Addendum #1 – Questions & Answers

CSRMA Workers' Compensation Claims Administrator RFP

Addendum Issued November 29, 2022

1. Please provide the current staffing model.
   A: Please refer to Section 5.5 "Contractor's Qualification and Staffing" from the RFP for more information. There is a chart included depicting the current staffing model.

2. What is the most current annual claims administration fee?
   A: The current Annual Claims Administration Fee is $249,271.

3. Can you provide additional information regarding the "other fees" noted in the medical bill review summary?
   A: Other Fees include some or all of the following:

   - Out of Network
   - Off Site Review (OSR) or Ancillary vendors
   - Nurse
   - State Reporting
   - Enhanced Audit

4. Did CSRMA undergo a claims system transition? What is the current claims system utilized?
   A: CSRMA utilizes Sedgwick's viaOne system. CSRMA retains all ownership rights to the actual data contained in the system.

5. Can you please confirm the number of reported claims for at least the past 3 years broken down by indemnity and medical only?
   A:

	Indemnity Claims Count	Medical Claims Count
2020-2021	55	48
2021-2022	46	70
2022-23 (partial year, ending 7/1/2023)	9	29

6. Please provide the open inventory count as of October 31, 2022 for:
   a. Medical Only Claims
      A: 30
   b. Indemnity Claims
      A: 168
   c. Future Medical Claims
      A: 72

7. In section 5.5 on page 17 of the RFP (Contractor's Qualifications & Staffing), is the Senior Examiner position currently dedicated exclusively to CSRMA? For the other Claims Examiner position, what is the current caseload of indemnity, future medical, and medical only claims? Is this position dedicated exclusively to CSRMA or is it designated (handling other accounts)?
A: The Senior Examiner and the other examiner are dedicated to CSRMA. Caseload information will not be provided.

8. What is the average volume of cases assigned for TCM in the last 3 years? Please provide the average nurse hours per case assigned to TCM.
A: CSRMA uses ISYS for all nurse case management. We do not have the average nurse hours per *case*, but the average total hours per year is roughly 900.

9. Does CSRMA currently use Nurse Triage for new claim reporting? If so, what is the average annual volume for the last 3 years?
A: Yes, CSRMA's current TPA utilizes nurse triage services through a subsidiary company. This program is voluntary, with 20 CSRMA members participating. Average annual volume for all members combined is approximately 45 calls per year.

10. How many users do you need to have access to our RMIS system?
A: CSRMA staff and several members regularly use the RMIS system. Furthermore, many of these members have multiple users. All CSRMA members have access if they chose to use the system, with the ability to have multiple users each.