



CLARK COUNTY

RFP #876

SELF-INSURED HEALTH CLAIMS AUDITOR

QUESTIONS and ANSWERS

UPDATED: NOVEMBER 15, 2023

	QUESTION	ANSWER
1.	What is/are the pharmacy claim period(s) to be audited over the life of contract period, 4/1/24 through 3/31/27?	This contract is for an audit completed in 2024, and for the claims period of the previous 18 months (7/1/22-12/31/23). We complete an audit every 3 years so there will be one audit during this contract period.
2.	Will the pharmacy audit include commercial and Medicare claims, or will the claims be from your commercial line of business only?	No, this does not include Medicare claims. It's strictly for our group plans only.
3.	Can you please provide the annual claims volume for each line of business to be audited?	This information was in the RFP. Annual medical claims were \$15,837,228 (including Rx) and dental claims \$1,174,140 in 2022.
4.	Is Clark County looking for a focused methodology or random methodology (random would satisfy the requirements for the state of Washington) for auditing medical and prescription drug claims?	We would prefer both random and targeted samples.
5.	Is it mandatory to complete the operational assessment on-site?	No, this work can be completed off-site.
6.	Can you please define what an "original copy" and "complete copy" refers to? I believe complete copies refers to our completed response to the RFP, but am unsure what the original copy refers to.	We need one original proposal, and 4 copies of that proposal.
7.	Which adjudication/claim system or systems will the vendor's auditor perform the work in?	Regence and Delta Dental would decide how to get the auditor information, whether it be by sending reports, or allowing the vendor to access to their system. I'm not aware of what systems they use.
8.	Can you please share what the average daily, weekly, monthly, or annual claim volumes are delineated by medical and dental?	This information was in the RFP. Annual medical claims were \$15,837,228 (including Rx) and dental claims \$1,174,140 in 2022.
9.	Is there a preference to the location of where the services are provided, such as onshore, offshore,	We will accept proposals for all service locations. To be compliant, all proposers

	or a hybrid of both? We can include pricing/rates for all three options if the county is interested.	must qualify & participate in the U.S.A. Federal Homeland E-Verify program. https://www.e-verify.gov/
10.	Is Clark County looking to perform multiple claims audits between 2024-2027, or are they looking to complete a one-time audit within the time period of 2024-2027?	We complete an audit every 3 years so there will be one audit during this contract period.
11.	Has a claims audit been performed before?	Yes, we complete an audit every three years.
12.	If so, are you able to provide the report on the previous claims audit?	If needed, we can provide this report to the selected proposer.
13.	In an effort to comply with professional standards, is there a preference for how contract exceptions should be submitted within the proposal or will these be allowed during the contract negotiation?	We need to start with our contract but the chosen proposer can propose changes and our legal team will review.