MEDICALBILLING COMPANY
REQUEST FOR PROPOSAL

Company Name

Address

City   State   Postal Code

Phone   FAX

Contact Person

Direct line   E-mail

A. Background

Describe your company's experience.

Years in business   Number of employees   Number of clients

hospital-based clients   # physicians in largest group

Ownership

Management Team Information   (please attach resumes and/or detailed biographical summaries that describe applicable experience

for those to be assigned to our practice.)

B. Coding

Are all coders certified?   CPC   Other

coders are currently on staff?

What coding/documentation resources are available to our physicians?

C. Information Systems and Support

What billing software do you use?

Installation date   upgrades?   Most recent upgrade

Are you planning to change or significantly upgrade software in the next 12-24 months?

Are reports and calculations based on standard Medical Group Management Association (MGMA) definitions and formulas?

Will you provide "read only" access to the billing system?

Please detail any advanced analysis and reporting options.

What patient access methods are available to receive bills, view accounts and make payments?

D. Billing/Collections Processes

Discuss how you monitor and manage any offshore processes

Private pay collections

1. Payment options

2. Do you provide "early out" options for patient collections?   Is this optional for the client and if used,

   what has been the success rate compared to traditional collections methods?

   Call center location and hours

3. Please discuss processes and technology used to ensure accurate and complete charge capture

Average number of days to submit a claim once charge information has been received

Average number of days to post payments

Please describe your program (and success) of submitting claims documentation for The Merit-based Incentive Payment Systems under the Medicare Access and CHIP Reauthorization Act (MIPS/MACRA)?

Do you utilize a registry or Qualified Clinical Data Registry (QCDR) for MIPS submission?

E. Regulatory Compliance

Please summarize your compliance program for both billing activities and HIPAA security, including whether internal and external audits are conducted

Do you conduct regular risk assessments for all security measures?

Is cybersecurity handled by an outsourced company or with an internal information technology staff?

Do you have a formal disaster recovery/business continuity plan?

F. Staffing and Communications

Describe your proposed staffing plan for this group (team in home office, personnel in geographic area, etc.)

How often would management team members be available to meet with the group's leadership?

What are your business hours (including time zones)?

G. Transition Processes and Expectations

In the event your company is selected to handle the billing for this group, please provide an overview of your transition process.

What is your historical time frame for ramp-up and normalizing of revenue patterns? (In other words, when would the group expect to be at 100% of collections, assuming there were not undue conversion issues?)

Describe any orientation plan you offer for physicians as part of your start-up process.