



RFI #06-13-2022 –
Healthcare Claims Auditor



June 14, 2022

**Maricopa County Community College District
Request for Information (RFI)# - 06-13-2022
HEALTHCARE CLAIMS AUDITOR**

GENERAL INFORMATION and OVERVIEW

This Request for Information (RFI) is intended to provide information for services available to conduct a comprehensive audit of healthcare claims processed through Maricopa County Community Colleges District self-insured medical and pharmacy plans. The auditor would perform audits of the processing of medical and/or pharmacy claims by Maricopa County Community Colleges District's health benefit administrators.

Maricopa County Community Colleges District herein referred to as Maricopa, MCCCCD or the District, is requesting information from vendors who are interested in developing a partnership with a multi-college District for this purpose. MCCCCD is comprised of ten colleges, and numerous education centers dedicated to educational excellence by meeting the needs of the businesses and the citizens of Maricopa County. Each college is individually accredited, yet part of a larger system, the Maricopa County Community College District (MCCCCD or District). The MCCCCD is one of the largest higher education systems in the nation. As the largest provider of health care workers and job training in Arizona, it is a major resource for business and industry and for individuals seeking education and job training. More than 200,000 students attend the Maricopa Community Colleges each year taking credit and non-credit courses. MCCCCD employs approximately 4,600 full-time faculty and staff and more than 7,500 part-time faculty and staff.

Part 1: FORMAT of RFI RESPONSE

MCCCCD requires vendors to include (but not be limited to) the following in their responses. Please provide your responses using the headings listed below:

- a) Executive Summary of Proposal
- b) Detailed Scope of Work
- c) Outline of Costs and Performance Guarantees (as well as how they are measured)
- d) Methodology of How Audits are Performed (include detailed samples)
- e) Sample Execution Plan
- f) Additional Information



Subsequent to the receipt and review of the Responses to this RFI, MCCCC, if needed, will contact the Respondents and schedule an onsite or virtual presentation at a designated MCCCC facility to allow vendors further opportunity to promote their position. The purpose of this RFI is to gather general information about possible solutions that are currently available in the marketplace. No contractual obligation will be entered into as a result of this RFI.

MCCCC reserves the right, in its sole discretion, to issue a future Request for Proposal (RFP) using information gathered from this RFI. Should it be determined to be in the best interests of MCCCC, the District may enter into negotiations with a Vendor to supply and deliver the proposed audit following a less formal competitive process.

Any future award of a contract pursuant to the information gathered from this process is subject to funding approval and dependent on the value of the contract.

Part 2: CURRENT HEALTHCARE PLAN DETAILS

MCCCC's medical and pharmaceutical plans are self-insured. Prior to January 1, 2022, Meritain was the medical claim administrator. Currently, Banner | Aetna is the medical claim administrator. Prior to July 1, 2021, Humana administered prescription coverage for the plans. Currently, prescription coverage is provided by Capital Rx.

MCCCC has approximately 4,600 benefit eligible employees. The remaining employees are part time and not eligible for medical and prescription coverage.

All employees of the District who meet one of the following criteria are eligible to participate:

- a) Non-teaching personnel who are board-approved employees (working 30 hours or more per week).
- b) Residential Faculty members who carry at least a three-quarter (.75 FTE) time teaching load and who are compensated by the District. Visiting or part-time faculty members are not eligible for the Flex Benefit Plan.
- c) Spouse, domestic partner, and/or children under the age of 26 are considered eligible dependents. Children include natural children, legally-adopted children, step children, children placed for adoption, children under legal guardianship substantiated by a court order and living with the employee and children who are entitled to coverage under a medical support order.

Eligible employee coverage begins on the first day of the month after 30 days have elapsed from the later of the Board approval date or start date, provided all benefit enrollment has been completed.

Part 3: REQUIREMENTS

This section of the RFI lists the items which require specific written responses or confirmations. To be considered for selection, respondents shall meet the following requirements:

- Must be licensed by the State that the business is in, if services requested require such licensure. And, be able to perform services requested for all states in which claims have been paid.
- Proposal is submitted net of commissions.
- Security/Safeguards/Best Practices
 - Describe system security capabilities including compliance with State and Federal regulations.
 - Describe system safeguards.
 - Describe your approach for validating billed charges.
 - Furnish any case studies, white papers, or reports that help us understand your business model

Part 4: SCOPE of WORK

The areas below are provided as an expectation of the services MCCCCD would be provided. They are only outlined. Please provide the detailed scope of services of the areas outlined for both or either a paid medical claims audit and a paid pharmaceutical claims audit.

- I. Coordination and Management of process from beginning to end
 - a. Schedule and Organize all tasks
 - b. Coordination and Communication with MCCCCD as well as Third-Party Administrators as well as providers and facilities
- II. Understand Existing Plans
- III. Perform Claims Audit
- IV. Reporting
 - a. Executive Summary Report
 - b. Detailed Process Reports
 - c. Recommendations for Correction Actions
 - d. Action Plans for MCCCCD and Third-Party Administrators
- V. Recovery
- VI. Proposed Additional Services



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Part 5: SUBMISSION

An electronic copy of your response (PDF) must be submitted via email to:

Maricopa County Community College District
Attn: Larry Woo
Sr. Procurement Analyst
larry.woo@domail.maricopa.edu

In the email subject line please include the words: **Submission for RFI 06-13-2022**

Submittals must be received prior to 5:00 PM. (local time) on Friday, July 15, 2022.