Non-VA Care Claims Processing RFI - Questions and Answers

Question 1) A claims processing and payment system requires enrollment of care providers prior to accepting claims for payments to the services provided to the beneficiaries. Is the VA requiring enrollment of the "independent licensed health care practitioners" in the new centralized claims processing system or are those providers available in another system to be available via data interfaces?

Answer –Yes, the new centralized claims processing system must maintain care provider information.

Question 2) Does the VA expect processes other than the ones identified below for Revenue Cycle Management in the new centralized claims processing?

o   Identification of other payers (insurance) from the veterans for cost avoidance or co-ordination of benefits
o   Creation of central repository of accounts receivables and payables
o   Payment cycle creation and processing

Answer –Yes, examples of other processes the VA expects are listed below. However, this list is not all-encompassing. Additional processes may be required by the time this requirement is solicited.

- Identification of individual VA facility that non-VA payments and authorizations were made under
- Notification of non-VA authorizations for pre-certification and logic to only provide those with a need for pre-certification
- Notification of authorization updates for pre-certification
- Communication with eIV or local VistA instance for new or updated insurance information
- Notification of cancelled or corrected payments
- Interface with individual VistA instances
- Ability to parse information to the correct VistA instance based on the Non-VA Care program or authority that the authorization or payment is associated with

Question 3) #7 of the High Level Technical Functional Requirements list in the RFI states that vendors must "Use software components/tools that are already supported / approved via the VA Technical Reference Model."

a.   Currently there seems to be only one Claims Processing Solution that is already supported/approved on the VA TRM. Does the VA anticipate approving additional Claims Processing Solutions in the near future?

Answer - While specific Applications may not be on the TRM – the components that make them up must be; Example - if an application uses a database – that database software must be on the

TRM (i.e. Oracle/MS SQL), if the solution uses a server operating system (OS) then that OS must be on the TRM.

b.   We feel this requirement limits industries ability to provide a scalable and sustainable product solution. If the Offeror can show that a non-VA TRM approved product (or collection of products) is/are best suited to achieve the stated goals, will the VA consider allowing the Offeror to go through the VA TRM product approval process as part of their technical solution? Would the government kindly complete this requirement?

Answer – A solution that is not fully TRM compliant at the time of award will not meet VA's requirement. VA anticipates that TRM compliance will be a requirement in the forthcoming solicitation for this requirement.

Question 4) The RFI language suggests that Offeror only recommend one product. Can Offerors recommend multiple products for specific tasks as listed in the High Level Technical Functional Requirements list?

Answer – As long as the products being recommended are integrated, do not have separate licensing costs, or require modification to work together, then multiple products (i.e. suite of products that function as one solution) can be recommended

Question 5) The RFI language suggests that the Offeror must already have a solution product in mind in order to respond to this RFI, will the VA allow for any kind of assessment phase during the anticipated awarded contract to determine if the product/solution will need any additional modifications, or must the Offeror have a full understanding of all the systems in advance and go in to a straight implementation of the proposed product/solution?

Answer – While VA does not expect potential offerors to have a full understanding of all VA systems during this RFI period, VA will require offerors to demonstrate their knowledge in the area of medical claims processing when this requirement is solicited. The requirements will be more defined when the solicitation is released. VA anticipates providing potential offerors with enough information on the VA environment to propose an implementable solution.