



Dated: May 16, 2011

**ADDENDUM NO. 2**

**REQUEST FOR PROPOSALS (RFP) NO. 2011-D-2**  
**THIRD PARTY ADMINISTRATOR FOR WORKERS' COMPENSATION PROGRAM**  
**CLAIMS ADMINISTRATION AND ANCILLARY SERVICES**

To All Proposers:

The Golden Gate Bridge, Highway and Transportation District (District) herewith issues Addendum No. 2 to the above-referenced RFP. Addendum No. 2 is hereby incorporated and made part of the RFP Documents. Except as specifically modified by this document, all other terms and conditions remain in full force and effect.

**PART ONE**  
**MODIFICATIONS TO LANGUAGE CONTAINED IN RFP DOCUMENTS**

The following change has been made to RFP No. 2011-D-2, *Third Party Administrator for Workers' Compensation Program Claims Administration and Ancillary Services*, as described below and shown in ***bold face and italic type*** on the page included with this Addendum:

**RFP, PAGE RFP 19, SECTION 6.G(3), BILL REVIEW**

Revised as set forth on attached page RFP 19.


**PART TWO**  
**RESPONSES TO QUESTIONS FROM PROPOSERS**

The attached document entitled, "**QUESTIONS AND ANSWERS**," is in response to written inquiries submitted by Proposers to the District regarding the revised Cost Proposal Form (CPF) for RFP No. 2011-D-2, *Third Party Administrator for Workers' Compensation Program Claims Administration and Ancillary Services*. This document includes all the questions received since issuance of the revised CPF on Monday, May 9, 2011, through the deadline date of Friday, May 13, 2011.

**PART THREE**  
**DEADLINES**

1. The completed revised CPF must be received by the District via electronic mail at [districtsecretary@goldengate.org](mailto:districtsecretary@goldengate.org) no later than **Thursday, May 19, 2011, by 4:30 p.m.**
2. An identical signed original CPF must be received by the District via overnight courier or personal delivery no later than **Monday, May 23, 2011, by 4:30 p.m.** Please send the original to the mailing address of the Secretary of the District, Golden Gate Bridge, Highway and Transportation District, P.O. Box 9000, Presidio Station, San Francisco, CA 94129-0601, or by delivery to the Administration Building, Toll Plaza, Golden Gate Bridge, San Francisco, CA.
3. Proposers shall acknowledge the inclusion of Addendum No. 2 by inserting the Addendum number in the space provided on the attached Acknowledgment of Addenda. Failure to do so may cause the District to deem the proposal as being unresponsive. The signed original Acknowledgment of Addenda must be received by the District via overnight courier or personal delivery no later than **Monday, May 23, 2011, by 4:30 p.m.** and may be submitted together with the signed original CPF.

Should you have any questions regarding the above clarifications, please contact Janet S. Tarantino, Secretary of the District, by telephone at (415) 923-2223.

  
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Janet S. Tarantino  
Secretary of the District

Attachments: RFP, page RFP 19 (Revised)  
Questions and Answers  
Acknowledgment of Addenda

- b) Provide a list of contracted providers within District by type of facility or specialty and describe your selection procedures for physicians and ancillary providers.
- (2) **Utilization Review (UR)** - While the points of inquiry below are not exhaustive, include in your proposal your approach to meeting the District's needs in each of the following areas:
- a) Describe your methodology in handling referrals, meeting mandated timelines for decisions, handling peer review and appeals, and communicating UR issues with all parties.
  - b) Set forth your proposed criteria for determining the types of issues that should be referred for UR while ensuring statutory compliance and maximizing cost effectiveness.
- (3) **Bill Review** - While the points of inquiry below are not exhaustive, include in your proposal your approach to meeting the District's needs in each of the following areas:
- a) Medical bill review is currently required on every billing processed by the TPA. The District has found this to be cost-effective. Describe your process for receipt and assessing bills for review. It is important to gain an insight into your administrative process to ensure confidence in accuracy of payments compatible with Official Medical Fee Schedule ("OMFS").
  - b) Do you have a PPO or similar type network that provides discounted pricing for services below OMFS?
  - c) Are you able to provide an appropriate annual administrative fee for services commensurate with true administrative costs and an acceptable profit margin? *~~as opposed to the traditional "percent of savings" or "per line" fee arrangement? Inability to comply with this provision will result in proposals being considered non-conforming.~~*
- (4) **Medical Case Management ("MCM")**
- a) Describe your firm's experience and qualifications to perform services related to administering and monitoring services (i.e., designing service protocols for managed care providers; developing reports to measure the performance of managed care providers, etc.).
  - b) Describe your firm's experience and qualifications to perform services related to auditing of medical bill review, PPO, UR and case management fees for accuracy of billing.