



**RFP C000431 NYS Medical Indemnity Fund Administrator
Questions and Answers**

1. **Question:** Must the cost proposal be in the form of a fixed fee? Or can there be a variable component (based on the number of enrollees) for all or part of the fee?
Answer: The cost proposal must be a fixed fee.
2. **Question:** The required exhibits for the cost proposal accommodate a fixed fee proposal better than a variable fee proposal. Can we modify the required exhibits as needed to accommodate a variable fee proposal?
Answer: No
3. **Question:** Please clarify the definition of electronic claims submission. Is submission via e-mail sufficient?
Answer: Email alone is not sufficient. The contractor must have a system to accept electronic claims.
4. **Question:** Will the questions that are posed by all potential TPAs and the answers provided by the Fund be shared with all parties? Or will only our respective questions be answered back to the questioning party?
Answer: All questions and the Department's responses will be made available to all interested parties. As stated in the RFP, they will be posted on the Department's website in the same area as the RFP itself.
5. **Question:** Can we obtain a copy of the current contract that outlines services and fees?
Answer: You can obtain this information by submitting a Freedom of Information Request. You can do so on the Department's website at <http://www.dfs.ny.gov/legal/foil.htm>.
6. **Question:** Can we please be provided copies of all forms as referenced throughout the RFP?
Answer: Forms are available on the MIF website http://www.dfs.ny.gov/insurance/mif/mif_indx.htm. Paper claim forms also include the standard industry form submitted by providers CMS-1500, (a sample can be found at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS1500.pdf>). The current fund administrator may also have forms for its internal use.
7. **Question:** Are we to contemplate pricing for the takeover and the management of open claims?
Answer: Yes.
Question: If so, please provide volume, by state and country if applicable.
Answer: We cannot determine what claims may be "open" in August/September of next year.



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8. **Question:** Page 10, Item #7: Can the current handbook, as noted in Section 2 (C) Consumer Services, be used by the new TPA or is it required that the new TPA recreate the handbook?
Answer: There is no current handbook.
Question: Page 10, Item #7: Please provide a copy of the handbook as referred to in Section 2 C Consumer Services.
Answer: There is no current handbook.
9. **Question:** Page 7, Section 1.2 Purpose, Item number 1.4 Volume: Please provide a list of countries for the active claims that are outside of the United States.
Answer: United Kingdom & Paraguay.
10. **Question:** Page 7, Section 1.2 Purpose, Item number 1.4 Volume: Please provide a list of states for the 45 claims that reside outside of New York
Answer: Arizona, California, Connecticut, Florida, Georgia, North Carolina, New Jersey, Nevada, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas and Virginia.
11. **Question:** Page 8, Section 1.2, Purpose, Claims Administration, item 2: What languages are required for the non-English claims forms for the active claims?
Answer: This could be determined by visiting the MIF website: English, Chinese, French, French Creole, Italian, Korean, Russian and Spanish.
a. **Question:** Have these forms been developed and available for re use?
Answer: Translated forms are available on the MIF website. See http://www.dfs.ny.gov/insurance/mif/mif_indx.htm.
b. **Question:** Can you provide the approximate % of active Enrollees that comprise each language?
Answer: That information is not available.
12. **Question:** Per Section 2.1.(a)(4): Have there been any suspensions of new enrollment in the past 3 years? If so, how long did each suspension last?
Answer: There have been no suspensions.
13. **Question:** Page 4, Section 1.2-Purpose, bullet #8:
a. **Question:** Who owns/maintains the current website?
Answer: DFS.
b. **Question:** Is the intent to transition the current website, or start/develop a new website?
Answer: It is anticipated that the current website will be updated as appropriate.
c. **Question:** What is your expectation for frequency website updates?
Answer: As requested by DFS, or as program needs dictate, such as when program's regulations change, or when the need to enhance the current information appears necessary due to confusion or need to clarify program rules for enrollees and their families or other interested parties.



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14. Page 7, Section 2.1a – Contractor Responsibilities & Technical Requirements:
- Question:** Question: Please provide a copy of the current enrollment process.
Answer: Please refer to the regulation at 10 NYCRR 69-10.2 for guidance. The contractor will also be required to consult with the Department.
 - Question:** Are you able to provide a list of the current “non-English” languages being accommodated?
Answer: See answers to question #11.
15. **Question:** Page 9, Section 2.1b, paragraph (b), #6) – Contractor Responsibilities & Technical Requirements: Can you outline the current medical bill submission, review and approval process?
Answer: DFS cannot outline the current internal procedures of the current fund administrator. Interested bidders must describe their own internal procedures for consideration.
16. **Question:** Page 4, Section 1.2 – Purpose, 10th paragraph: Will NY MIF require technology resources to support the website, in addition to content support?
Answer: This is not required; however, the successful bidder may be permitted to offer links to tools and features within their own web environment.
17. **Question:** Page 15, Section 2.2 – Qualification of Bidders, paragraph (e): Will reports and numbers be provided in order to identify staffing ratios and numbers?
Answer: This question is unclear.
18. **Question:** Page 7, Section 1.2 Purpose, paragraph 15: How many full time Case Managers and Part - Time Case Managers does the current TPA have working on MY MIF?
Answer: DFS cannot outline the current internal procedures and staffing of the current fund administrator. Interested bidders must describe their own internal procedures and staffing plans for consideration.
19. **Question:** Page 7, Section 1.2 Purpose, paragraph 15: How many full time and part time Claims Examiners/Claim Assistants does the current TPA have working on NY MIF?
Answer: DFS cannot outline the current internal procedures and staffing of the current fund administrator. Interested bidders must describe their own internal procedures and staffing plans for consideration.
20. **Question:** Page 5, section 1 paragraph 1.2: Submit weekly electronic claims register identifying claims for payment and supporting documentation for each claim to the Department (such as copies of invoices) in a format acceptable to the Department. How is this being done? Is this just a report ran out of Juris that will be sent via email?
Answer: Currently, a file is submitted via email on Wednesday of each week. A separate file is submitted to the Department of Tax and Finance with payment instructions. The Department is



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unable to address your question regarding Juris. The Department does not require use of a specific software program for these purposes, provided the required functionality is met.

21. **Question:** Page 10, Section 2, C Consumer Services, Item #4: The Contractor shall make the application and claim forms in a format that is downloadable from the website and shall provide information on the submission of application materials and claim forms. Who owns the website?

Answer: Please see answer to question #13.

22. **Question:** Page 17, Section 2.3 Performance requirements, Item # H: 95% of all written correspondence including e-mail will be acknowledged within the next business day, calculated on a monthly basis. For written response, the turnaround time shall be measured from the date the correspondence is received. Where is this email going, what is the process for review to ensure we are meeting the SLA?

Answer: It is the contractor's responsibility to have procedures in place to ensure that responses to correspondence, including email, meet timeframes and that the contractor will be able to demonstrate same. DFS may audit the contractor to determine whether these timeframes are being met.

23. **Question:** Section 2.3: It is the Departments intent to award the contract effective August 1, 2016 for a period of 5 years, yet Section 2.3 Performance Requirements indicates that Contractor must be fully operational by September 1, 2016. Is the intent that there will be a 30 day transition period from the current administrator to the new one?

Answer: Yes.

24. **Question:** RFP shows 29,100 claims processed for all of 2014. Please provide the number of claims processed in each quarter:

- a. 1Q 2014
- b. 2Q 2014
- c. 3Q 2014
- d. 4Q 2014

Answer: DFS does not have that information readily available.

25. **Question:** RFP indicates approximately 10,500 claims process during 1Q 2015. Please provide the number of claims process in each subsequent quarter:

- a. 2Q 2015
- b. 3Q 2015

Answer: DFS does not have that information readily available.

Additionally submitted questions:

26. **Question:** Currently, how many people work on the program from the current vendor?

Answer: See Questions 18 and 19 above.



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27. **Question:** What is the current case management staff?
Answer: See Questions 18 and 19 above.
28. **Question:** Do you require all staff to be located in NY?
Answer: No.
29. **Question:** What is the projected number of enrollees in year five of the contract?
Answer: The information is not available at this time.
30. **Question:** In addition to having a system to accept electronic submission of claims, does the vendor also have to be able to receive eBills?
Answer: The term “eBill” is not uniformly defined across all uses and industries. The bidder should clearly describe its own capabilities for consideration.
31. **Question:** What does the pharmacy spend annually? OK to use the 2015 YTD through Sept 2015?
Answer: The MIF program does not have a pharmacy.
32. **Question:** Does the state have any requirements regarding reimbursement to pharmacies?
Answer: The scope of your question is not clear, however MIF specific requirements for reimbursement for medications may be found at 10 NYCRR 69-10.21(d). Please note that if the successful bidder will be sub-contracting with a pharmacy benefit manager, the PBM must be approved by the Department of Health.
33. **Question:** Would it be possible to obtain a data file containing prescription drug spend data for analysis purposes, preferably 12 months’ worth?
Answer: No.