
Purchasing Services

TO: All Bidders
RFP: UH-P26-001
No Fault/Workers' Compensation Accounts
Receivables Management Services

DATE: August 15, 2025

FROM: Jennifer Eliopoulos
Purchasing Manager

Subject: Addendum # 1

ADDENDUM # 1

The following constitutes Addendum #1 to the above referenced solicitation. This addendum includes the following parts:

Part 1: Addendum #1 Introduction.

Part 2: Answers to questions asked by prospective bidders. Duplicate questions are responded to only one time in the addendum.

Part 3: Additions, deletions, clarifications, and modifications to the RFP, if applicable.

NOTE: Major revisions are included, please review carefully.

It is the bidder's responsibility to ensure that all changes are incorporated into the original RFP.

All other instructions, terms and conditions of the RFP shall remain the same

ADDENDUM # 1 INTRODUCTION

This addendum is intended to answer questions that were asked during the question period.

PART 2

Answers to Questions

Note: Some questions have been paraphrased in the interest of readability and clarity. Each question is referenced by the appropriate RFP page number(s) and section, where applicable. Answers provided are to the best of our knowledge.

Number	Page #	RFP Section Reference	Question	Answer
1.	N/A	General	Do we need to retain legal counsel to support litigation or appeals for problematic claims?	No, we have legal counsel retained to handle all arbitration cases for NF and WC claims
2.	N/A	General	Could you please clarify whether the inventory includes both legacy and active EPIC accounts? If so, is there a breakdown of volume or age of accounts by category?	Inventory will only include EPIC claims
3.	N/A	General	Will we have access to medical records, or can we expect to receive them within 2-3 business days from the date of request?	Since all billing is completed in EPIC system, we have a workflow to attach medical records to all NF and WC claims in place
4.	N/A	General	What is the contingency fee currently being paid to the incumbent vendor?	2.95% for In-Patient & Same-Day Surgery 7.75% for Outpatient Accounts
5.	N/A	General	Is there any historical recovery rate or performance data available for the current or previous vendor(s) that can be shared?	Refer to Attachment A
6.	N/A	General	Will the selected vendor be expected to provide legal representation for arbitration or litigation related to denied claims?	No, we have legal counsel retained to handle all arbitration cases for NF and WC claims
7.	2	B) Forms 5-8	For the forms we need to sign relating to investment activities in Iran and Russia/Belarus are these standard compliance forms or are these needed because the project will include NF/WC AR Management services for international based patients who reside in these countries?	These are standard required forms during the bidding process.
8.	5	1.2	What is your average monthly or annual volume of Workers' Comp and No-Fault claims? Please provide volume and dollar value.	Refer to Attachment A

9.	5	1.2	What is the current monthly cash collected from Workers comp / No Fault payors?	Refer to Attachment A
10.	5	1.2	Will there be any backlog included as part of scope?	Nothing past 11/2024 dates of service
11.	5	1.2	For the statistical data chart, we are only looking at Comp Liability and No-Fault data columns, correct? Are you able to provide the number of accounts the contractor would receive on a monthly basis for this project in an effort to gain insight on the monthly volume of work?	Refer to Attachment A
12.	5	1.2	Could we receive the monthly cash collections and volumes broken out by month for the past 12 months?	Refer to Attachment A
13.	12	3.2.1	Is the project currently being handled in-house by University Hospital staff? If so, how many FTEs are currently assigned?	This scope of work has been outsourced for several years
14.	12	3.2.3.2	What is the process currently used by UH for billing and follow-up on secondary insurance after Medicare?	Medicare is not part of the scope of work for these claims
15.	13	3.3	Who is responsible for working the billing edits vendor or UH staff?	Vendor
16.	13	3.3	What payers is UH currently contracted with?	For WC and no-fault claims Horizon Casualty and Qualcare WC NF we are out of network for all other NF and WC payors
17.	13	3.3	Does it include physical therapy claims, physician billing and or EMS claims?	EMS – No Physician Billing – Yes, billed by APN or CRNA
18.	13	3.3	What documentation do you currently collect and provide with claims (e.g., medical records, proof of causality)?	Medical records as required
19.	13	3.2.5	Does this require an in-person staff member on-site at UH, or can a number be provided to speak with a remote staff member?	Yes, at least 2 to round IP and ER Obtain signatures for PLIGA applications
20.	13	3.2.6	What do you mean by contractor must have ability to do daily pickup and delivery onsite? Does this mean the contractor would be required to be onsite University Hospital Monday-Saturday? What is the daily pickup and delivery process? What is being dropped off and picked up?	Correspondents, PLIGA applications
21.	13	3.2.6	Does this requirement of daily pick-up and delivery apply to this RFP?	Yes, Correspondents, PLIGA applications

			What would need to be picked up or delivered?	
22.	13	3.2.7	How soon after payments are deposited to University Hospital's bank account are the payments reported to the Contractor, to ensure prompt balance updates and full compliance with FDCPA?	Daily posted payment reports as sent to each contractor as this is standard.
23.	13	3.3.3	Is there a grace period for receiving a claim before the payor's filing deadline, in order to avoid a reduction in the Contractor's invoice due to overaged claims?	The claims are assigned to the NF WC vendor
24.	13	3.3.6	If the contractor discovers third party insurance primary to No Fault or Workers Comp and provides it to the hospital, and the primary insurance pays, is there any fee, even a flat finder's fee, that could be negotiated or is no fee arrangement open for discussion in these instances?	Finders fee for commercial payors is applied to the invoice for these claims
25.	13	3.3.6	Will the bill be generated through the Hospital's Epic system and sent out via their mailroom?	NF WC claims are billed through EPIC / Waystar is our EDI vendor claims are submitted primarily electronically / hard copy only if required per payor
26.	14	3.4	Is vendor responsible for doing the adjustments directly in EPIC?	Yes
27.	14	3.5.2	Please confirm billing will be initiated through the Epic system (as opposed to Section 2.2 on page 11, which defines Waystar as the system used).	All work in performed through EPIC / Waystar is our EDI system
28.	14	3.5.2	What technology and systems are currently being used to manage No Fault/Workers' Compensation AR?	EPIC / Waystar
29.	14	3.5.2	Is a claim scrubber tool currently used as part of the billing process? If so, which one?	EPIC / Waystar
30.	15	3.7.1	What is the current status of aging and existing accounts receivable (AR) related to No Fault and Workers' Compensation accounts?	Refer to Attachment A
31.	18	4.5	None of the insurance requirements present an issue, we just have one question. Is there wiggle room for the Worker's Compensation Insurance limit? Our current limit is \$500,000 and that number was given to us after our insurance company performed an audit	In your response, indicate this and it will be reviewed accordingly.

			based off our company size and structure.	
32.	25	5.4	We would like to confirm our understanding regarding the page limit: is the intent to allow up to fifty (50) pages per section, rather than a total of fifty pages across the entire submission? If so, for four sections, the total would be a maximum of 200 pages, is that interpretation, correct?	The intent is to keep the responses at a total of 50 pages and to utilize appendices as they are exempt from that limit.
33.	29	5.7.2/5.7.5	Is UH looking for the contractor to have a minimum amount of employees dedicated to this work? Are there are requirements regarding the size of the company competing in the RFP?	The vendor should review the scope of work and determine appropriate staffing levels. While two staff members are currently assigned to meet with trauma patients during their inpatient stay, these staffing levels may be adjusted based on the vendor's assessment. UH would also like to maintain the flexibility to scale staffing as needed.
34.	29	5.7.6	Does the contractor have to have identical contracts in place currently with clients in the state of NJ in order to participate?	Vendor's experience should be similar to the size and scope of those required in the RFP.
35.	29	5.7.6	If the contractor has had contracts of this scope previously with PA based hospitals, can we allude on multiple examples that include contracts that existed with clients outside of NJ?	Yes
36.	29	5.7.6	If contractor has contract in place for Early Out/Bad Debt work and part of that project includes insurance discovery and follow up, working denials, etc. for NJ based hospitals both currently and has had similar contracts previously, can we allude on these types of examples even if these contracts extend beyond insurance AR, but also regular Early Out and Bad Debt work?	This RFP pertains to NF and WC claims only
37.	35	8.2	For No Fault & Workers' Compensation outpatient accounts where insurance is discovered, the Contractor shall be paid a flat discovery fee. However, Section 3.3.7 states the vendor is responsible for secondary billing. Will the vendor be paid commission on secondary billing? (Note: Section 3.3.6 states	Secondary billing remains with the primary assigned payor. in this example NF primary commercial secondary. Billing and follow- up remains with the staff assigned to the primary payor of NF

		primary insurance is to be sent back to the hospital for no commission. See Pricing Sheet page 35, Section 8.2 regarding flat fee.)	
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PART 3

Additions, Deletions, Clarifications and Modifications to the RFP

Number	Page #	RFP Section	Additions, Deletions, Clarifications and Modifications
1	Attachment A	N/A	Refer to Attachment A for Additional Data

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS REMAIN UNCHANGED.

END OF ADDENDUM # 1

ATTACHMENT A

ADDITIONAL DATA

— PLACEMENT ANALYSIS

AGE AT IMPORT BY PLACEMENT MONTH

	A 0 - 30	B 31 - 60	C 61 - 90	D 91 - 120	E 121 - 150	F 151 - 180	G 181 - 360	H 361 - 720	I > 720	Grand Total
Jun-23	583 / \$9,050,532	24 / \$296,386	55 / \$166,693	10 / \$132,116	16 / \$69,070	9 / \$646,777	33 / \$233,303	11 / \$119,526	5 / \$702,533	746 / \$11,416,937
Jul-23	570 / \$7,236,657	63 / \$341,175	14 / \$75,615	28 / \$76,617	4 / \$27,549	6 / \$16,624	26 / \$142,706	7 / \$120,371	4 / \$286,119	722 / \$8,323,433
Aug-23	594 / \$5,472,899	67 / \$429,999	26 / \$95,799	40 / \$43,856	8 / \$8,898	13 / \$73,636	35 / \$430,221	18 / \$137,244	6 / \$189,748	807 / \$6,882,300
Sep-23	569 / \$6,299,911	40 / \$1,070,166	54 / \$157,225	12 / \$140,172	22 / \$38,002	10 / \$21,694	29 / \$155,409	13 / \$276,031	5 / \$31,187	754 / \$8,189,797
Oct-23	535 / \$7,184,913	27 / \$104,562	84 / \$60,265	7 / \$17,407	6 / \$46,665	11 / \$66,269	27 / \$172,033	12 / \$150,973	3 / \$14,531	712 / \$7,817,619
Nov-23	522 / \$4,573,499	16 / \$118,348	86 / \$111,286	15 / \$88,102	12 / \$41,143	10 / \$81,096	34 / \$5,335,404	5 / \$66,558	1 / \$152,200	701 / \$10,567,636
Dec-23	463 / \$5,824,888	13 / \$56,081	88 / \$435,769	9 / \$48,875	9 / \$65,391	6 / \$13,156	38 / \$242,839	10 / \$145,166	7 / \$4,011	643 / \$6,836,175
Jan-24	498 / \$5,504,615	26 / \$109,377	93 / \$860,683	18 / \$112,097	10 / \$96,576	2 / \$3,278	33 / \$1,055,108	37 / (\$88,591)	30 / (\$62,474)	747 / \$7,590,670
Feb-24	417 / \$8,543,829	16 / \$204,654	108 / \$172,100	10 / \$149,446	17 / \$77,103	8 / (\$217,260)	22 / \$251,743	11 / (\$169,322)	10 / \$201,907	619 / \$9,214,199
Mar-24	521 / \$5,227,111	101 / \$268,282	38 / \$846,960	7 / \$391,563	10 / \$42,102	6 / \$56,548	28 / \$170,793	11 / \$16,305	5 / (\$96,786)	727 / \$6,922,878
Apr-24	532 / \$4,588,592	96 / \$154,506	14 / \$88,390	17 / \$71,731	6 / \$10,063	11 / \$39,316	40 / (\$12,598)	16 / \$108,351	10 / \$35,393	742 / \$5,083,744
May-24	603 / \$5,390,707	54 / \$94,024	59 / \$81,830	13 / \$61,241	17 / \$83,982	4 / \$5,951	40 / \$277,152	15 / \$59,490	7 / \$10,010	812 / \$6,064,386
Jun-24	591 / \$7,785,523	40 / \$128,077	90 / \$69,781	7 / \$73,708	14 / \$35,308	10 / \$11,054	36 / \$162,613	14 / \$140,877	6 / (\$4,803)	808 / \$8,402,138
Jul-24	628 / \$14,853,278	31 / \$418,478	85 / \$131,902	3 / \$46,043	5 / \$49,020	7 / \$30,603	21 / \$135,034	16 / \$343,494	3 / \$98,861	799 / \$16,106,713
Aug-24	575 / \$6,401,723	20 / \$972,046	81 / \$189,304	10 / \$103,143	4 / \$29,200	4 / \$5,751	33 / \$228,514	13 / \$61,317	5 / \$3,103,943	745 / \$11,094,940
Sep-24	527 / \$7,602,362	34 / \$469,233	86 / \$128,505	16 / \$123,967	9 / \$16,471	8 / \$468,675	21 / \$29,473	8 / \$246,418	5 / (\$83,839)	714 / \$9,001,265
Oct-24	702 / \$12,780,429	35 / \$445,795	87 / \$51,883	13 / \$109,616	19 / \$285,819	12 / \$108,580	27 / \$250,323	12 / \$303,537	8 / \$151,080	915 / \$14,487,061
Nov-24	252 / \$3,992,624	30 / \$148,544	50 / \$399,777	12 / \$450,499	7 / \$33,327	7 / \$97,333	20 / \$3,173,486	35 / \$6,424,705	26 / \$3,442,087	439 / \$18,162,383
Dec-24		28 / \$259,405	44 / \$517,166	4 / \$51,270	7 / \$76,362	1 / \$7,000	29 / \$169,066	12 / \$199,518	8 / \$67,107	133 / \$1,346,893
Jan-25		1 / \$478	28 / (\$14,708)	2 / \$2,266	6 / \$802,946	3 / \$41,147	11 / \$182,152	11 / (\$230,308)	1 / \$47	63 / \$784,021
Feb-25			3 / \$2,334	11 / \$65,137	8 / \$25,515	6 / \$137,872	37 / \$373,812	12 / \$87,997	6 / \$26,652	83 / \$719,319
Mar-25					5 / \$51,212	13 / \$81,478	14 / \$17,935	14 / \$211,582	7 / \$97,252	53 / \$459,459
Apr-25						16 / \$200,850	31 / \$316,751	87 / (\$78,643)	186 / \$762,365	320 / \$1,201,324
May-25							71 / \$1,120,962	74 / (\$213,369)	7 / \$44,318	152 / \$951,911
Grand Total	9,682 / \$128,314,092	762 / \$6,089,612	1,273 / \$4,628,560	264 / \$2,358,873	221 / \$2,011,725	183 / \$1,997,425	736 / \$14,614,236	474 / \$8,439,225	361 / \$9,173,452	13,956 / \$177,627,200

— RESOLUTION OF A/R

	Starting Balance	Payments	Charges	Adjustments	Closed Balance	Current Balance	Liquidation %	Resolution %
2021	\$140,441,171	-\$34,906,098	\$139,772,280	-\$129,923,785	\$104,650,843	\$978,021	25%	99%
2022	\$82,643,169	-\$37,790,521	\$154,648,303	-\$105,168,456	\$77,699,728	\$1,448,543	46%	98%
2023	\$106,719,280	-\$35,507,503	\$144,613,610	-\$118,299,178	\$80,360,033	\$4,663,546	33%	96%
Jan-24	\$7,590,670	-\$2,567,488	\$10,121,079	-\$6,790,053	\$6,927,538	\$415,821	34%	95%
Feb-24	\$9,214,199	-\$3,831,819	\$11,806,952	-\$11,460,650	\$4,327,180	\$540,144	42%	94%
Mar-24	\$6,922,878	-\$3,432,165	\$13,551,196	-\$10,452,188	\$4,146,980	\$1,353,848	50%	80%
Apr-24	\$5,083,744	-\$2,010,048	\$10,983,481	-\$7,611,424	\$4,645,855	\$1,009,540	40%	80%
May-24	\$6,064,386	-\$1,732,855	\$11,456,353	-\$6,017,486	\$7,057,955	\$1,768,387	29%	71%
Jun-24	\$8,402,138	-\$2,825,583	\$14,920,418	-\$7,799,495	\$10,555,527	\$696,192	34%	92%
Jul-24	\$16,106,713	-\$1,983,489	\$18,174,138	-\$5,422,213	\$15,456,322	\$1,564,771	12%	90%
Aug-24	\$11,094,940	-\$1,463,541	\$12,217,886	-\$8,705,872	\$9,102,442	\$3,023,448	13%	73%
Sep-24	\$9,001,265	-\$1,583,863	\$13,397,995	-\$7,311,712	\$9,635,583	\$2,257,340	18%	75%
Oct-24	\$14,487,061	-\$2,409,886	\$16,341,207	-\$9,144,841	\$14,083,155	\$2,949,188	17%	80%
Nov-24	\$18,162,383	-\$273,097	\$2,829,984	-\$668,518	\$18,617,813	\$451,640	2%	98%
Dec-24	\$1,346,893	-\$221,986	\$1,876	-\$362,895	\$448,141	\$311,960	16%	77%
Jan-25	\$784,021	-\$75,216		-\$698,171	\$746	\$35,311	10%	95%
Feb-25	\$719,319	-\$104,388		-\$369,608	\$70,920	\$237,692	15%	67%
Mar-25	\$459,459	-\$102,239	-\$33,439	-\$178,383	-\$45,000	\$203,181	22%	56%
Apr-25	\$1,201,324	\$29,906	-\$132,203	\$184,622	\$276,957	\$1,063,410	-2%	11%
May-25	\$951,911	-\$2,071	-\$633,858	\$3,037,514	-\$771,760	\$3,096,524	0%	-225%
Grand Total	\$447,396,923	-\$132,793,951	\$574,037,259	-\$433,162,793	\$367,246,957	\$28,068,507	30%	94%

— COLLECTIONS AFTER IMPORT

AGED CASH RECEIPTS BY POSTING DATE

Posting Date	Aged From Discharge									Grand Total
	A 0-30	B 31-60	C 61-90	D 91-120	E 121-150	F 151-180	G 181-360	H 361-720	I > 720	
Jun-24		\$1,797	\$282,150	\$687,421	\$284,088	\$231,231	\$720,920	\$307,418	\$46,714	\$2,561,740
Jul-24	\$50	\$16,061	\$368,738	\$963,824	\$756,825	\$318,105	\$1,339,538	\$76,411	\$97,145	\$3,936,697
Aug-24	\$32,888	\$288,051	\$441,820	\$107,444	\$132,229	\$542,073	\$950,287	\$289,136	\$242,750	\$3,026,678
Sep-24	\$412	\$540,574	\$144,158	\$927,429	\$623,239	\$361,801	\$607,432	\$93,508	\$693	\$3,299,246
Oct-24	\$764	\$48,051	\$827,272	\$519,383	\$83,345	\$917,298	\$569,062	\$254,326	\$31,227	\$3,250,729
Nov-24	\$2,775	\$99,745	\$182,038	\$149,295	\$281,804	\$136,599	\$752,601	\$111,398	\$25,300	\$1,741,555
Dec-24		\$184,227	\$545,480	\$322,468	\$425,555	\$298,572	\$687,683	\$360,819	\$96,904	\$2,921,709
Jan-25			\$183,444	\$193,698	\$272,749	\$592,738	\$818,854	\$239,540	\$71,946	\$2,372,968
Feb-25			\$829	\$456,681	\$441,895	\$267,366	\$455,145	\$647,424	\$114,210	\$2,383,550
Mar-25				\$568	\$195,338	\$434,543	\$344,862	\$106,211	\$25,409	\$1,106,931
Apr-25						\$270,193	\$482,083	\$124,657	\$24,364	\$901,296
May-25						\$21,134	\$541,318	\$141,355	\$37,005	\$740,812
Grand Total	\$36,889	\$1,178,505	\$2,975,929	\$4,328,210	\$3,497,067	\$4,391,653	\$8,269,786	\$2,752,203	\$813,667	\$28,243,911