

Marin County Office of Education

REQUEST FOR PROPOSALS *Medi-Cal Billing Program Vendor Services*

MCOE 2023-RFP-002

Due: August 14, 2023



NOTICE OF REQUEST FOR PROPOSAL

MARIN COUNTY OFFICE OF EDUCATION

MCOE 2023-RFP-002 MEDI-CAL BILLING PROGRAM VENDOR SERVICES

Notice is hereby given that the Marin County Office of Education (MCOE) and five (5) Local Education Agencies (LEA's) are soliciting proposals from interested firms to provide Medi-Cal billing program services. Each proposal must conform and be responsive to this RFP and comply with the required proposal format.

PROPOSAL DOCUMENTS will be available Thursday, July 13, 2023, from the:

MARIN COUNTY OFFICE OF EDUCATION

Business Services Department

1111 Las Gallinas Avenue

San Rafael, CA 94913

(415) 499-5805

PROPOSALS ARE DUE:

Monday, August 14, 2023, by 4:00 PM (PST) at the

MARIN COUNTY OFFICE OF EDUCATION

Business Services Department

PO Box 4925

San Rafael, CA 94903

(415) 499-5805

MCOE CONTACT:

Breean Brown, Senior Director, District Business Services

(415) 499-5806 or bbrown@marinschools.org

RFP REQUIREMENTS:

Proposals will not be opened publicly.

MCOE may reject any or all proposals.

MCOE may waive irregularities in this RFP process.

AWARD REQUIREMENT:

An award will be made to the qualified vendor whose proposal meets the evaluation standards that will be the most advantageous to MCOE with price and all other factors considered.

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REQUEST FOR PROPOSALS (RFP)

Medi-Cal Billing Program Vendor Services

MCOE 2023 RFP-002

1.0 Overview of Request for Proposals

1.1 Publication of Request for Proposals

The Marin County Office of Education (“MCOE”) is issuing this RFP to solicit proposals from service providers to provide Medi-Cal billing services as described in section 3.0 “Scope of Work”

As used in this RFP, the following words have the meanings assigned to them herein.

“Proposer.” The Proposer refers to any entity submitting a response to this RFP. Also referred to as Respondent.

“Submittal.” The Submittal refers to a response package submitted in response to this RFP. Also referred to as Statement of Proposals or Proposal.

1.2 Timeline and Key Dates

The anticipated schedule for this solicitation event is as follows:

MILESTONE	Weekday	Date
RFP Released	Thursday	July 13, 2023
Deadline for Questions	Friday	July 28, 2023
RFP Closes – All Proposals Due	Monday	August 14, 2023
Interviews/Presentations	Thursday	August 17, 2023
Contract Executed	Friday	September 1, 2023

2.0 Background Information

The Marin County Office of Education (MCOE) is located in Marin County, California and provides educational services and support to schools and educational communities in the area. MCOE is dedicated to improving student achievement and preparing students for success in college and career. The organization operates a variety of programs and initiatives aimed at enhancing teaching and learning, supporting student wellbeing, and promoting academic and personal growth. With a focus on innovation and collaboration, MCOE strives to be a leader in delivering educational services and solutions to our schools. MCOE serves a diverse student population in the county. As of the latest data, there are approximately 33,000 students in the area, ranging from early childhood education to high school. MCOE provides a range of services and resources to the 17 school districts and 2 charter schools in the County. This includes business and information technology services, personnel support, administrative assistance, and curricular resources. In addition to its support of traditional public schools, the County also operates juvenile court and community schools and regionalized special education programs. These diverse educational programs and services demonstrate MCOE’s commitment to meeting the needs of all students in Marin County.

3.0 Scope of Work

The Marin County Office of Education (MCOE) acting as the consortium lead for MCOE and the following five local educational agencies (LEAs): San Rafael City Schools Elementary and High School Districts, Shoreline Unified School District, Miller Creek School District and the Novato Unified School District, is seeking proposals from qualified vendors for its Local Education Agency (LEA) Medi-Cal Billing Option Program, School-Based Medi-Cal Administrative Activities (SMAA) Program, any other Medi-Cal claiming programs available to LEAs, and opportunities for private/commercial insurance billing. For the purpose of this Request for Proposal (RFP), references to MCOE include all of the referenced LEAs, and the terms are used interchangeably. The goal of this Request for Proposal (RFP) is to contract with one or more firms that will assist MCOE in maximizing its Medi-Cal revenue opportunities consistent with applicable law and best practices and facilitating these programs effectively and efficiently. Specifically, MCOE is seeking a partner(s) that will work with MCOE to implement the LEA-appropriate medical billing programs, including the option of billing private/commercial insurance, as opportunities become available to LEAs. The selected vendor will be expected to train MCOE staff on an ongoing basis, prepare and submit claims, support staff in coordinating and managing the billing programs, ensure audit preparedness and support through audit process, and prepare the Cost and Reimbursement Comparison Schedule (CRCS) and any other related mandated reporting.

The Novato Unified School District reserves the right to maintain a separate contract for services and to use this RFP in the selection of a vendor while reserving the right to reject any or all proposals and to issue a subsequent RFP.

MCOE is seeking a partner to push its team to pursue the most effective and beneficial strategies for its students. The selected vendor will play a crucial role in ensuring that MCOE is able to maximize its medical revenue to the fullest extent permitted by law and best practice which is a key aspect of providing the best possible educational services to its students and communities.

4.0 Proposal Format, Content, and Submission

4.1 Proposal Format

Proposers shall abide by these format, content, and submission requirements and procedures. The MCOE reserves the right to reject any Proposals that fail to meet these requirements and procedures.

4.2 Proposal Content

1. Overview of the services you provide related to:
 - a. LEA Medi-Cal Billing Option Program (BOP)
 - b. LEA Medi-Cal Administrative Activities (SMAA)
 - c. Other Medi-Cal program (MHP, MCP, Universal Fee Schedule)
 - d. Private/commercial insurance billing readiness
2. Complete description of the cost of services. Please provide a breakdown of fees for each program separately. Identify any additional fees for materials, training, or other services. Include an estimate of the annual cost of services.
3. Your firm's standard terms and conditions for MCOE's consideration and legal review.

4. Description of online program for tracking services and case notes. Include the advantages and disadvantages (i.e., challenges) of your program. Please be thorough and complete in your response.
5. Description of systems integrated electronic health record (EHR) option, if any. Details on how this integration works and what functionalities are available. If no integrated EHR option exists, describe how your system could be easily integrated with third-party EHR systems.
6. Description of training program. Provide a sample training calendar(s) for a comparable LEA. How do you ensure that LEA staff have the necessary skills and knowledge to use your billing solution effectively? Please note any additional resources or services available to those with limited billing experience.
7. Description of your ongoing support during the fiscal year to ensure the LEA is maximizing reimbursement claims consistent with current law and best practices.
8. Description of your quality control, including how you support clients to compile and maintain audit-ready files.
9. Description of your support after receipt of a State or OIG audit notice. In the event of a finding, what portion of the disallowed claim do you reimburse your client? Include a sample listing of your clients' most recent audit results and the amount disallowed.
10. Description of how you remain current with legal and/or program compliance requirements. How do you communicate the necessary changes with your client base?
11. Description of how you would partner with an LEA to leverage new billing opportunities. For example, partnership opportunities stemming from new funding sources, including one-time dollars, or Targeted Case Management (TCM.)
12. As California schools prepare to bill private insurance for healthcare services in addition to Medi-Cal in 2024, we are interested in a Medi-Cal billing solution that can also handle billing for other payors. Describe your billing system's current capability to bill payors other than Medi-Cal and/or your timeline to incorporate this feature.
13. Names and biographical profiles of the key team members who would be assigned to this work.
14. Provide three (3) comparable LEA references, including LEA name, contact person, phone number and email address. The contact person should be able to speak directly about your service(s)
15. Details regarding electronic signature option for practitioners to electronically sign claims.
16. Description of how the system integrates with LEA student information systems and similar databases that track interventions or services, e.g., SEIS, MTSS database. If not offered, how does your platform communicate with existing databases used by schools to reduce data entry, increase efficiencies, etc.? Please also describe your experience with utilizing data-use agreements with other data management platforms or student information systems.
17. Description of how your service will assist with the CRCS report and submittal.
18. Please provide examples of your successful information exchanges with LEA fiscal services and personnel departments.

4.3 Proposal Submission

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each vendor is required to submit one (1) original proposal in hard copy form, and one (1) proposal in electronic format to the MCOE contact as listed above.

Failure to submit any required data item may be cause for rejection. Vendors may submit such other data, as they deem appropriate and called for in this proposal; however, voluminous or overly elaborate proposals are discouraged.

All information, prices, notations, signatures, and corrections must be in permanent ink or typewritten. Mistakes may be crossed out and corrections typed or printed adjacent to the mistake and initialed in permanent ink by the person signing the proposal.

Proposals may be submitted any time **before** the Submittal Deadline. Proposals shall be submitted in a package, sealed and plainly marked "MCOE 2023-RFP-002- MEDI-CAL BILLING PROGRAM VENDOR SERVICES".

Any proposals received **after** the due date and time will **not** be considered. It will be the sole responsibility of the vendor to have his/her proposal actually delivered to the desk of the MCOE Representative for receipt **on or before** the above stated time and date. If U.S. Mail or other transportation (FedEx, UPS, etc.) delivers the proposal, the vendor will be responsible for its timely delivery. Proposals delayed by mail, or any other courier, will not be considered, will not be opened and will be disposed of unless vendor makes timely arrangements for their return at the vendor's expense. **It is imperative RFP's are clearly marked on the outside as to content (MCOE 2023-RFP-002 – MEDI-CAL BILLING PROGRAM VENDOR) and marked with due date of August 14, 2023.**

One copy of the Proposal must be submitted as Portable Document Format (PDF) attachments to an email addressed to bbrown@marinschools.org. The Cost Proposal must be submitted as a separate attachment. Thus, each proposal response must have a minimum of two attachments, a technical proposal, and a cost proposal. The email must be a direct email to the address; it cannot be a "reply" or part of a thread. The subject line of the email must state: **PROPOSAL SUBMISSION FOR MEDI-CAL BILLING PROGRAM VENDOR SERVICES**. Proposals received other than through email or after the due date and time shall not be accepted.

Proposal Packets are available from the MCOE Representative:

Breean Brown, Senior Director, Business Services

Marin County Office of Education

1111 Las Gallinas Avenue

San Rafael, CA 94913

Phone: (415) 499-5806 E-mail: bbrown@marinschools.org

Vendors may also view and download this RFP document on the MCOE website at:

<https://www.marinschools.org/page/6514>

If you DO NOT intend to submit a proposal for this project, please complete and return the attached Statement of No Proposal Form (Appendix A) as soon as possible. Your response will assist us in evaluating all responses for this important project and improve our proposal solicitation process.

Prospective vendors are encouraged to submit a written “Intent to Propose” (no form supplied) by July 28, 2023. Submitting an “Intent to Propose” does not obligate the vendor to submit a proposal and is not mandatory to submit a proposal. By submitting an “Intent to Propose” (no form supplied), a prospective vendor is guaranteed to receive amendments and notices to this RFP. The written “Intent to Propose” must include the vendor’s name, mailing address, phone number, and e-mail address of its main contact for communications regarding this RFP as well as the preferred method for receiving amendments to this RFP. Prospective vendors should e-mail this information to:

Breean Brown, Senior Director, Business Services

Marin County Office of Education

E-mail: bbrown@marinschools.org

Written responses to written questions and requests for interpretation or clarifications regarding this RFP will be sent to all vendors who have submitted an “Intent to Propose”.

5.0 MCOE’s Evaluation / Selection Process

5.1 Overall Evaluation Process

Award of this RFP shall be made to the qualified proposer(s) whose proposal meets the evaluation standards and will be the most advantageous to MCOE with price and all other factors considered and will not be based solely on price. Each submittal will be scored by an RFP evaluation committee. Interviews and/or demonstrations may be conducted, if necessary, with the information to be used for purposes of evaluation. MCOE may award separate contracts for each program to more than one vendor if determined to be in the best interest of the COE. The resulting contract will be for an initial term of two (2) years with service to commence July 1, 2023. The agreement may include a transition period, as necessary and applicable, with the current provider. No minimum amount of work is guaranteed.

5.2 Evaluation Criteria

Criteria	Weighting
Quality of Service and Customer Service	35%
Ease of Use - Data System	30%
Proposal Price and Fee Schedule - Total Annual Cost	25%
Proposal (Organization/Completeness of Proposal)	5%
References and Qualifications/Experience	5%
TOTAL	100%

5.3 Reference Checks

MCOE staff will review and check the references for the highest ranked proposal. The references will be asked to verify the Proposer's experience in providing the requested services, the quality of services and staffing provided to prior clients, adherence to compliance requirements, as well as adherence to schedules/budgets and Proposer's problem-solving, project management, communication abilities, performance on deliverables and outcomes, effectiveness in meeting or exceeding project objectives.

6.0 Contract Award

The MCOE will select the top ranked responsive and responsible Proposer with whom to commence contract negotiations.

The selection of any proposal shall not imply acceptance by the MCOE of all terms of the proposal, which may be subject to further negotiations and approvals before the MCOE may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the MCOE, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The MCOE, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

A contract made pursuant to this RFP shall have an initial term of two (2) years. In addition, the proposal should include options to provide contract extensions to be exercised at MCOE's sole discretion.

7.0 Terms for Receipt of Proposals

7.1 Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the MCOE in writing, if they discover any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be sent by email to bbrown@marinschools.org promptly after discovery, but in no event later than **5:00 P.M. (PST) on July 28, 2023**. The email must be a direct email to this address; it cannot be a "reply" or part of a thread. The subject line of the email must state: **ERRORS AND OMISSIONS FOR MEDI-CAL BILLING PROGRAM VENDOR SERVICES**. Modifications and clarifications will be made by addenda as provided below.

7.2 Questions and Objections Regarding the RFP

Any questions and/or objections concerning the substance of this RFP including the Scope of Work, requirements, and evaluation criteria must be submitted, in writing, via email to bbrown@marinschools.org by **5:00 P.M. (PST) on July 28, 2023**. Any questions concerning the RFP process shall be submitted no later than 48 hours prior to the proposal due date to the same email address. The email must be a direct email to this address; it cannot be a "reply" or part of a thread.

The subject line of the email must state: **QUESTIONS FOR MEDI-CAL BILLING PROGRAM VENDOR SERVICES**. Proposers who fail to do so will waive all further rights to protest, based on these specifications and requirements.

If necessary, a "Questions and Answers" document will be developed from all submitted questions and posted on the MCOE's website. It is the responsibility of the Proposer to check the portal for the Questions and Answers document and any addenda.

7.3 Change Notices

The MCOE may modify the RFP, prior to the proposal due date, by issuing an addendum, which will be posted on the MCOE's website. Proposers shall be responsible for ensuring that their proposals reflect any and all RFP addenda issued by the MCOE prior to the proposal due date regardless of when their proposal is submitted. Therefore, the MCOE recommends that Proposers visit the portal frequently, particularly during the run up to the proposal due date, to determine if they have downloaded any and all addendum/addenda and documents.

7.4 Term of Proposal

Submission of a proposal signifies that the proposed services and fees/cost are valid for 120 calendar days from the proposal due date and that the quoted fees are genuine and not the result of collusion or any other anti-competitive activity.

7.5 Revision of Proposal

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date. In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the MCOE may require a proposer to provide oral or written clarification of its proposal. The MCOE reserves the right to make an award without further clarifications of proposals received.

7.6 Errors and Omissions in Proposal

Failure by the MCOE to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the proposer from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

7.7 Financial Responsibility

The MCOE accepts no financial responsibility for any costs incurred by any proposer in responding to this RFP. Submissions of the RFP will become the property of the MCOE and may be used by the MCOE in any way deemed appropriate.

7.8 Reservation of Rights by the MCOE

The issuance of this RFP does not constitute an agreement by the MCOE that any contract will actually be entered into by the MCOE. The MCOE expressly reserves the right at any time to:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure.
- Reject any or all proposals.
- Reissue a Request for Proposals.
- Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment, or services to be provided under this RFP, or the requirements for contents or format of the proposals.

- Procure any materials, equipment or services specified in this RFP by any other means; or
- Determine that no project will be pursued.

7.9 No Waiver

No waiver by the MCOE of any provision of this RFP shall be implied from any failure by the MCOE to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.