

REQUEST FOR INFORMATION (RFI)

By

Ohio Bureau of Workers' Compensation (BWC)

for an

Encoder – Automated Assignment of Coding for Workers' Compensation Claims

BWCI11005 – BWC Encoder Application

Release Date: 01/20/11

Inquiries End Date: 01/31/11 @ 11:59 AM Eastern Standard Time

Response Due Date: 02/02/11 @ 11:59 AM Eastern Standard Time

Contact:

Mike Robinson

Ohio Bureau of Workers' Compensation (BWC)

E-Mail: BWCBids@bwc.state.oh.us

**REQUEST FOR INFORMATION
BY THE
STATE OF OHIO
BUREAU OF WORKERS' COMPENSATION**

BWC Encoder Application

01/20/11

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1.0 ADMINISTRATIVE INFORMATION

1.1 Purpose

The Ohio Bureau of Workers' Compensation (BWC) is issuing this Request for Information (RFI) to obtain information relative to the implementation of a new automated assignment of coding (encoder) application that is International Classification of Disease (ICD) 10 compliant. In addition to automated ICD processing, other medical coding features are desired, specifically the automated coding of procedure codes through the Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS). The Bureau of Workers' Compensation current encoder system is not ICD 10 compliant and must be updated prior to the mandated compliance taking effect.

THIS RFI IS NOT A SOLICITATION FOR SUCH PRODUCTS OR SERVICES

Information that any interested party wishes to submit will be done so voluntarily and with the understanding that this RFI is for information gathering purposes only and is not a formal solicitation. A formal procurement, such as a Request for Proposal (RFP) or Request for Quote (RFQ), may be issued as a result of, and subsequent to, this RFI. The agency is interested in receiving information from interested vendors or any other source of information.

Similarly, cost information will be used solely for the purposes of performing a market analysis for the acquisition of the necessary products and services.

The information that follows is intended to provide background information and to help set agency expectations for services, features and functions available in the medical encoding application marketplace.

1.2 Inquiries

Inquiries regarding this process, the submission of general or specific information, including the need for any information from agency staff, and any and all other questions shall be submitted in writing by way of E-Mail only, to Mike Robinson (E-Mail: BWCBids@bwc.state.oh.us). E-Mail format for inquiries is the only acceptable format.

Include:

- "BWCI11005 - BWC Encoder Application" in the subject line of your E-Mail inquiry.
- Also include in the body of E-Mail: the company name, address, contact name, contact telephone and contact E-Mail address.

The deadline for inquiries is 01/31/11 at 11:59 AM Eastern Standard Time. Inquiries submitted past the deadline will not be considered. Answers to inquiries will not be posted for public consumption.

1.3 Responses

The agency does not intend to award a contract on the basis of responses, nor otherwise pay for the preparation of any information submitted or for the agency's use of such information. Respondents will not be notified of the agency's evaluation of the information received. For the purpose of this RFI the agency is asking for Respondents to schedule a product demonstration to take place between February 28, 2011, and March 7, 2011. The Respondent will be given up to four (4) hours to complete the demonstration which includes all on-site setup time and post demonstration clean-up.

Please send E-Mail request to schedule a demonstration to:

Mike Robinson

Bureau of Workers' Compensation

E-Mail: BWCBids@bwc.state.oh.us

E-Mail responses are the only acceptable format. Include "RFI#1 BWC Encoder Application" as the subject line of your E-Mail response. Include the company name, address, contact name, contact telephone and E-Mail in the body of your response. ***The deadline for responses is 02/02/11 at 11:59 AM Eastern Standard Time.***

1.4 Disclosure of Responses

Materials submitted in response to this RFI can be publicly disclosed.

1.5 Confidential and Proprietary Information

Materials submitted in response to this RFI can be publicly disclosed. Respondents are advised to not include any proprietary or confidential information as a part of any documentation provided in response to this RFI.

1.6 Key Action Calendar Dates

- Release Date: 01/20/11
- Inquiries End Date: 01/31/11 @ 11:59 AM Eastern Standard Time
- Response Due Date: 02/02/11 @ 11:59 AM Eastern Standard Time
- Proposed Demonstration Dates: 02/28/11 through 03/07/11

1.7 Response Questions

Section 3.0 Submittal Requirements contains the suggested response questions to this RFI. These questions are intended to minimize the effort of the respondent and structure the responses for ease of analysis by the agency and its stakeholders.

It is specifically understood that any costs or information provided as part of the RFI process are not to be construed as binding upon either the agency or the vendor at such time as the competitive procurement may occur. Information obtained as a result of this RFI will be used for planning purposes only.

The respondent should complete the questions in Section 3.0 Submittal Requirements.

Please provide any other materials, suggestions, and discussion deemed appropriate.

1.8 Clarifications and Additional Information

The agency may request clarifications or additional information from any offeror that provides a response to this RFI.

2.0 INTRODUCTION

2.1 Background

The Bureau of Workers' Compensation (BWC) is responsible for the management of Workers' Compensation claims which require an automated process to assign appropriate International Classification of Disease (ICD) codes based on medical documentation and accident description submitted on the First Report of Injury (FROI).

Diagnosis codes are used extensively in the Ohio workers' compensation system to identify compensable services. Currently, the agency utilizes an encoder system that is outdated. This encoder application is not user friendly. A medical condition cannot be selected unless the user has spelled it correctly. Vendor support of the encoder has dropped significantly due to the phasing out of the application; likewise training by the vendor for this system has also decreased significantly. The encoder does not contain any type of reference material to enable the user to perform research that would be helpful in assigning diagnosis codes. The current encoder does not support coding compliance.

For the reasons above, and also recognizing the mandate for ICD 10 compliance, BWC seeks to obtain new software to implement automated medical coding assignment.

3.0 SUBMITTAL REQUIREMENTS

The agency is seeking documented responses to the following questions related to vendors' products and service offerings to be provided to the agency at the demonstration. The agency has attempted to limit the number of questions in an effort to reduce the burden on vendors responding to the RFI. Vendors' responses should provide information about their capability for performing the agency's objectives and elaborate on any requirements. The agency realizes there may be other pertinent information that has not been solicited and encourages vendors to provide additional information as deemed appropriate.

Detailed Questions by Category

1. General questions:

- a. How long have you offered an encoder software product?
- b. Who do you view as your major competitors?
- c. How many customers utilize your encoder software?
- d. Who are your Government customers, if any?
- e. Customers for this product may not be professional coders, is your product user friendly for the staff working with claim allowances?
 - i. Does the product offer "aides" to correct spelling errors?
 - ii. Are there internal prompts to guide coding selection which would lead a user down a logic path to arrive at the correct code via an internal decision tree?
 - iii. Does the product assist the user in code selection when an incomplete diagnostic narrative is entered?
- f. Does the product offer a full range of coding systems (e.g. CPT-4, HCPCS, ICD-9, ICD-10, etc.)?
- g. Are reference notes available and easy to use for coding options?
 - i. Reference notes that help a user differentiate between alternative coding selections.
 - ii. Reference notes that include additional information from the AHA Coding Clinic and are updated on a quarterly basis.
 - iii. Reference notes that include additional information from the AMA CPT Assistant and are updated on an annual basis.
 - iv. Reference notes that include additional information from the AHA Coding Clinic for HCPCS codes.

- h. How does the system alert users when coding, application and status updates are available?
- i. Is a medical dictionary, anatomy charts and a list of synonyms/abbreviations available within the product?
- j. What standard customizations are available and what system configuration preferences come standard with the product (e.g. fields, warnings, etc.)?
- k. Does the product have the ability for BWC staff to modify a narrative description?
- l. Please be prepared to discuss how the product might integrate within BWC legacy claims management and bill processing systems? Can you provide examples of integrations like this with other clients?
- m. Does the product include annual (or quarterly) mandated coding updates?
- n. What network (e.g. Client/Server, Mainframe, Virtualized) and desktop (e.g. local application, zero touch, browser based, etc.) environment does this product run on?
- o. What type of technical and user training does the vendor provide?

2. Company Size / Characteristics:

- a. What is the size of your company:
 - i. What is your number of employees?
 - ii. What is your annual revenue?
- b. How many years has your company been in existence?
- c. Do you provide any services offshore? A recent Ohio Executive Order bans the expenditure of public funds for offshore services.
 - i. Do you use subcontractors and do they perform work offshore?
 - ii. Do you or any of your subcontractors have the ability to perform ALL services within the United States? If not, please describe the services that your company cannot perform within the United States.
 - iii. Indicate whether a subcontractor or another third party could provide the necessary service within the United States.

- d. Are you willing to share your balance sheet / income statement / financial ratios with us?
- e. Are you willing to give us customer references that we may call to ask questions about your product and support? May we call them directly and speak to them candidly?
- f. Do you have an Ohio State Term Schedule (STS) contract?
- g. Do you have a Federal General Services Administration (GSA) schedule/contract?