

Request for Proposal

THIRD PARTY LIABILITY

JULY 9, 2021

This solicitation should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.



201 West First Street
Greenville, NC 27858-1132

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SECTION 1. INTRODUCTION AND BACKGROUND

A. Purpose of Request for Proposal (RFP)

Trillium seeks a third party Coordination of Benefits (COB) solution to identify third party resources for cost avoidance and/or cost recovery. Trillium is open to entertaining a wide range of possible products or solutions. A proposal with a selection of offerings is requested.

B. Organizational Background

Trillium is a local governmental agency (LME/MCO) that manages mental health, substance use, and intellectual/developmental disability services in eastern North Carolina. We cover the following counties: Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, and Washington. We are uniquely positioned to meet the distinct needs of the individuals and communities we serve, and our top focus is delivering the right services, in the right amount, at the right time.

SECTION 2. RFP PROCESS AND SCHEDULE

A. Contact Information

- All questions and correspondence related to this RFP must be sent to:

Michael Darnell, Product Owner

ATTN: Third Party Liability RFP RESPONSE

Michael.Darnell@TrilliumNC.org

B. Key Dates and Deadlines

Trillium intends to complete its RFP issuance, review, and selection process by August 13, 2021. The anticipated schedule is listed below:

TASK	DATE	ACTIVITY
RFP Release	July 9, 2021	Release RFP
RFP Questions Submitted to Trillium	July 16, 2021	Electronic documents submitted to Trillium by 5 PM Eastern
Trillium response to questions and discussion with vendor	July 19, 2021 – July 23, 2021	Email, conference call
Final Vendor response to Trillium	July 26, 2021- July 30, 2021	Electronic documents submitted to Trillium by 5 PM Eastern
Internal review and evaluation	July 30, 2021	Trillium staff evaluates proposals

TASK	DATE	ACTIVITY
Top 3 vendors notified for demonstrations	July 30, 2021	Email
Top 3 Vendor demonstrations	August 2, 2021- August 13, 2021	Demonstration of solution(s)
Decision Notification to Vendors	August 13, 2021	Email and Phone

1. Selected vendors will be requested to perform or display various scenarios during the demonstration, designed to test key scenarios, vendor responses to the RFP, and display solution capabilities. If selected, vendors will receive adequate notification of their presentation date.
2. Notice - Throughout the response document the Bidder will have opportunities to reply, show, or otherwise indicate similar functionality that may not meet the RFP definition but is close or produces similar outcomes.
3. Trillium will consider all such responses as a Request to Negotiate. RTN responses will be scored lower than Yes or Out of Box responses to the questions / requirements.
4. Yes or Out of Box answers and validated RTN answers will transfer directly to the contract between Trillium and the Bidder. This means the Bidder's answers in this response document must withstand legal and audit scrutiny.

C. Proposal Evaluation

The winning proposal will be selected solely based upon the judgement of Trillium.

Trillium will prioritize the following areas, in no specific order, when evaluating proposals:

- 🌱 Ability for solution to meet the requirements.
- 🌱 Overall solution architecture and approach
- 🌱 Integration with existing infrastructure and architecture
- 🌱 Turnover to Trillium staff
- 🌱 Training
- 🌱 Testing and Monitoring
- 🌱 Sign off
- 🌱 Provide a fixed total cost of ownership to Trillium for year one, year three, and year five
- 🌱 Provide documentation for any add-on services supplied
- 🌱 Sign off

SECTION 3. STATEMENT OF WORK

A. Minimum Functional Requirement

Identifying third party resources for the purposes of the following:

- 🌱 Cost avoidance;
- 🌱 Credit balance;
- 🌱 Commercial health insurance;
- 🌱 Medicare disallowance;
- 🌱 Casualty insurance; and
- 🌱 Liability insurance.

For the resource identified the following fields are required, at minimum.

- 🌱 Policy Number
- 🌱 Policyholder's Name
- 🌱 Group Policy Number
- 🌱 Group Policy Name
- 🌱 Policy Holder is Custodial or Non-custodial Parent
- 🌱 Member Relationship to Policy Holder
- 🌱 Type of Insurance Coverage (Major Medical, Prescription, etc.)
- 🌱 Effective Date of Insurance Coverage
- 🌱 Termination Date of Insurance Coverage

The COB solution must have the ability to accept and send an 834 member file.

B. Additional Functional Requirement

Third Party Liability recovery

- 🌱 Software and/or services to seek/collect/report recoveries.
- 🌱 Case management and tracking for new Third Party Liability leads
 - Lead information
 - Potential Recovery
 - Actual Recovery
 - Status and Tracking Dates
 - Ability to provide source documentation within determined time frames

Subrogation case management and tracking

- 🌱 Analysis of the State motor vehicle accident data exchange
- 🌱 Settlement sheet listing all providers with medical subrogation rights.
- 🌱 Original lien amount of each entity with subrogation right.
- 🌱 The BH I/DD Tailored Plan recovered amount.
- 🌱 The amount disbursed to each entity involved.
- 🌱 Status and Tracking Dates

C. Overview of Existing Infrastructure

The selected solution must integrate with and leverage our existing infrastructure.

The selected vendor will be allowed to review the code base, technology stack, process, and SDLC Trillium has in place today. Most all pertinent data related to this effort is stored in Trillium's on premises proprietary data store.

Trillium prefers fixed price contracting and anticipates future project phases that will require additional implementation supports.

D. Core Business Applications and Systems

Our core business applications, Trillium Business Systems, includes functionality for claims, denials, appeals, and adjudications. This is proprietary custom software.

SECTION 4. VENDOR PROPOSAL EXECUTIVE SUMMARY

Instructions

Summarize the most important and most compelling elements of your proposal, including how your solution and proposal meet Trillium's business requirements and selection criteria outlined in the prior sections and why your proposal should be selected above all others.

The Executive Summary must be 1-page or less.

SECTION 5. VENDOR INFORMATION

Instructions

Provide basic information about your company. For each question listed below, restate each question in sequence and write your responses immediately underneath the question. Responses to each question should be complete, concise and accurate.

Additional diagrams, tables or charts may be added directly into your response or attached as an appendix item.








A. Vendor Contact Information

Contact information for the primary person responsible for this RFP response.

- | | |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
|  Name |  Phone Number |
|  Title |  Email |

B. Vendor Profile

Information about the company

-  Official company name
-  Year company was founded
-  Address of company headquarters
-  Website
-  Company ownership type (for-profit/ non-profit, corporation, partnership, etc)
-  Parent company, if applicable
-  List any ownership changes over the last three (3) years, with dates of changes

C. Vendor Products and Services

1. Briefly describe your company's history, mission, organizational structure, and products and services you offer to healthcare organizations.
2. Briefly describe your experience providing services to health plans like Trillium, including health plans that support Medicaid, Medicare and the Individual Marketplace.

D. Financial Condition

1. Provide copies of your audited financial statements for the last three fiscal years.
2. Provide a copy of an independent report showing the financial condition of your company (e.g., Dun & Bradstreet).

3. Describe other examples demonstrating your company's financial stability and health.
4. Identify any conditions (e.g., conflicts, bankruptcy, pending litigation, planned office closures, impending merger) that may impede your ability to complete this scope of work.
5. Describe your company funding sources / structure (private equity, publicly owned, etc.)

SECTION 6. VENDOR SOLUTION CAPABILITIES AND SERVICES

E. Security and Privacy

1. Security and Privacy

1.1. Does your solution meet any of the following (yes/ no):

- a. HIPAA compliance
- b. SOC 2 Type certification
- c. HITRUST certification

If yes, include a copy of your latest audit report summary.

How does your solution allow Trillium administrative users the ability to revoke or discontinue access?

Does your solution or support services include off-shore access to PHI? If so, describe the extent and purpose of such access, and how data security and privacy will be protected.

2. Implementation, Testing and Training

2.1. Describe and include a copy of your proposed implementation plan, including details on

- a. key tasks
- b. the sequence of those tasks
- c. dependencies between tasks, if any
- d. responsible parties for each task – vendor, subcontractor, or Trillium
- e. estimated time to complete each task
- f. key milestones and deliverables

What are the expected roles and responsibilities of staff from both your organization and Trillium related to project management, communication and issue resolution? Specifically list start-up requirements and support that Trillium will be required to provide for successful project delivery.

Describe a case study with a recent health plan customer that demonstrates your experience with implementing the requirements. What are some challenges, best practices and lessons learned that Trillium should consider in this project?

What are the qualifications and experience of the staff you plan to use for implementation? Provide the name, title and resume of the primary person responsible for ensuring that Trillium's goals and objectives are met.

Do you offer a "Proof of Technology" (POT) option prior to a full implementation – to allow Trillium to engage with your company to test and confirm the functionality of your solution before committing to a long-term agreement? If so, please describe a POT project.

Trillium is targeting 2nd Quarter of 2022 to start implementation with a selected vendor. What is your ability to support this start date?

What is your testing process to ensure your solution meets the project requirements?

Describe your training approach and knowledge transfer to Trillium staff. List all training and/or educational courses offered and their schedules, including end-user and IT related offerings. Please identify courses that are mandatory, recommended or optional – and which ones are included as part of this proposal.

Include a copy or screenshot of sample training materials.

3. Ongoing Management and Support

3.1. What administrator dashboard and reporting capabilities are built into the solution?

3.2. Include sample copies or screenshots of dashboards and reports.

3.3. After implementation and Go-Live, how will you monitor progress and performance on this account?

🌱 Describe the workflow process for managing ongoing support and services between your organization and Trillium. How do you support changes to the solution, including system upgrades and enhancements, and additional regulatory requirements in the future?

🌱 What Service Level Agreements (SLAs) will you provide and how will they be measured and reported. Include an example of your standard SLAs in your contracts, as well as proposed SLAs specific to this proposal. SLAs should include both incentives and penalties for performance thresholds.

4. Add-on Services and Capabilities

4.1. What additional services and solution capabilities does your company offer that is not mentioned in this RFP and may be of value to Trillium. Briefly describe their use case and how they could benefit Trillium.

🌱 Are those add-on services and capabilities a part of this proposal?

🌱 What additional capabilities and features are part of your solution's 3-year technology roadmap? Briefly describe their use case and how they could benefit Trillium in the future. Are those future capabilities and features a part of this proposal?

5. Prerequisites

5.1.What are the technology, skill, system, capacity, or capability prerequisites that Trillium must supply to enable the proposed solution? Are there specific systems, application languages, or other requirements such as all data must be stored in the bidder’s public or private cloud to implement the proposed solution?

If the answer is anything other than no, describe all prerequisites.

6. Alternatives

6.1.List and describe alternative options you would like to offer that would meet Trillium’s business requirements outlined in the Scope of Work.

SECTION 7. VENDOR SOLUTION CAPABILITIES AND SERVICES – MATRIX

Instructions

Rate each requirement using the criteria below:


1. **Production.** Is currently being used or implemented by a health care organization today. If requested by Trillium, Proposer can demo this capability or feature, and share supporting business process work flows and a client reference.
2. **Prototype.** Is being actively designed and tested now, and feature will be complete and in production by go-live. If requested by Trillium, Proposer can demo a functioning prototype and share development and testing plans.
3. **Roadmap.** Is not currently supported, but is part of Proposer’s solution technology roadmap over the next 2-3 years.
4. **Unsupported.** Is not currently supported by Proposer’s solution and is not part of the solution roadmap over the next 2-3 years.

 Additional diagrams, tables or charts may be attached as an appendix item.

SECTION 8. PRICING AND COST PROPOSAL

Instructions

In addition to a narrative description of your pricing model and cost proposal, detailed pricing information must be described using a matrix table, providing a clear breakdown of all itemized costs. This will be used to summarize proposals and help Trillium compare proposals.

-  Provide a detailed narrative of your proposed pricing methodology and include a cost estimate for “ALL” costs associated with the services you are proposing and any potential fees that

Trillium may incur over the length of the contract – including, but not limited to, start-up and implementation fees, license fees and ongoing maintenance fees.

- ▲ Summarize all costs items using a matrix table and showing a clear breakdown of all itemized costs. All costs must be accounted for and Trillium must be able to calculate year one, three, and five costs using only the data you provide. These data will be used in the contracting process.
- ▲ Each cost item must include a short description, the costs per unit/ quantity, and be identified as:
 - Upfront/ one-time costs or annual ongoing costs
 - Fixed or variable costs – for variable costs, note the factors that impact or trigger variable costs
 - Base service/ feature or add-on service/ feature – for add-on service or feature, note the additional costs if selected by Trillium

SECTION 9. REFERENCES

Provide the following contact information for up to three (3) health plans that are implementing your Third Party Liability solution for payers:

- ▲ Health plan name
- ▲ Contact name, title, phone number, and email address
- ▲ Date of implementation start
- ▲ Date of solution “go-live”

SECTION 10. FORMATTING REQUIREMENTS

Trillium’s goal is to review all proposals. However, this goal must be balanced against Trillium’s obligation to ensure equitable treatment of the received proposals.

For this reason Trillium has established the following formatting requirements. If you do not adhere to these requirements, your proposal will be screened out and returned to you without review.

- ▲ All proposals must be submitted electronically through RFP Response Spreadsheet
- ▲ Any attachment pages must be typed in black, double-spaced, using a font of Times New Roman 12, with 1” margins.
- ▲ Any specified page limits cannot be exceeded.

- 🌱 Applicants must use the sections/headings listed under Required Proposal and place the required information in the correct section.
- 🌱 Black print should be used throughout your application, including any charts and graphs.
- 🌱 Materials with printing on both sides will be excluded from review.
- 🌱 Attached pages should be clearly labeled and numbered consecutively from beginning to end so that information can be located easily.

A. Required Proposal Components

- 🌱 **Face Sheet (provided as part of the electronic application)** - organizational information such as legal name, employer/taxpayer number, address, contact information for leadership, etc.
- 🌱 **Cover Letter (Attachment A)**
 - Summary of proposed project and intent to submit proposal
 - Summary description of strategy/plan and how it meets project goals and measurable objectives
 - Letter must be signed by an **officer** of the company
- 🌱 **Project Narrative**, including all 5 sections listed below and supporting documentation, as needed (insert # of characters or pages under each Section)
 - **Section A: Company/Organizational Information**
 - Description of the company and its professional history as it relates to the services sought under this RFP
 - Three external references from clients who have received similar services that have occurred within the past five year. Offers proposing to use Subcontractors for significant portions of the scope of work must also include three external references for each Subcontractor. {Attachments B(1) – B(6)}
 - Licensing and/or bonding information
 - Complete copies of the organization's last fiscal year's financials including the audit opinion, the balance sheet, statements of income, retained earnings, cash flows, management letters, and the notes to the financial statements (Attachment C) OR
 - If independently audited financial statements do not exist, the provider/vendor should state the reason and submit sufficient information to be evaluated.
 - **Section B: Project Plan**
 - Description of what is being proposed and how it will be accomplished, as related to the intent of the RFP and performance measures identified in Section E.

- Schedule/timeline for the service or project, which will serve as the basis for monitoring progress and adjusting activities as necessary, including:
 - All activities required to accomplish the key objectives of the project.
 - Target dates for the proposed activities, where appropriate.
 - Information on the proposed start and completion dates of the key objectives and activities.
 - Technical Specification: include any requirements, facility impact, etc.
 - Installation and Maintenance, if applicable.
 - Project management, including Performance Management and Security/Fault Management
 - Education/Training and Supervision

○ **Section C: Personnel**

- Provide comprehensive chart of personnel positions for the project/service, including the CEO and any other executive/leadership positions, to reflect the role of each position, their level of effort and qualifications (Attachment D).
- Personnel charts for any subcontractors used, if applicable (Attachment E). Personnel charts may be submitted as attachments, labeled and paginated.

○ **Section D: Pricing and Cost Proposal**

- Detailed in section 8 above.
- The narrative must explain how any fringe benefits were calculated, how any travel costs were estimated, why particular items of equipment or supplies must be purchased, and how overhead or indirect costs, if applicable, were calculated.

○ **Section E: Data Collection and Performance Measurement**

- Documentation of the provider's/vendor's ability to collect and report on the required performance measures as specified in this RFP.
- Description of the plan for any required data collection, management, analysis and reporting, if applicable.
- Description of the plan for conducting the performance assessment as specified in this RFP.

○ **Section F: Requirements Spreadsheet**

Use the Requirements spreadsheet to document your response for each requirement.

B. Proposal Evaluation Information

- ▲ All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed non-responsive will be eliminated from further review.
- ▲ The (Trillium Contract Manager or appointed person) may contact the Provider/Vendor for clarification of any response.
- ▲ Responsive proposals will be evaluated on the factors that have been assigned a point value. The proposal will be reviewed and scored according to the quality of your response to the requirements. The responsible Provider(s)/Vendor(s) with the highest score(s) will be selected as a finalist or the finalist based upon the proposals submitted.
- ▲ Finalist Vendors may be asked to submit revised proposals or make a presentation for the purpose of obtaining best and final offers. If so, points will be recalculated accordingly, and points awarded will be added to the previously assigned points to attain final scores.
- ▲ The responsible Provider/Vendor whose proposal is most advantageous to Trillium, taking into consideration the evaluation factors, will be recommended for contract award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.
- ▲ Recommendations are made to Executive Management who has the final decision-making authority.

C. Administrative Information

- ▲ Award Notices
 - All RFP responding organizations will receive notification from Trillium when awards are determined.
- ▲ Administrative Requirements
 - The organization awarded the RFP must comply with all terms and conditions of the awarded contract. These terms and conditions will be provided in the award contract for signature.
 - The awardee will be held accountable for the information provided in the proposal relating to performance targets. Trillium will consider the organization's progress in meeting goals, objectives and schedules based on the contracted criteria. Failure to meet stated goals, objectives and schedules may result in suspension or termination of the contract, or in reduction, withholding and/or repayment of funding.