

RFP / TITLE

CONTACT

EMAIL

PHONE NUMBER

SUBMITTAL DUE DATE

Q&A ISSUE DATE

QUESTIONS & RESPONSES #04

072143 Workers' Compensation Third Party

Claims Administration

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SEPT 3, 2024 @ 2:00 PM (PDT)

AUG 12, 2024

#	Question	Answer	Question #
1	Could you please provide us with a 5 year loss run for both the Port of Tacoma & The Northwest Seaport Alliance. It is most helpful for the loss run to include open/closed claim status and Indemnity/Medical Only status with financials. We need to know number of open claims broken out by claim type as well as incoming volume of new claims per year.	Please see posted addendum 01.	Q-002164
2	Can you please share the excess carrier for both entities as well.	We do carry excess WC insurnace, but no we will not share who we use.	Q-002164
3	Will you be providing a loss run? If so, will you be able to provide 3-5 years of history?	Please see answer to question 01.	Q-002167
4	Who is the incumbent TPA?	Eberle Vivian	Q-002167
5	In regards to the excess carrier we would need to confirm we are approved in order to respond to the RFP.	The excess carrier is Safety National	Q-002169
6	<p>Claims Data</p> <p>To provide accurate and competitive pricing, we ask if the Port can provide detailed Workers' Compensation claims data 01/01/2019 thru 07/31/2024. This MS Excel loss data should include but not be limited to:</p> <p>a.Dates: Loss Date, Report Date, Close Date, Coverage Year / Calendar Year</p> <p>b.Claim Status: Open, Closed, Re-Opened</p> <p>c.Litigation: Yes or No data <input type="checkbox"/></p> <p>d.Employee: Job Description / Class Code / Department</p> <p>e.Claim Type: Lost Time, Medical-Only, Incident/Report Only</p> <p>f.Expenses:</p> <p>i.[1] Reserves, [2] Paid, [3] Total Incurred for the following columns: <input type="checkbox"/></p> <p>o(a) Indemnity, (b) Medical, (c) Legal, (d) Other and (e) Total Incurred</p>	Please see loss/run report in Addendum 01	Email
7	<p>How many Port employees will need access to the TPA's claims management system and have personalized dashboards?</p> <p>a.How many with a simple viewing capability?</p> <p>b.How many need to have read & write reporting capabilities?</p>	I don't believe anyone needs writing capabilities. 2-3 need view only and dashboard would only be a "nice to have feature".	Email
8	In addition to regularly scheduled quarterly claims review meetings, approximately how many additional administrative meetings does the Port require from its TPA partner?	It depends on the claims and the efficiency of the TPA. As long as we feel things are moving well, quarterly is fine, if we have deficiencies, then we will require more meetings.	Email
9	Will remote meetings instead of in-person ones be permitted?	Yes.	Email
10	Please provide the total number of open indemnity claims effective 8/1/2024.	Please see loss/run report in Addendum 01	Email
11	Please provide the total number of open indemnity claims with a DOI prior to 2019.	Please see loss/run report in Addendum 01	Email
12	Please provide the in-force contract / current addendum for WC claims administration and medical management services.	Decline. RFP should explain contract needs.	Email
13	Will all open claims from all prior years be transferred to a new claims administrator?	Yes.	Email
14	<p>Does the Port utilize the incumbent's nurse case managers or a separate vendor?</p> <p>a.What is the average number of annual telephonic nurse case mgr. assignments per year for the past three years?</p> <p>b.What is the average number of annual field nurse case mgr. assignments for the past three years?</p>	TPA assigns NCMs with organizational approval.	Email
15	If there is no NCM detail, what was the Port annual spend for Nurse Case Management 01/01/2021 thru 12/31/2023 broken down between telephonic and field assignments?	Not available	Email
16	Does the Port utilize the incumbent's PBM services or a separate vendor?	Decline	Email

17	May we have three years of PBM data? a. For preferred pricing and an annual flat annual rate option, we ask for detail to include <in order of priority>: <input type="checkbox"/> Number of bills <input type="checkbox"/> Total paid <input type="checkbox"/> Total Savings <input type="checkbox"/> What percentage of pharmacy is through mail order <input type="checkbox"/> Annual aggregate incurred totals <input type="checkbox"/> Gross Savings <input type="checkbox"/> Net Savings	Not available	Email
18	Does the Port utilize the incumbent's Bill Review services or a separate vendor?	Decline	Email
19	May we have three years of Bill Review data? a. For preferred pricing and an annual flat annual rate option, we ask for detail to include <in order of priority>: <input type="checkbox"/> Total billed charges <input type="checkbox"/> Total fee schedule/LCR savings <input type="checkbox"/> Total PPO reductions <input type="checkbox"/> Gross Savings <input type="checkbox"/> Net Savings <input type="checkbox"/> Total out of network/specialty review reductions	Not available	Email
20	Does the Port utilize the incumbent's Utilization Review services or a separate vendor?	Decline	Email
21	May we have three years of Utilization Review data? a. For preferred pricing and an annual flat annual rate option, we ask for detail to include <in order of priority>: <input type="checkbox"/> Total number of RFAs annually for the past 3 years <input type="checkbox"/> Total number of adjuster approvals for the past 3 years <input type="checkbox"/> Total number of nurse reviews for the past 3 years <input type="checkbox"/> Total number of peer reviews for the past 3 years <input type="checkbox"/> Gross Savings <input type="checkbox"/> Net Savings	Not available	Email
22	What have been the Port's annual subrogation recoveries 01/01/2019 thru 12/31/2023	Not available	Email
23	What is the incumbent's percentage of saving "fee" for subrogation, and is there a maximum cap?	Not available	Email
24	Will you be able to provide the claim types on your loss run? Indemnity vs MO and Report Only.	Please see addendum 02	Q-002172