



PROPOSAL #P06-057

**PROVIDE PRINTING AND DISTRIBUTION OF BILLING STATEMENTS AND
PATIENT CORRESPONDENCE FOR THE SCHOOL OF OSTEOPATHIC
MEDICINE (SOM)**

ADDENDUM NO. 1

April 4, 2006

The University of Medicine and Dentistry of New Jersey is seeking vendors to submit bids to **PROVIDE PRINTING AND DISTRIBUTION OF BILLING STATEMENTS AND PATIENT CORRESPONDENCE FOR THE SCHOOL OF OSTEOPATHIC MEDICINE (SOM)** scheduled to open on April 18, 2006 at 2:00 P.M.:

Answers to questions from the **Non-Mandatory** Prebid Conference on March 28, 2006.

1. **Question:** Page 10 Section 3.2.1 – Regarding volume, will there be a requirement for bilingual letters as well or do you have the capability of sending out a language indicator.

Answer: At this point, its only in English.

2. **Question:** In our pricing, do you want us to show quantity break-outs?

Answer: No.

3. **Question:** Would you prefer that the contractor stock the statements?

Answer: No. The statements are to be printed as needed and billed once a month.

4. **Question:** Page 10 Section 3.2.2 – Please elaborate special handling.

Answer: Approximately 100 patient statements will be identified with an asterisk (*) before the name, so that these statements are not mailed directly from the contractor to the patient. Once these statements are printed, they are to be mailed to the Central Billing Office, located at 1000 Haddonfield-Berlin, Suite 100, Voorhees, New Jersey 08043.

**Page #2
Proposal #P06-057
Addendum #1**

- 5. Question: Page #10 Section 3.4.1 – What percentage are single page versus multiple page statements?**

Answer: Please refer to Attachment 1.

- 6. Question: Page #11 Section 3.5.2 – Is the overpayment letter paper green or is it white with green shading?**

Answer: The overpayment letter is printed on white paper with green shading.

- 7. Question: Page #11 Section 3.6.3 – What type envelop is currently being used?**

Answer: All envelopes currently in use are #9 window envelopes, supplied by the contractor.

- 8. Question: Will you consider changes to the billing statement.**

Answer: UMDNJ will consider new ideas for the redesign of the billing statements, as long as it adheres to a patient friendly billing practice. See Attachment 2.

- 9. Question: Can the billing statements and overpayment letters be any shade of pink or green?**

Answer: It can be a shade lighter or darker.

- 10. Question: Will there be a co-mingling of letters, i.e. if a patient has multiple visits?**

Answer: UMDNJ merges them. This is done through a master account number for the patient. We send three separate files to the Contractor.

- 11. Question: Page #11 Section 3.9 - Please explain minimum of three years experience providing patient billing services to large academic medical centers or large Healthcare System**

Answer: We want to make sure that the Contractor has the understanding and track record in patient billing to a large scale organization or hospital. We want to make sure that the Contractor has the ability to provide the service on a large scale.

Responses to Written Questions:

12. Question: I see that you expect 12,000 monthly patient statements and other patient correspondence related to accounting issues. Is this the estimated total volume? Or is there additional volume for collections, etc...?

Answer: Please see response to question #5.

13. Question: Page 11 Section 3.6.1- Will postage be advanced with each mailing, or will each mailing be billed monthly to the University?

Answer: Each mailing will be billed monthly to the University.

14. Question: Page 11 Section 3.9 - Will the University except non-patient billing experience as a demonstration of appropriate qualifications?

Answer: Please see response to question #9.

ADD TO SPECIFICATIONS:

15. Section 5.6.1 Samples – Bidder must submit a sample of a blank billing statement, pre-collection letter and the overpayment letter it has previously produced with each copy of the RFP.

CHANGE:

16. Section 6.3 Evaluation Criteria

The following evaluation criteria categories, not necessarily listed in order of significance, will be used to evaluate bid proposals received in response to this RFP. The evaluation criteria categories may be used to develop more detailed evaluation criteria to be used in the evaluation process.

- 6.3.1 The quality of the bidder's samples.**
- 6.3.2 The bidder's detailed approach and plans to perform the services required by the Scope of Work Section of this RFP.**
- 6.3.3 The bidder's documented experience of providing patient billing services to academic medical centers or Healthcare Systems of a similar size and scope of those required by this RFP.**
- 6.3.4 The overall ability of the bidder to mobilize, undertake and successfully provide the services of this contract. This judgment will include, but not be limited to, the following factors: the number and qualifications of management, supervisory and other staff proposed by the bidder to complete the contract, the availability and commitment to the contract of the bidder's management, supervisory and other staff proposed and the bidder's contract management plan, including the bidder's contract organizational chart.**
- 6.3.5 The bidder's cost proposal.**

Attachment 1

CORRESPONDENCE COUNT - SOM
LAST TWELVE MONTHS

	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
STATEMENTS	7,448	7,180	6,975	6,316	6,128	4,501	2,597
MULTIPLE PAGES	791	637	685	462	426	364	169
PRE-COLLECTION LETTERS	1,130	1,452	709	1,273	1,877	1,237	659
OVERPAYMENT LETTERS	207	323	96	73	118	57	34
	9,576	9,592	8,465	8,124	8,549	6,159	3,459

Special Handling	102	83	97	128	94	85	10
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	OCT	NOV	DEC	JAN	FEB	TOTAL	AVG
STATEMENTS	6,442	4,824	3,792	1,124	5,462	62,789	5,232
MULTIPLE PAGES	492	426	378	96	645	5,571	464
PRE-COLLECTION LETTERS	2,287	1,482	711	224	1,342	14,383	1,199
OVERPAYMENT LETTERS	53	117	147	25	82	1,332	111
	9,274	6,849	5,028	1,469	7,531	84,075	7,006

Special Handling	95	144	81	83	86	1,088	91
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Please contact Yvonne Miranda at (732) 235-9089 or Ms. Denise Council at (732) 235-9060 with any questions.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS REMAINS UNCHANGED.

END OF ADDENDUM.