



REQUEST FOR PROPOSAL

INTRODUCTION

Deschutes County is requesting proposals from qualified organizations to provide third-party worker's compensation claims administration services. These services include but are not limited to, claims administration, claims management, consultation, communication with County Risk Management staff, and arrangement of claims-related services. The term of this contract will be three years with two optional (at the County's option), two-year extensions. A selection committee will evaluate all written proposals. The County will conduct an interview (in person or via video) with finalists and determine which proposal offers the best value to the County based on the following criteria and designated percentage weight indicated below:

- Cost/Fees 40%
- Claims Team Assignment, Experience 30%
- Audit Performance history 20%
- Content of the proposal 10%

TIMELINE

07/05/2022	RFP Published
07/18/2022	Questions Due
08/01/2022	Written Proposals Due
08/22/2022	Approval of Selection
08/22/2022	Notification of Award of Contract
11/01/2022	Commencement of Services

SCOPE OF SERVICES

- Administration of workers' compensation claims in strict accordance with Oregon laws and regulations.
- Preparation and filing of all reports required by the State of Oregon for the County's self-insured program.
- Timely acceptance, denial, and processing of all claims.
- Assign Account Executive to County.
- Assign adjusting team to County. Changes to the team must be approved by County.
- Timely payment of benefits to injured workers.
- Maintain regular and ongoing contact with injured workers.
- Establish appropriate reserves and continually monitor reserves.
- Timely response to questions and requests from County staff.
- Prompt processing of medical and bills for other services.
- Medical bill auditing.
- Managed care organization capabilities.



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- Treatment plans and resolution strategies on all files.
- Medical review protocols.
- Confer County for approval before denial or settlement of any claim.
- Confer with County prior to scheduling IMEs, surveillance, and legal opinions being authorized.
- Claim investigation and surveillance.
- Assistance with EAIP.
- Aggressively pursue subrogation opportunities.
- In-person, on-site claims reviews with County staff at least once per year.
- Develop a written Service Plan detailing all services to be provided and by whom during the contract term.
- Monthly loss runs providing detailed and summary claims information by Department, location, and NCCI class code.
- Benchmarking with other public entities and clients, report annually.
- Medicare reporting as the agent of the County.
- Allow for annual claims audit by independent auditors.
- Provide information on legislation impacting the County.
- Special reports as requested by County staff.
- On-line access rights, client portal, and claims query to claims information system.

CHECKING ACCOUNT / BANKING RELATIONSHIP

Payments for medical, indemnity, and expenses relating to claims are paid by the TPA using checks drawn upon a Deschutes County checking account which has been set up for this specific purpose. Negotiated checks are returned to the Deschutes County Finance Department which is responsible for reconciling the checking account. This account is a zero balance, positive pay account so the TPA must provide a check run every time any checks are issued. Payments over \$5,000.00 require approval from Deschutes County Risk Management prior to being issued. The TPA is responsible for the issuance of all 1099's which may be required because of these payments.

LOCATION

Claims are expected to be incurred in Deschutes County, Oregon, and Risk Management staff is located in Bend. Claims administration may occur elsewhere inside the state of Oregon; administration outside of Oregon will only be considered if a firm has previously received approval from the Director of Consumer and Business Services and the claims team is located in the Pacific Time Zone.

SELECTION

Risk Management staff will review written quotes and make the final selection based on written documentation.



REQUIRED DOCUMENTATION

Parties interested in responding to this RFP must include the following information and answers to the questions below. You must submit one copy of your completed proposal. Proposals on electronic media are encouraged and concise proposals will be more favorably evaluated. Proposals are due at 5:00 pm PST July 31, 2022. Email submissions are highly encouraged, but please be cautioned; our email system can only accept messages of 20 Mb or less.

1. Give a brief history of your firm, number of employees and evidence that all licensing is current.
2. Provide the names and a summary of qualifications for all staff assigned to our account, including their specific role, experience, education, and certification of claims examiners. Please include the number of claims they are currently assigned.
3. State your service delivery philosophy and approach to claims processing. Include how you divide duties on claims adjusting and how you divide claims loads on adjusters and from which office you will handle the County's files.
4. Provide the names of any consultants you might retain for our account and describe what flexibility clients have to select their own.
5. Provide a list of no more than three service contracts that are similar in scope.
6. Provide samples of summary and detailed reports and trend analyses available to the County.
7. Explain how your firm handles the transition of claim files for a new client and what measures are taken to ensure a seamless transition. How will data be transferred? How will you ensure that your system is compatible with the current loss history data? Provide a copy of a sample transition plan.
8. Demonstrate your success at cost containment, including medical audits, RTW and EAIP, and compliance with ORS 656.
9. Provide results of performance audits from the past 5 years as measured by WCD Annual Audits.
10. Outline your fee structure and provide a detailed estimate for your fees, along with any charges for optional services. Please see the Claims History included in this RFP. The County encourages creative fee structures.

OR

State your fee in the following ways for all five years:

- Cost per claim (regardless of type) with an annual maximum.
 - Cost per claim by type with an annual maximum.
 - Flat annual fee.
 - Please list any services not covered above.
 - Please state any minimums.
 - Please state charges for optional services.
 - Please state charges to transfer all electronic claims data from our current provider to your system.
 - Any creative fee structures and incentive pricing will be considered.
11. Provide any additional information that you feel is applicable and that highlights your firm's qualifications and distinguishes you from your competitors.



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BACKGROUND INFORMATION

Deschutes County has a population of approximately 203,000 residents and covers over 3,000 square miles. The County is governed by an elected Board of County Commissioners. There are approximately 1,200 employees working in 20 departments. The Departments with the highest number of employees are Health Services and the Sheriff's Office. Deschutes County also covers Search and Rescue volunteers under its workers' compensation program.

Risk Management is a division of Administrative Services and has a staff of 2.25 FTE overseen by the Deputy County Administrator. Risk Management is responsible for overseeing the County's self-insured workers' compensation program, as well as administering all other liability, property, and casualty insurance programs. Safety and loss control, accident investigation, and compliance training are additional responsibilities.

The County has been self-insured since 1986. The current ERM is .81. Specific excess insurance and surety are placed with Midwest Employers Casualty Company, effective 07/01/17. The estimated annual payroll for the current fiscal year is \$90,957,220.

CLAIMS HISTORY

A copy of this RFP, 10-year loss run and our contract template will be posted online at www.deschutes.org/rfp. All contracts with Deschutes County must be in the format approved by Deschutes County's Legal Department; we have very little flexibility in this regard. Please have your Legal Department review to help avoid any delays.

Any questions that we receive regarding this RFP will also be posted at www.deschutes.org/rfp.

Thank you for your consideration.

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