

Disability Medical Services RFP Questions and Answers – SEPTEMBER 1, 2017

1. Please provide the current process for ascertaining the effective date of any benefit payable and provide greater detail as to what is required of the vendor in this analysis.
 - FCERA is required to determine an applicant's effective date pursuant to state law. To facilitate this process, the vendor(s) may be required to, through the review of medical records, ascertain when an applicant's condition was deemed permanent. The vendor(s) may also be required to determine when the applicant could have known his or her condition was permanent.
2. Please confirm Proposer would receive the **completed** disability packet from FCERA and not the Applicant?
 - Members submit their disability applications to FCERA. If an application is complete, FCERA will accept the application for processing. FCERA will then provide to vendor(s) the member's application, the member's physician's statement, the member's job description and essential functions inventory, and the member's "Medical Group" labor classification. It is unlikely that a member will have direct contact with the vendor(s). FCERA will contact the department and workers' compensation provider to obtain records, if applicable
 - The vendor(s), if contracted for comprehensive case/claims management services, may be required to obtain medical records, , and other relevant documentation as needed.
 - Vendor(s) contracted for comprehensive services will be required return a completed disability packet to FCERA for Board consideration. The completed packet will include the items provided by FCERA to the vendor(s), a narrative report prepared by vendor(s) as specified in Section III, Statement of Requirements, Part A Required Service, subsections (h) and (i), including a FCERA Disability Application Board cover letter.
3. Who is the current provider to arrange IME services?
 - FCERA uses two providers to arrange IME services. The providers are ExamWorks and MedLink.
4. Please provide FCERA's current fee schedule for the services currently being utilized to fulfill the services as required by the RFP?
 - We do not contract with the current providers for the range of services as required by the RFP. Therefore, fee schedules for the current providers are not provided.
5. Will the Proposer inherit any claim backlogs? If so, what is the volume of that backlog?
 - No. Existing applications will be resolved by FCERA and will not be passed along to the vendor(s). However, the new service provider may be required to arrange IME referrals for a few existing applications.
6. In Section III Required Services (a) it states "may provide routine contact and direction (oral or written) as needed, with applicants, medical service providers, etc..." Please provide clarification as to what communication is expected of the Proposer.
 - Service provider may be required to contact:
 - the applicant's physician(s) to obtain medical records;
 - the applicant's employer to obtain relevant records, such as Reasonable Accommodation, if applicable;
 - the workers' compensation provider to obtain medical records
 - provide release authorization, follow-up, etc...
 - As stated above in response to question number 2, it is unlikely the selected service provider(s) will communicate with any member applicant. Communication with the member regarding their application will come from FCERA staff. The service provider will not have direct contact with the member.