

Attachment C

IMS EVALUATION WORKSHEET

EVALUATION FORM

THIRD PARTY ADMINISTRATOR & Ancillary Services RFP #17-084

VENDOR:**EVALUATOR No. 1** - [REDACTED]

Date: July 2017

IM
B**Third Party Administration Services****Comments:**

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

[REDACTED]

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.

[REDACTED]

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.

[REDACTED]

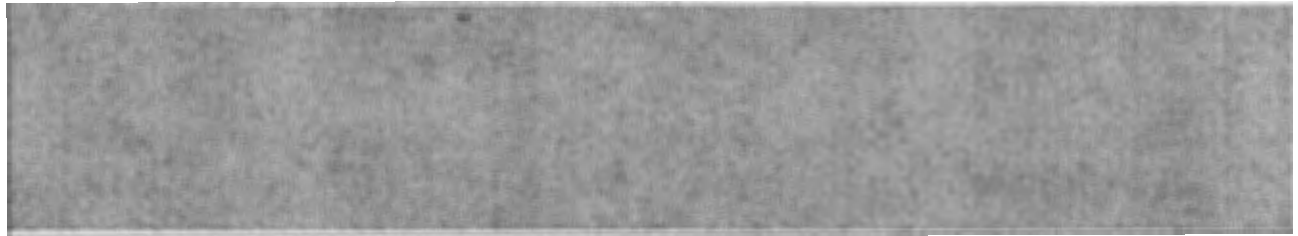
4. Performance Capabilities

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

[REDACTED]

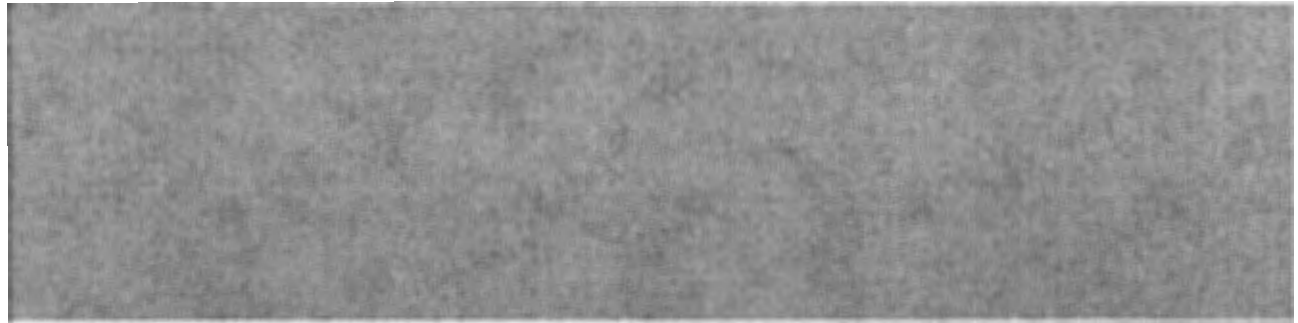
5. Capability of Bidder to Complete the "Scope of Work"

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.



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"



Additional Comments:

Bill Review

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:

- 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

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:

4/11

Yes, they currently do not have an office in Fresno, and do not plan to have one. Education of adjusters to assist in bill review savings. PPO is a separate charge to the file, as whatever PPO is used will be a charge to the bill itself.

Yes. 3-5 day turn around for regular bills and 1-2 hours for rush. Can also outline MPN report

EDI interface with claims systems, duplicates line, historic data conversion, provider reconsiderations, standard and custom report generation, webtools.

25.50 per bill

Cost is \$11.50 per bill, based on 15,000 bills annually the cost would be about \$172,500, plus the additional PPO costs that would be a flat fee of \$7.00 for first and \$7.00 for second, and optional to negotiate 20% of savings.

Recommend that the MPN have no affiliation with TPA and Ancillary Provider so that the Bill review can recommend removal of providers.

Cost

25.50 per bill

Nurse Case Management

Comments:

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: Staffing/Relationships with local treaters, location/travel, 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, commitment to quality of care, philosophy.

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".

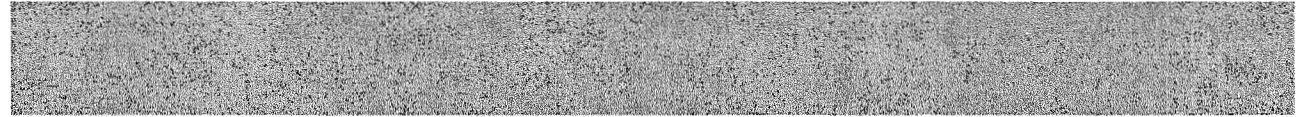
Additional Comments:

Medical Provider Network

Comments:

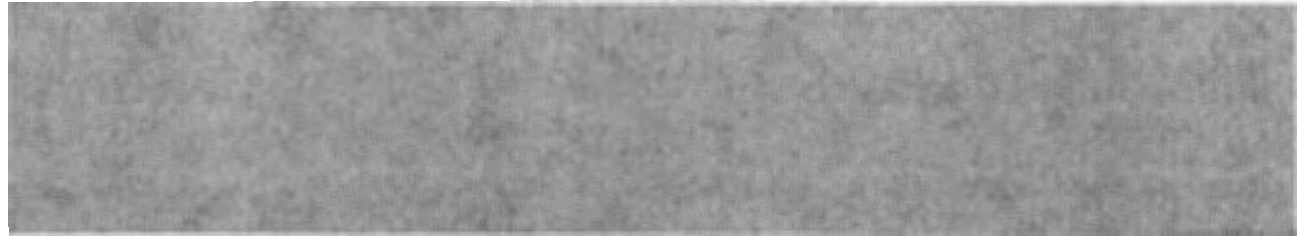
1. Overall responsiveness to the Request for Proposal.

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: Knowledge of local area, relationships with local providers, accessibility, 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.



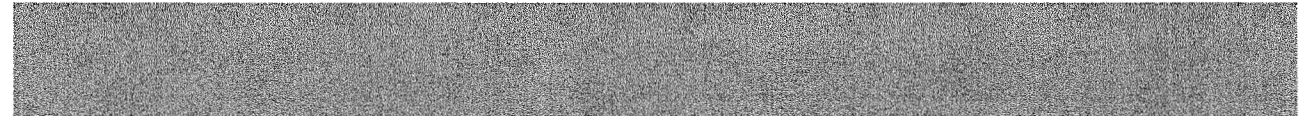
5. Capability of Bidder to Complete the "Scope of Work"

Include in this Category: development/approval; procedures and notices; employee communication; 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



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.

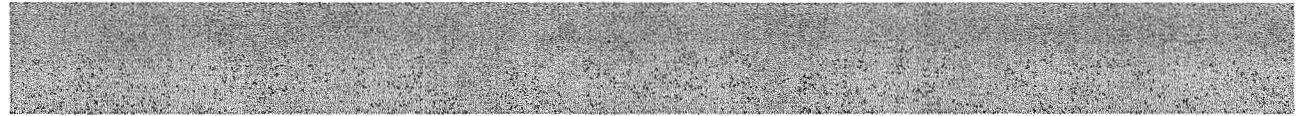


Additional Comments:

Utilization Review

Comments

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:

EVALUATION FORM

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

Vendor Name: IMS-Intelligent Medical Solutions

Evaluator Number: 2

Date: _____

TPA Services	Comments
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	Open since 2001 Bill review N/A
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.	
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.20 Own their own software (eliminates the middle man.) - Able to customize reports & run custom analytics to service access to online Bill Review tracking system, & custom reports. 01/4/13
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 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.

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

Cost of Services

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

Additional Comments:

- County of Los Angeles is referred to in this RFP instead of County of Fresno.

Bill Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	Good p.2 Referred to County of Fresno as Los Angeles County Office of Education
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	(No Local Office) p.23 Bills are tracked as soon as received. They are entered into inventory control module the day of receipt. This allows for alerts + notifications when Billing occurs. p.23 Bills go through p.23 Provide educational training to adjusters to maximize lot containment savings. Established in 2001
Related Technical Capability Include in this category: - Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) - Ability to compile statistical data - Reporting capability	p.23 Bills go through several edits to ensure bills are never over paid. If there is a discrepancy the system automatically alerts the user + suspended bill until quality assurance is conducted. p.23 Can provide system data analytics to provide insight to clients current programs p.33 Can generate custom reports for clients at no additional cost p.23 Owns their own software
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	p.23 Since its been in business it has always been able to accommodate any custom change request in program + reports p.23 Founded in 2001. Founders have over 69 years experience combined

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	p.31 Ims employs experienced trial representative & expert witness staff aware of medical malpractice & case laws surrounding lien Bill Review p.22 Ours and develops their own software allows flexibility & can accommodate any custom change. p.27 Disputes are received via phone, fax or email - some disputes over phone & keep detailed notes in bill review system. When necessary respond to provider in writing. Turn around time is 3-5 days for regular bills & 1-2 hours for Rush Bills.
Bidders Acceptance of Terms and Conditions of the RFP Include in this category: • Exceptions to RFP • Ability to work with non-affiliated TPA	p.23 Supports all the decisions EDI database makes communicating w/ other vendors a breeze. Have system that easily communicates w/ any claims, billing, LR, nurse case mgt. & MIPN.
Cost of Services Include in this category the cost of services proposed in relationship to the "Scope of Work"	Based on 15,000 bill/year • 11.50 PER Bill - phys. Bills & Inpatient/outpatient sx. • PPO flat fee \$7.00 per provider Each year \$172,500

Additional Comments:

Nurse Case Management	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	N/A
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/Relationship with local treaters • Location/travel • Administrative Process	
Related Technical Capability Include in this category: • 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: • 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 • 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:

MPN <i>N/A</i>	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: • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process	<i>IMS Recommend that the County's MPN should not be affiliated w/ A TPA or an ancillary provider.</i> <i>Swing Analysis MPN kept - Identifies if provider is in network, identifies complete or partial duplicate, identifies provider activity over a certain amount of time</i>
Related Technical Capability Include in this category: • Ability to compile statistical data • Reporting capability	<i>p20 MPN should be customized to meet County's specific needs. This will allow the Bill review organization to provide feedback on what the bad providers are & how they are removed.</i> <i>Generate custom reports for clients. Turn around time is 2 business days.</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: • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development	<i>Identifies if provider</i> <i>• NRE/communication Module - it keeps every IMS stage member apprised of key information needed for custom outcomes.</i>

Utilization Review <u>N/A</u>	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	N/A
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 • Administrative Process	
Related Technical Capability Include in this category: • 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: • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications	

Include in this category:

- ## Cost of Services

Additional Comments: _____

EVALUATION FORM

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

Vendor Name: IMS

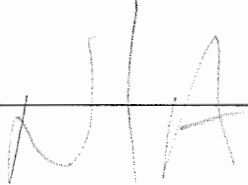
Evaluator Number: 3

Date: 8/10/17

TPA Services	Comments
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	
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.	N/A
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.	
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 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.	
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	
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: • Staffing/Relationship with local treaters • Location/travel • Administrative Process	
Related Technical Capability Include in this category: • 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: • 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 • 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:

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: • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process	
Related Technical Capability Include in this category: • Ability to compile statistical data • Reporting capability	N/A
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: • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development	

(Include in this category:

- ### Cost of Services

- Set up fees

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's part of a bound notebook.

Utilization Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	
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Related Technical Capability Include in this category: • Ability to compile statistical data • Reporting capability	N/A
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: • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications	

Include in this category:

- ### Cost of Services

Additional Comments: _____

IMS

Bill Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	Negatives none to proposal, many grammatical errors, referred to LACOB v Florida Small, inexperienced w/ public entity
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	2 partners, 1 wine business, 1 software Say have experienced staff- don't say how many Process/turnaround time ok No audit 100% of bills So CA
Related Technical Capability Include in this category: • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) • Ability to compile statistical data • Reporting capability	Software company can probably create any report
Performance Capabilities Include in this category reputation, reliability and service history as determined by reference validations.	NO references

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	<i>Timeliness, etc. Long list of staff to prep on hearings Can handle special requests</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"	

Additional Comments:

EVALUATION FORM

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

Vendor Name: IMS

Evaluator Number: 4

Date: 8/10/17

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

Additional Comments:

Bill Review	Comments
Overall responsiveness to the Request for Proposal Includes clarity and general quality of the proposal submitted.	only bid on BR. Overall good proposal.
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	No Fresno location. Bill review software One specialty - Bill review. No other services provided as they believe that is a conflict of interest.
Related Technical Capability Include in this category: • Technological effectiveness (ensure payment at OMFS, avoid duplicate payments, etc) • Ability to compile statistical data • Reporting capability	Detailed reporting. Ability to compile data. software recognizes duplicates/flags
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: • Timeliness of Processing • Ability to assist in litigation efforts (liens, disputed treatment, etc.) • Ability to handle special requests	
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:

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: • Staffing/Relationship with local treaters • Location/travel • Administrative Process	
Related Technical Capability Include in this category: • 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: • 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 • 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:

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: • Knowledge of local area • Relationships with local providers • Accessibility • Administrative Process	
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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: • Development /Approval • Procedures and Notices • Employee Communication • Ability to work with County in Development	

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	

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

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

- Set up fees

[illegible]

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: • Compliance with UR standards • Staffing • Accessibility • Administrative Process	
Related Technical Capability Include in this category: • 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: • Timeliness of Processing • Procedures and Notices • Responsiveness to Health Care Providers • Physician Qualifications	

Include in this category:

- ### Cost of Services

Additional Comments: _____

[illegible]