



MONTANA DEPARTMENT OF ADMINISTRATION

Director's Office

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NOTICE OF INTENT TO AWARD

Solicitation Title/Event Name:

Solicitation Number:

Solicitation Close Date:

Notice of Intent to Award Post Date:

Issuing Contracts Officer contact information:

The State intends to award a contract to the apparent successful offeror(s) of the above-mentioned solicitation. The Notice of Intent to Award shall not be considered a binding commitment by the state.

Under the Montana Procurement Act, the State has made the relevant scoring matrix/bid tab for the above-mentioned solicitation available for public inspection. Comments from the public regarding the proposed award must be submitted to the Contracts Officer listed above within this 7-day notice period.

Apparent Successful Offeror(s)

Unsuccessful Offeror(s)

MSF-81 - Medical Bill Review

SCORE SUMMARY WORKSHEET

Category	Section	Possible Points	Corvel	Mitchell International	Rising Medical Solutions
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Step 1					
Mandatory Pass / Fail Business and Technical Requirements					
Business Requirements					
SOC 1 Type II	2.1.1				
SOC 2 Type II	2.1.2				
USA-Based Services	2.1.3				
Reference Checks – Former Clients	2.1.4				
Reference Checks – Current Clients	2.1.5				
Experience	2.1.6				
Minimum Revenue	2.1.7	P/F	P	P	P
Service Level Agreements	2.1.8				
Technical Requirements					
Single Sign On	2.2.1				
Service Oriented Architecture	2.2.2				
Security Posture	2.2.3				
Transfer of PDF Documents	2.2.4				
FEDRAMP Certification	2.2.5				
Scored Functional Requirements					
Company, TIN Analysis and SLAs	3.1	1000	900.0	800	950
Provider/Payee Management	3.2	500	325.0	350	475
Medical Bill and Note Intake	3.3	1000	850.0	800	975
Claims Examiner and MSF Employee Support and Use	3.4	1500	1000.0	1200	1350
Payment and EOR Processing	3.5	2250	1575.0	1650	2100
Reporting, QA, and Monitoring	3.6	2250	2000.0	2100	2100
Implementation/Integration Plan	3.7	500	350.0	325	500
Montana-Specific and other Processing Requirements	3.8	1000	650.0	700	900
Customer Service	3.9	1000	725.0	700	900
Cost Savings – Bill Review and Coding	3.10	7500	5675.2	6438	7003.17
Scored Technical Requirements					

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SCORE SUMMARY WORKSHEET

Category	Section	Possible Points	Corvel	Mitchell International	Rising Medical Solutions
Technical Requirements	3.11				1,900
Change Management	3.11.1				
MSF Software Requirements	3.11.2	2000	1300.0	1,750	
Disaster Recovery/System Security	3.11.3				
Integration and Bill Data Transmission	3.11.4				
Total Scored Requirements		20500	15350.2	16813	19153.17
STOP HERE					
Cost					
Lowest overall cost receives the maximum points available		4500	2463.2	4,500	3,441
Equal Pay for Montana Women					
Bonus Points - 5% of Total Points		1500	1500.0	1,500	1,500
Signed Certification - Agreement to adhere to State Policy					
Total Points Step 1 - Scored Requirements + Cost + Equal Pay		26500	17813.4	22,813	24,094
Step 2					
Presentation/Demonstration/SLAs					
Presentation/Demonstration of requirements outlined in RFP		5000		4,250	4,600
Total Points Step 2		5000		4250.0	4600.0
TOTAL POINTS		31500	17813.4	27063.0	28694.3

MSF-81 - Medical Bill Review

Individual Scoring Matrix

Offeror (Company) Name: Corvel

Total Points Awarded: 19,313.4

Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Step 1				
Pass / Fail Business and Technical Requirements				
Business Requirements				
SOC 1 Type II	2.1.1	P/F	Pass	
SOC 2 Type II	2.1.2			
USA-Based Services	2.1.3			
Reference Checks – Former Clients	2.1.4			
Reference Checks – Current Clients	2.1.5			
Experience	2.1.6			
Minimum Revenue	2.1.7			
Service Level Agreements	2.1.8			
Technical Requirements				
Single Sign On	2.2.1			
Service Oriented Architecture	2.2.2			
Security Posture	2.2.3			
Transfer of PDF Documents	2.2.4			
FEDRAMP Certification	2.2.5			
Scored Functional Requirements				
Company, TIN Analysis and SLAs	3.1	1,000	900	Well established, stand alone managed care, full suite of services including claims, very large, publicly traded, when publicly traded, sometimes there are restrictions on what they can do, but nothing critical. long term business, answered the questions adequately, 30-plus years of experience, account manager has 9+ years with Corvel, staff seemed to have long term experience
Provider/Payee Management	3.2	500	325	They don't do foreign bills, they would have to find someone, have capability, mailroom can be provided for no additional cost, response was minimal, reimbursement of IE expenses seemed odd, 3.2.7 - complaint review process doesn't conform to what we had indicated, willing to engage a different vendor for foreign bills, not sure how that would work, noted that they take care of 1099s, didn't address question about OIG sanctions, seems like MSF is involved in fee disputes, provider portal but just for payment status.

Offeror (Company) Name: Corvel				Total Points Awarded: 19,313.4
Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Medical Bill and Note Intake	3.3	1,000	850	Dedicated mailroom in Portland, OR, dedicated PO Box, no additional costs, datacapture function capability to classify documents and route them, outreach for e-billing is left to a third party and didn't describe it adequately, wasn't clear if data would be available within one day;
Claims Examiner and MSF Employee Support and Use	3.4	1,500	1,000	May belong in reporting, but relevant here as well, List \$212/hour for ad hoc reporting, seems like a big issue - should be clarified, noteworthy that they don't have ODG and MD Guidelines but contract with Alight Solutions for it, seems kind of clumsy. 3.4.11 - don't have Montana's U&T guidelines, question to SME about tx calendar, is it an annual or rolling calendar, can it be searched back many years, tx calendar not as user friendly as would like, did like claim bill display, odd they don't provide MDG and ODG to MSF, didn't really provide much of a response to the dashboard question, took responsibility for advising payees to contact them about bill payments.
Payment and EOR Processing	3.5	2,250	1,575	Competent in administrative-related questions, 3.5.8 - assist and support - if misreviewed bill, vendor should resolve on their own, do not outsource payments but do it in house, use a Wells Fargo account which could be an issue, don't do refunds but would assist and support with overpayments, bill history maintenance explanation was inadequate, didn't like how they handled outstanding payment bill cashing, 3.5.1 - minimal response, will do payments via EFT or check, didn't mention virtual card, reconcile bank account monthly and is reviewed by another person which is good, can request stop payments but not sure how that would work, question 7 didn't provide timeframes we asked for and question 13 wasn't answered.

MSF-81 - Medical Bill Review

Individual Scoring Matrix

Offeror (Company) Name: Mitchell International

Total Points Awarded: 27,063

Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Step 1				
Pass / Fail Business and Technical Requirements				
Business Requirements				
SOC 1 Type II	2.1.1	P/F	Pass	
SOC 2 Type II	2.1.2			
USA-Based Services	2.1.3			
Reference Checks – Former Clients	2.1.4			
Reference Checks – Current Clients	2.1.5			
Experience	2.1.6			
Minimum Revenue	2.1.7			
Service Level Agreements	2.1.8			
Technical Requirements				
Single Sign On	2.2.1			
Service Oriented Architecture	2.2.2			
Security Posture	2.2.3			
Transfer of PDF Documents	2.2.4			
FEDRAMP Certification	2.2.5			
Scored Functional Requirements				
Company, TIN Analysis and SLAs	3.1	1,000	800	Revenue breakout - \$628 million for bill review is a very large number in the industry, then add in case management and that makes them a big player. They responded to the dedicated representative question - difference between dedicated and designated, very large org, have been strategic with acquisitions, addition of some unique components like PPO networks, Anthem and Coventry, PBMs, value beyond the sheer volume, acquisitions have been digested pretty well, corporate leadership and culture is strong, pretty high standard, uncommonly successful amount of amalgamation considered what they have required, lots of mergers and acquisitions in past 5 years, answered question, perceived mergers and acquisition as positive, 30 years of bill review experience

Offeror (Company) Name: Mitchell International				Total Points Awarded: 27,063
Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Provider/Payee Management	3.2	500	350	EDI with Guidewire already, software we're already using, answers are compliant, should put SLAs around any pain points, good detail on provider dispute support, on complaints, can review bills from Canada and Mexico, kind of incomplete re: data capture, do handle the 1099 process but don't manage or maintain W9 data, kind of confused by that, can pay providers from Canada and Mexico but didn't mention any other countries, providers can call customer service team, portal for providers is available for purchase by provider, seems like they just take over database and assume there are no issues, lack of detail about how they pay providers, confused on some documentation - only provided 1099 for e-payments, portal access was limited to e-payments only
Medical Bill and Note Intake	3.3	1,000	800	Current platform (Rising uses Mitchell) - ability to scan data, load bills and claims and files into the system, Mitchell is probably already doing some of the work and it's happening in their servers, a lot of these technical and implementation delivery sections, they would be in the best possible position to be familiar with program and able to implement, data dimensions is a really established house and offer full mailroom processing, scanning, etc. strong e-billing capability to extent MSF wants to expand, employ 3 primary optical care recognition engines, bills available within 24 hours, can do mail service and scanning, bills prior to 2 pm would be available in 24 hours, didn't provide a plan for moving mail services to a central repository, outsourcing mailroom, no plan, marketing strategy to increase e-billings
Claims Examiner and MSF Employee Support and Use	3.4	1,500	1,200	Relevant part in this section is that platform is CEP, which MSF is already using, Are we? Could clarify in interviews. Examiners can use CEP to check status, etc., it's robust and effective, informative portal, treatment calendar looked effective, when user attempts to approve or deny a bill a record is created, out of office CE can be reassigned, can CE's just access each other's work and help out as they do now? Records production software looks good, like the treatment calendar, like their information about streamlining straight-through processing of bills, like their graphics, liked relatedness edits, robust claim-filtered search feature, variety of ways to look up bill information,

Offeror (Company) Name: Mitchell International				Total Points Awarded: 27,063
Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Payment and EOR Processing	3.5	2,250	1,650	Technically flexible in how MSF wants to do things, also suggest heavy use of SLAs especially if any current pain points, liked that it appears MSF would be able to stop checks directly and that providers would have to opt in to a payment method , did not like 3.5.6 re: overpayments, seems like they kick that back to MSF, they are willing to share revenue for ACH and card payments but want a full year of data to commit to an amount, 3.5.14 - suggest we'd need to hire an external Guidewire integrator which is concerning, would pass collection attempts back to MSF which would be a burden - what will they do if provider mails them a check?, interested in voiding checks but not sure how that workflow would work, did not provide a diagram for question 1, OFAC process but no place where they communicate with MSF when there's an issue, Question 5 - seemed to not pertain to paid bills, just bills in a pending status, didn't answer question 10 on EOR Denials, liked that they have Guidewire accelerator, concerns with this question are very material.

MSF-81 - Medical Bill Review

Individual Scoring Matrix

Offeror (Company) Name: Rising Medical

Total Points Awarded: 28,694.3

Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Step 1				
Pass / Fail Business and Technical Requirements				
Business Requirements				
SOC 1 Type II	2.1.1	P/F	Pass	
SOC 2 Type II	2.1.2			
USA-Based Services	2.1.3			
Reference Checks – Former Clients	2.1.4			
Reference Checks – Current Clients	2.1.5			
Experience	2.1.6			
Minimum Revenue	2.1.7			
Service Level Agreements	2.1.8			
Technical Requirements				
Single Sign On	2.2.1			
Service Oriented Architecture	2.2.2			
Security Posture	2.2.3			
Transfer of PDF Documents	2.2.4			
FEDRAMP Certification	2.2.5			
Scored Functional Requirements				
Company, TIN Analysis and SLAs	3.1	1,000	950	Program customization and initiatives, depends on MSF's experience, institutional knowledge of MSF, and has delivered successfully, privately held, one acquisition in past 5 years and no plans to merge, answered what was asked, 25-plus years in bill review services and they maintain W9s, did the analysis, had action and resolution plan for issues encountered, provided analysis of probable cause of discrepancies.
Provider/Payee Management	3.2	500	475	Can handle out of country payments, strong focus on maintaining accurate provider data, ability to reimburse injured employees for out-of-pocket expenses, customer support available from 6:30 a.m. to 5:00 p.m., proactive NPI verification, good provider service through 1099 process, have a customer-mindset approach to resolving customer concerns in alignment with mission and vision, liked the way they managed W9s.

Offeror (Company) Name: Rising Medical				Total Points Awarded: 28,694.3
Category	Section	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Medical Bill and Note Intake	3.3	1,000	975	All of bill data available within one business day, have a mailroom solution and proposed plan for bill scanning, and dedicated PO Box, e-billing site has MSF logo, mailroom proposal was very complete with workflow and ROI analysis, easy doc medical bill collation looks to be exceptional, e-billing process works well, can do mailroom at additional charge.
Claims Examiner and MSF Employee Support and Use	3.4	1,500	1,350	Code lookup helpful, navigation from bill search to payment is awkward, easy access to pending work and easy workflow, dashboard is helpful for bill volume and status, Lockhart lien process well vetted, the service tracking to treatment guidelines not fully developed, opportunity to increase straight-through processing up to 80%, U&T guidelines are not integrated, willing to provide limited number of ODG licenses to MSF and can streamline records and bills and provided data to support their plan, some functionality was clunky, wasn't impressed that ODG was not automatically integrated, SMEs do not use the ODG as much, flags to indicate Lockhart lien claims.
Payment and EOR Processing	3.5	2,250	2,100	Do outsource payments to Echo, a little bit clunky, they do refund overpayments which is huge, offer multiple payment options, willing to share 35% of revenue generated from virtual card use, bill reassignment requires the creation of a new bill, them handling overpayments and offsetting future payments and handling collections is huge, multiple payment methods for providers, PB - 2,200 - documentation of payment processing workflow was excellent, payment controls well documented, CMS reporting is available.,

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Cost Worksheet

Lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost are 300. Offeror A's cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 300 points. Offeror B would receive 200 points ($\$20,000/\$30,000 = 67\% \times 300 \text{ points} = 200$).

			Cost
Points Available	4,500		
Lowest Cost	\$7.80		
	Proposed		
Vendor Name	Cost	Points Earned	Notes:
CorVel	\$14.25	2463.16	
Mitchell International	\$7.80	4500.00	
Rising Medical Solutions	\$10.20	3441.18	

MSF-81 - Medical Bill Review

SCORING GUIDE

In awarding points to the evaluation criteria, the evaluator/evaluation committee will consider the following guidelines:

Superior Response (95-100%): A superior response is an exceptional reply that completely and comprehensively meets all of the requirements of the RFP. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to the agency.

Good Response (75-94%): A good response clearly meets all the requirements of the RFP and demonstrates in an unambiguous and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (60-74%): A fair response minimally meets most requirements set forth in the RFP. The offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

Failed Response (59% or less): A failed response does not meet the requirements set forth in the RFP. The offeror has not demonstrated sufficient knowledge of the subject matter.

Total Points Available								
Score	500	1000	1500	2000	2250	4500	5000	7500
Superior (95-100%)	475 - 500	950 - 1000	1425 - 1500	1900 - 2000	2137.5 - 2250	4275 - 4500	4750 - 5000	7125 - 7500
Good (75-94%)	375 - 470	750 - 940	1125 - 1410	1500 - 1880	1687.5 - 2115	3375 - 4230	3750 - 4700	5625 - 7050
Fair (60-74%)	300 - 370	600 - 740	900 - 1110	1200 - 1480	1350 - 1665	2700 - 3330	3000 - 3700	4500 - 5550
Failed (0-59%)	0 - 295	0 - 590	0 - 885	0 - 1180	0 - 1327.5	0 - 2655	0 - 2950	0 - 4425

Scoring Calculator

SH	100%
SL	95%
GH	94%
GL	75%
FH	74%
FL	60%
FDH	59%
FDL	0%

Score	Total Points Available					Change this value			
	500	1000	1500	2000	2250	4500	5000	7500	
Superior (95-100%)	475 - 500	950 - 1000	1425 - 1500	1900 - 2000	2137.5 - 2250	4275 - 4500	4750 - 5000	7125 - 7500	
Good (75-94%)	375 - 470	750 - 940	1125 - 1410	1500 - 1880	1687.5 - 2115	3375 - 4230	3750 - 4700	5625 - 7050	
Fair (60-74%)	300 - 370	600 - 740	900 - 1110	1200 - 1480	1350 - 1665	2700 - 3330	3000 - 3700	4500 - 5550	
Failed (0-59%)	0 - 295	0 - 590	0 - 885	0 - 1180	0 - 1327.5	0 - 2655	0 - 2950	0 - 4425	