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THIRD PARTY ADMINISTRATION SERVICES RFP HARNETT COUNTY HUMAN RESOURCES

Addendum #1

TO: Prospective Vendors
FROM: Renea Warren-Ford, Finance
DATE: February 26, 2025
PROJECT: Third Party Administration Services RFP

NOTICE: All Prospective Vendors, please see questions and answers regarding the Third Party Administration RFP below.

1. How is the service currently being provided?

Currently the preferred method of reporting is using the claims system that allows claims to be filed online 24/7 and has unlimited entries into the claim file notes regarding every aspect of the claim. They also can be filed via phone.

2. Do you require speaking with someone or can this service be provided via an online solution?

Submitting claims online is a great way to submit a claim.

3. Is telephonic nurse case management currently utilized as a solution?

Yes, telephonic case management begins as soon as our medical management receives a notification of an occupational injury. Triage is performed on every case assigned to the appropriate case managers.

Loss Control Services:

4. Please advise the current services being provided by the TPA for loss control?
 - Review of client's program with emphasis on proper management techniques
 - Quarterly Claims Review Meetings
 - Examination and review of loss history to determine problem areas
 - Medicare Data/Reporting Requirements
 - Necessary reporting
5. Would you seek services from Loss Control that would include training, safety program development or review, safety rules review and approval from NC Industrial Commission? Please expand on your loss control service needs.

Safety training and education

Safety and loss control services are provided by an outside consultant as preferred rates
Safety inspection of individual work areas

Re-insurance:

6. What is your current re-insurance structure? Please provide the re-insurance tower outlining retention and layers of coverage?

We are self-insured up to \$1,000,000.00 and an excess coverage policy to cover excess of the \$1,000,000.00. TPA to report claims to excess insurance carrier.

7. Could you clarify in Section 2 -3g if the requirement to contact claimants within 24 hours is for lost time claims only or for medical only claims as well?

Lost time and medical only claims require contact within 24 hours.

8. Could you clarify in Sec 2 -3 i- "The TPA will meet with the County to review the status and/or handling of up to twenty-five (25) claims, to be selected by the County, at least once each year." Would these reviews include lost time and medical only claims?

Yes, this review would include lost time and medical only claims.

9. Would this be a total of 5 claim reviews for the year? If not, could you verify the amount?

Currently we are having a total of 4 reviews a year and reviewing all claims that are open. (loss time and medical only)

10. Could you clarify in Sec 2 -3 c- In addition, the County's approval must be obtained prior to executing a check or draft for any other claim. Could you clarify whether email confirmation will suffice, or what type of approval will be required?

An email will suffice.

11. Could you verify if the pending cap (125) is for lost time claims only or for medical only claims as well?

Both

12. Are there any specific elements or areas of your current TPA program that you are particularly focused on enhancing through this RFP process?

Being able to access the claims in real time for reporting and monitoring is a great asset.

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