

DISCLAIMER:

This RFI (Request for Information) is issued solely for information and planning purposes and does not constitute a solicitation. This RFI is intended to get industry feedback for a new solicitation for the Department of Veteran's Affairs (VA). The anticipated solicitation will be for claims processing services and support. The VA is not seeking proposals at this time and will not consider unsolicited proposals provided in response to this RFI.

All responses will be in the form of information and materials. This announcement serves as a notice and invitation to ask for industry assistance in responding to the attached questionnaire. All information received in response to this RFI that is marked as proprietary will be handled accordingly. In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI.

BACKGROUND:

VHA's Non-VA Medical Care Program allows the VA to refer eligible Veterans to non-VA providers for health care related services when the VA cannot provide the necessary services due to the capacity of the VA, the nature of the services required, the geographic availability of such services and the emergent need for services. When the VA refers an eligible Veteran to the community providers for non-VA medical care, the non-VA providers bill the VA for the care they provide. These bills are submitted to the referring VA facility via Electronic Data Interchange (EDI) as a Health Insurance Portability and Accountability Act (HIPAA) compliant transaction or through the mail via paper invoice on a CMS 1450 or CMS 1500. When claims are received by the local VA medical center or consolidated payment center, they are put into VA's claims processing system and processed by administrative staff for payment to the appropriate community health care provider. The claims processing activity requires general knowledge of health care billing and Veteran eligibility for non-VA medical care. Office of Community Care (OCC) provides procedure guides and SOPs for the processing of claims.

Contracted resources will be required to enable remote processing capabilities in multiple VA locations from their work location.

PURPOSE:

The VA intends to contract with vendor(s) that can provide assistance with processing the aged or aging health care claims in the VA's nationwide inventory. Aged or aging claims are any claims over 22 days old. This support would include processing the aging claims inventory and providing continuous support, as necessary, to prevent aged claims (>30 days).

WRITTEN RESPONSES:

Please provide a brief explanation in response to each question below. Responses can be submitted to james.moran3@va.gov. Responses are due 12PM Mountain Time, September 29, 2017.

1. What is your company's ability to perform all VA functions for processing medical (current or Aged) claims?
2. Is your company familiar, and have actual experience, with the Fee Basis Claims System (FBCS)?
3. Is your company familiar, and have actual experience, with the VA Fee Authorization Process?
4. Is your company familiar, and have actual experience, with the Computerized Patient Records System (CPRS)?
5. Is your company familiar, and have actual experience, with Payment processes?
6. Can your company provide claims processing support off-site and on-site?

7. When providing hourly claims processing support, what is the average number of claims completed, or expected to be completed, per hour?
8. Can your company ramp-up or ramp-down its capacity to process claims to meet large fluctuations in the amount of current claims and the aged claims inventory?
9. Does your company have experience with Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS) and the current revision of the International Classification of Diseases?
10. Does your company have experience with determining the appropriate payment amounts and appropriate diagnostic and procedural coding for all CMS-1500, CMS 1450/(UB04) and other claim forms?
11. Does your company currently have any contracts with the VA or other U.S. Government agencies providing claims processing services, claims auditing services, medical billing services, or any similar services? If so, please provide the contract number, department name, agency name, if applicable, and a brief description of the work being performed.
12. The VA anticipates training an initial group of contractor employees at a VA facility who will then train co-workers. Could your company support this training method and how many trainers do you estimate you would maintain on staff?
13. Contractor employees will be subject to background security investigations and will be required to obtain Personnel Identity Verification (PIV) cards prior to gaining access to VA facilities, files, and computer systems. Can your company expeditiously meet these requirements?

When responding please include your small business status if applicable, DUNS number, and any applicable GSA contracts you have. This RFI does not obligate the VA to release a solicitation.