



MARIN COUNTY

OFFICE OF EDUCATION

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QUESTIONS AND ANSWERS

TO MCOE 2023-RFP-002 Medi-Cal Billing Program Vendor Services

1. Describe the current insurance billing and follow-up process at the Marin County Office of Education (MCOE).

ANSWER

There is no process, as MCOE is not currently billing.

2. Describe any challenges or pain points the MCOE is experiencing with the current process.

ANSWER

Unknown, as we are not currently billing.

3. What EHR system is in use? Do all your sites use the same system?

ANSWER

There is no EHR system in use at any of the LEAs for whom this RFP would be servicing.

4. Is there a separate practice management system, separate from the EHR?

ANSWER

No.

5. Can you provide the monthly number of claims and associated charges?

ANSWER

None, as the MCOE is not currently billing.

6. Do you have a clearinghouse vendor?

ANSWER

No.

7. What is your current denial rate? What are the top denial reasons?

ANSWER

Unknown.

8. Do you bill secondary insurance? What is the volume of claims and gross charges for the secondary insurance claims?

ANSWER

No.

9. Are you looking for a vendor to outsource this entire process to? From the RFP document, it sounds like a portion of this business will remain with Marin School District employees? Is that correct?

ANSWER

Yes to all.

10. Will the vendor have remote access to systems in order to process and bill claims?

ANSWER

Yes.

11. Is there any current backlog of aged accounts that need to be worked? If so, can you provide a breakdown of the aging and financial classes of these accounts?

ANSWER

No.

12. Do you collect any co-payments from patient's/patient's family? Who processes those payments? Are you currently performing any collection efforts on these balances?

ANSWER

No.

13. Do you utilize EDI to place accounts currently with your vendor?

ANSWER

Not applicable.

14. How are accounts placed currently?

ANSWER

Unknown.

15. Have the students already been qualified for Medi-Cal?

ANSWER

Unknown: may vary by district.

16. Would the vendor have to complete an application for a student (do we send to the parent to complete the application)?

ANSWER

The vendor will not be expected to contact parents.