled by the medical provider department staff.</p> <p>p. 50 Risico along w/ the county has established a custom MPN of specific size & scope to address that needs of the county.</p>

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 	<p>3</p> <ul style="list-style-type: none"> o Puroco has process + protocols in place that comply w/ County reporting requirements - efficacy of referrals + providing reports on a recurring basis p. 32 o Adj, nurse + peer review o Real time reporting - clinic staff + claims team know where a case is in the system at any time + provide status updates to injured worker, providers + lawyers. o Staffing - examiner, nurse, peer review
Related Technical Capability Include in this category: <ul style="list-style-type: none"> Ability to compile statistical data Reporting capability 	<p>3</p> <p>Supports + shares in County's UR philosophy p. 32</p> <p>o Uses DataCare "Ahsah" web software platform for processing all UR that request IT integrates Adjuster Modules for an Express Approval + Express Approval system for examiners + electronically submit report into the clinical care.</p>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<p>3</p> <ul style="list-style-type: none"> o Risk TMC is able to provide UR services for Puroco Claims and also provides UR services to other TPA's; self insured + self administered accounts.
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 	<p>3</p> <p>o Express Approval</p> <p>o Puroco is the platform that is used to capture all regulatory + critical messages, documentation, reports, + letters and is the sole system utilized to process all utilization review requests.</p> <p>o Streamlined work flows enable nurses to respond very quickly to treat + adjust for injured workers. The result is prompt processing of that plus which prevents delays in recovery + obtains a more timely RW.</p>
<p>o UR Department handles all pertinent + regulatory notifications to ensure that the providers, Ins, examiner + city's receive information + notices.</p>	<p>P. 152</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>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>• Bills can be reviewed internally or externally by another Bill Review company merged into Riskco system. p. 33</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>Flat fee. Bundled \$1.210K Unbundled \$256K per unit Bundled \$19/Bill + PPO fees \$11/Bill + PPO fees</p>

Additional Comments:

EVALUATION FORM

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

Vendor Name: Truico

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>Proposer, all examiners did numerous trainings for interested clerks Did talk about reserving practices Sounds like they've been reacting and plan to be proactive Confidentiality protection weak</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>Sup Spar of control for agent? 3rd contact w/in 3 days - covering 13 day off work "continued" many covered 45 days ex 100 sup Good internal audit it seems to be a good job</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>Incumbent 2 yrs Didn't answer internal training on examiners do most business sounds like reporting has been weak & they're trying to beef it up Is Jamie stretched too thin? stability -</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>City of Fresno Reference letters concerning conflict?</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>On-line SDO but with some copies to county to review and consider claim handling</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>no exceptions penalties re: b?</p>
<p>Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	<p>is cost for 7 or 8 examiners. Guaranting 8 will have a discount for 2 permanent Lowest hundred & up hundred</p>

Additional Comments:

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 	<p><i>Feel they miss personal touch Custom tailor programs Refer material, not legal issues</i></p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<p><i>Not mentioned</i></p>
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 	<p><i>Nurse advocate Commitment to 24/7 quality care</i></p>
Bidders Acceptance of Terms and Conditions of the RFP	

<p>Include in this category: Exceptions to RFP</p> <ul style="list-style-type: none">• Ability to work with non-affiliated TPA	<p>No exceptions Will work w/ other TPA</p>
<p>Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	<p>2nd highest bidder</p>

Additional Comments:

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</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>Every bill reviewed for staff Use of P/S to reduce to F/S 2008-13 RN Transmittal John H.</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>Reporting capability weak - 2d & 3d reports to be provided starting 7/1/12</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>Cost of Service, Solid Support, on Record</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>Will we be... who will prep them Cost paid off file?</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><i>No... please ... comments about working, whether...</i></p>
<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:

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 	<p>Feel they have local touch. In more standard than other Provider Relations focus on community, what process for keeping current Customizing</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	
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 	<p>Incorporate administrative support Work with county in developing/maintaining Notices, Communication Support staff from other projects</p>

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 	YES - compliance w/ standards Security information for utilization Procedures & work flows "express rationale" "Sign-off Approval" Timeliness OK - Staffing OK - that points for more funding
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	Begin processing reports 7/1/17?
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 	medical director Timeliness OK procedures & not com? responsiveness

Bidders Acceptance of Terms and Conditions of the RFP

Include in this category:

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

NO exceptions
We work w/ other TPAs

Cost of Services

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

2nd highest bidder authorized

Additional Comments: _____

EVALUATION FORM

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

Vendor Name: RISICO

Evaluator Number: 4

Date: 2/10/17

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>8 adjusters on County, 1 supervisor/unit manager all dedicated to Fresno Co. account. Established Contracted with Tony Su to provide quarterly reports to County 98 Claims = 8 = 123 = 7 = 140</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>works with County's RTW program and HR. up to 3 days to complete 3 point contact (working days)</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>New claims system - SIMS/systema. as of Dec 2015. Ongoing training - Full list in Appendix 6. Reports provided - typical turnaround time is 24 hours for requested reports, others are provided monthly & quarterly.</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>County's TPA for last 5 years - since 2004 for City of Fresno</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.

No conversion, no fees. checking account already set up.

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

Risco works with Risco Total Managed Care but can work unbundled if needed.

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
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 	<p>Good understanding of what is expected meets or exceeds</p> <p>nurse case advocate in place</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	
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 	
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	Yes
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"	

Additional Comments:

MPN	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</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"> • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process 	<p><i>MAN administered by Risico but if county leaves they can take it with them.</i></p>
<p>Related Technical Capability Include in this category:</p> <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	
<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:</p> <ul style="list-style-type: none"> • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development 	

<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 - NO • Ability to work with non-affiliated TPA - YES 	
<p>Cost of Services</p> <p>Include in this category the cost of services proposed in relationship to the "Scope of Work"</p> <ul style="list-style-type: none"> • Set up fees 	

Additional Comments:

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 	<p>Peer review is not done inhouse - contracts with Avram Gant MD of P&S Network compliant with UR standards Blue Cross is utilized as PPO. RX network program ↳ myMatrixX - RX - mobile APP</p>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<p>Passed UR PAR audit</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 	

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</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>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:</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>Bidders Acceptance of Terms and Conditions of the RFP 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 Include in this category the cost of services proposed in relationship to the “Scope of Work”</p>	

Additional Comments:

EVALUATION FORM

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

Vendor Name: Rusico

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>Family clean. A lot of effort spent on justifying last 5 years. With that in mind... a couple of questionable responses</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>Not too detailed. Not a lot of specific programs in place like "Quality Control" etc.</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>Limited Public Entity experience client wise (City of Fresno). Single office. Has a family employee</p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p>Small operation. Most references come from attorneys & not actual clients</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><i>Rosita would be able to comply.</i></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>Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	

Additional Comments:

Most of response was justifying current contract performance. Not very detailed. Being small office, lacking corporate support. Very thin operation. Some questionable answers.

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Good response. A lot of examples of suggested Referrals.</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>Should good understanding of services requested. Local address has local ties.</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Can comply</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"> • Timeliness of Processing • Commitment to Quality of Care • Philosophy 	<i>Can't tell if they have anyone on staff / Letter said 8 RN's on staff</i>
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"	

Additional Comments: *Should gain understanding of what would be required.*

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Good response. Understands requested services.</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>Understands scope of work & appropriate standards</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Does not mention</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>Small local office. Not really known outside of area.</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: *Bidder demonstrated understanding of UR program. Pre-empt list is a plus.*

MPN	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	<i>Very good understanding of MPN</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>Very comprehensive. Great knowledge of local area. Make on-site visits to providers. Can do custom MPN to fit needs.</i>
Related Technical Capability Include in this category: <ul style="list-style-type: none"> • Ability to compile statistical data • Reporting capability 	<i>Should be able to comply</i>
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	<i>They are our MPN & we love a good job.</i> <i>Sam</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>Rosco would be able to perform duties.</i>

Bidders Acceptance of Terms and Conditions of the RFP (Include in this category: <ul style="list-style-type: none">• Exceptions to RFP• Ability to work with non-affiliated TPA	<i>Will work with non-affiliated TPA.</i>
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work" <ul style="list-style-type: none">• Set up fees	

Additional Comments:

Good response. I like that they complete on-site visits.

Bill Review	Comments
<p>Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.</p>	<p><i>Very detailed response. Demonstrated clear understanding.</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>Described all appropriate processes.</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>After program in place to catch duplicates. Would be able run all reports we need.</i></p>
<p>Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.</p>	<p><i>Local office - No reputation outside of area</i></p>

<p>Capability of Bidder to Complete the "Scope of Work" 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>Understands timeliness of processing</i></p>
<p>Bidders Acceptance of Terms and Conditions of the RFP Include in this category:</p> <ul style="list-style-type: none"> • Exceptions to RFP • Ability to work with non-affiliated TPA 	<p><i>Would work w/other TPA.</i></p>
<p>Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"</p>	

Additional Comments:

Would be able to perform services as requested.