



PASADENA UNIFIED SCHOOL DISTRICT  
PROCUREMENT SERVICES DIVISION

**ADDENDUM NO. 3**

VIA EMAIL

March 2, 2022

Request for Proposal: **Workers' Compensation Claims Administration and Managed Care Services (RFP) NO. 08-21/22**

**ADDENDUM NO. 3: RFP SECTION 3.18 ANSWERS TO QUESTIONS**

This addendum forms part of the Contract documents and may modify the original Bidding Documents. Any revisions, clarification, deletions and/or additions shall be made to the bid documents for Request for Proposal (RFP) No. 08-21/22. It is mandatory to acknowledge receipt of this addendum (see below).

**ADDENDUM NO. 3 : PUSD Answers to Questions: March 2, 2022**

NOTE: ALL BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM NO. 3

**SIGN AND SUBMIT THIS PAGE WITH THE PROPOSAL SUBMITTED BY MARCH 10, 2022, 2:00 PM PST, RFP SUBMITTAL DUE DATE.**

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**Acknowledgement receipt of this Addendum No. 3**

COMPANY NAME \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

Date \_\_\_\_\_

- **Loss Run Report (142 pages) is part of this Addendum No. 3, see PDF file: Addendum No 3 RFP08-21-22 ATTACHMENT LOSS RUN**

1. Does the PUSD have caseload volumes maximums for each of the following claim types; Indemnity, Future Medical and Medical Only?

**RESPONSE:** *150 for Examiners, 250 for FM Examiner, and 150 for MO Clerk*

2. Regarding the current claim team supporting the city, how many senior examiners, future medical examiners and claims assistants are currently on the program?

**RESPONSE:** *Two (2) Senior examiners and One (1) MO/FT*

3. Is the current claims unit a dedicated unit?

**RESPONSE:** *No – designated claims unit*

4. What is the total number of user I.D. / accesses to TPA RMIS System that the District will require?

**RESPONSE:** *Four (4)*

5. What were your total bill review fees for calendar year 2019, 2020 and 2021?

**RESPONSE:**

- a. CY2021 – 2,682 bills Est \$22,797
- b. CY2020 – 3574 bills Est \$30,379
- c. CY2019 – 5245 bills Est \$44,583

6. What was your gross savings less duplicates for calendar year 2019, 2020 and 2021?

**RESPONSE:**

*Unknown*

7. What were the number of hospital, outpatient and surgery bills reviewed for calendar year 2019, 2020 and 2021?

**RESPONSE:**

- a. CY2021 – 106
- b. CY2020 – 56
- c. CY2019 – 136

8. What PPO networks is Pasadena Unified School District currently utilizing?

**RESPONSE:** *Multiple PPO Networks*

9. What was the total PPO savings for Calendar year 2019, 2020 and 2021?

**RESPONSE:**

- a. CY2021 – Total savings PPO \$86,244
- b. CY2020 – Total PPO savings \$178,724
- c. CY2019 - Total PPO savings \$229,927

10. In section Managed Care Services 7) ~~Referring to the OEO subcontracting requirements~~, please detail how your firm would propose to address this requirement to managed care and medical cost containment services only. ~~Can you please indicate where we can refer to the “OEO”?~~

**RESPONSE:** *Disregard OEO subcontracting requirements section on the question.*

~~11. In the Managed Care Services section 2) Please provide fiscal year 2021 revenue and net income. Please provide both organization-wide revenue/income as well as a further breakdown by service line (i.e. Repricing, Case Management, Utilization Review). Please provide fiscal year 2013 total bill volume and gross charge volume processed.~~

**RESPONSE:** *Not a Question*

12. Just clarifying that you need fiscal year 2013 or is for fiscal year 2021 the total bill volume and gross charge volume processed?

**RESPONSE:** *Correct for 2021*

13. Can you please release a loss run?

**RESPONSE:** *See PDF document*

14. Can you share the current staffing on the program (i.e. how many IND adjusters, how many MO and how many FM or clerical?)

**RESPONSE:** *See response #2*

15. Are you able to share a bill history report so that we can assess potential savings?

**RESPONSE:** *Not available*

16. Are you contracted with any managed care vendors other than Sedgwick?

**RESPONSE:** *No*

17. Who is the current Pharmacy Benefit Manger?

**RESPONSE:** *OPTUM*

18. What is the current Pharmacy spend?

**RESPONSE:** *Unknown*

19. Does the Pasadena Unified School District PBM program utilize an RX Card program and Mail order delivery today?

**RESPONSE:** *Yes, first fill card available. Mail order is an option.*

20. I understand Sedgwick is the current TPA. In addition, is there a Self Insured and Self Administered claims division? If so, how many Adjusters and Open claims?

**RESPONSE:** *Claims are self-insured handled by Sedgewick. There are no Self-Administered claims.*

21. Claims Administration:

Can PUSD please provide a 5-year loss run showing all claims both new and pending broken down by type: medical only, indemnity and future medical?

**RESPONSE:** **Refer to PDF document and pg 4. Of RFP for breakdown.**

22. Claims Administration:

Can the District please provide the staffing model being provided by the current TPA? Please provide the title of the adjusters and how many open claims each one handles broken out by Indemnity, Future Medical and Medical Only.

**RESPONSE:** *See pg.4 of RFP*

23. Claims Administration:  
Are the current claims adjusters dedicated exclusively (working on no other accounts) to the District?

**RESPONSE:** *1 Dedicated 1 Designated*

24. Managed Care: Please provide the average annual volume (2020 & 2021) of medical bills with associated charges, recommended allowance, Gross and net savings. How many pharmacy bills does the District average per year?

**RESPONSE:**  
*Unavailable*

25. Managed Care: Could the District provide the annual volume (2020 & 2021) of Utilizations Review/Request for treatment authorizations completed at the adjuster, nurse, & medical director levels? Of those, how many went to peer review?

**RESPONSE:** *All RFA's go to UR for approval.*

- a. CY2021 – 687 reviews
- b. CY2020 – 465 bills
- c. CY2019 – 900 bills

*Referred to Peer Review*

- a. CY 2021 – 197
- b. CY2020 - 130
- c. CY2019 - 226

26. Managed Care: What is the average annual volume of telephonic case management and field case management cases?

**RESPONSE:**  
a. CY2021 – 193 hours  
b. CY2020 – 888 hours  
c. CY2019 – 1940 hours

27. Managed Care: What is the volume of nurse triage calls?

**RESPONSE:** *Volume is same as average new claims per year - Please see loss run*

28. Manage Care: Does the District currently have an MPN? If so, who administers your MPN and is it a statewide or regional MPN?

**RESPONSE:** *This district participates in the Wellcomp MPN, which is statewide MPN.*

29. Managed Care: Please describe your early intervention services program.

**RESPONSE:** *The district utilizes the Company Nurse programs as initial early intervention program.*

30. Managed Care: On page 24 of the RFP, the District mentions “OEO subcontracting requirements.” Could the District please clarify what these requirements are?

**RESPONSE:** *Disregard OEO subcontracting requirements in sentence.*

31. Is there an Exhibit E? This is in the RFP, page 31:

**Diagnostics**

41) For those candidates that provide diagnostics services only: as an electronic attachment to this RFP (See Exhibit E), you will find an Excel file which lists the top diagnostics procedure codes billed to the District over the last twelve months. Please create an Excel spreadsheet (to be submitted concurrently with your RFP response in electronic format only, on CD with your RFP response) containing your proposed pricing for each procedure code listed in the file.

**RESPONSE:** *Disregard this question*

32. Does the PUSD have caseload volumes maximums for each of the following claim types; Indemnity, Future Medical and Medical Only?

**RESPONSE:** *See answer to Questions #1*

33. Regarding the current claim team supporting the city, how many senior examiners, future medical examiners and claims assistants are currently on the program?

**RESPONSE:** *See response #2*

34. Is the current claims unit a dedicated unit?

**RESPONSE:** *See response #3*

35. What is the total number of user I.D. / accesses to TPA RMIS System that the District will require?

**RESPONSE:** *See response #4*

**END OF ADDENDUM**