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Workers' Compensation
Third Party Administrator

RFP #83-05/16/16

QUESTIONS AND ANSWERS

Questions and Answers Issued May 12, 2016

The following revisions, additions, and clarifications are hereby made part of the Contract Documents for the above-referenced project and shall be taken into account in the preparation of all proposals and the execution of all work. Responders shall acknowledge receipt of the Questions and Answers in their response.

- Q1: Please provide an excel loss run valued 12/31/15 or later:
a. For the past 3-5 policy years including the current policy year for all open and closed claims.
b. Type of claim: Report only, medical only and lost time/indemnity.
- A1: Spread sheet attached. There is one tab for claims over \$500 and one tab for the "exception" account (claims under \$500).
- Q2: What is the estimated total lost time and medical only takeovers for the last 4 years?
- A2: Takeovers can be determined by status on the attached spread sheet (c=closed, o=open).
- Q3: Who are the top ten (10) medical providers used by the County Workers' Compensation (used to determine PPO network participation)?
- A3: Greenville Hospital System Pelham Medical Center
St. Francis Hospitals Piedmont Orthopaedic
Align Networks Carolina Orthopaedic
One Call Medical Greenville Proaxis Therapy
Piedmont Comprehensive Pain Mgt Workwell Occupational Health
- Q4: What was the total spending for the year 2015 on indemnity medical payments and expense payments for workers' compensation claims?
- A 4: Paid in calendar year 2015:
Indemnity \$654,713
Medical/Rehab \$669,308
Expense \$28,546
(Claim data is tracked on a contract year basis – July 1 renewal)

- Q5: Can you provide the historic loss data to establish our pricing options? You may have a particular summary report readily available called a CLB-400.
A5: Five years historical data included in Excel file attached.
- Q6: Will we be placing the excess coverage and/or bonds as outlined under Comprehensive Workers' Compensation Services? If so, what is the expiring policy expiration date, who is the carrier, what is the self-insurance retention (SIR), is there aggregate coverage? If we are placing the excess we will need 10 years of loss runs, estimated payroll, vehicle listing and concentration of risk.
A6: No, Greenville County places the Excess Coverage via a Broker. July 1 renewal with a \$600,000 SIR.
- Q7: Is there a full time County Safety/Risk Manager?
A7: Yes, a full time Risk Manager and a full time Safety Coordinator.
- Q8: Please confirm start date of July 1, 2016.
A8: Confirmed.
- Q9: Does the County have an existing return to work program making use of light/transitional duty?
A9: Greenville County has a modified duty program which is department specific based upon availability and job duties.
- Q10: Who is your broker?
A10: Surry Insurance.
- Q11: Why is Greenville County seeking proposals?
A11: In accordance with County Policy.
- Q12: Why are you not seeking proposals for the liability lines?
A12: Greenville County has issued this RFP at this time.
- Q13: What are the concerns with your current program and the service you are receiving from your TPA?
A13: This RFP is issued in accordance with County Policy.
- Q14: How many employees does Greenville County employ:
A14: Full time average 2,100 – 2,300 +/-, Part time average 1,000 – 1,500.
- Q15: What is your current type of contract, and type of contract quote requested? Life of Contract or Life of Claim?
A15: Life of Contract.
- Q16: What is the contract date for the liability lines?
A16: Not applicable to this RFP.

- Q17: Will the contract be awarded without an oral presentation?
A17: See Section XII, Evaluation Criteria.
- Q18: If a vendor does not place insurance coverage for their customers and do not offer loss control services, will this prevent Greenville County from considering them for respective TPA services capability?
A18: No.
- Q19: Can you send a copy of the current TPA agreement with pricing, etc. with the County?
A19: You can request that information by contacting the Procurement Office and reference the Freedom of Information Act.
- Q20: For the Accident Prevention and Safety Plan, can this be done by an independent third party rather than the TPA?
A20: Yes, but not at an additional cost. The County employs a full time Risk Manager and a full time Safety Coordinator.
- Q21: How many current open files do you have by claim type? Example 7 indemnity, 5 med only, 4 record only.
A21: See the attached spreadsheet.
- Q22: How many files do you receive annually by claim type? Example 7 indemnity, 5 med only, 4 record only.
A22: See the attached spreadsheet.
- Q23: What is your current pricing structure with your current TPA, annual flat rate or per file rate, and what are the rates or pricing fees?
A23: The current pricing structure is flat rate only. Please request the additional information through the Freedom of Information Act.
- Q24: Who is your current TPA? What is the current staffing structure they have in place for this account?
A24: Please request this information through the Freedom of Information Act.
- Q25: Is there a set format you would like to receive the RFP in?
A25: Follow directions in RFP document.
- Q26: Can we get an example of the "detailed monthly claim report" for claims over \$2,000? Is this a manually or computer generated report?
A26: See the attached spreadsheet.

- Q27: Approximately how many safety meetings occur annually that you would like your TPA to attend?
- A27: Quarterly – attend as requested (attend usually at least once per year).
- Q28: Would you like your TPA to actually maintain the OSHA logs or simply provide the accident data to assist?
- A28: TPA should produce and provide the required reporting documents.
- Q29: Approximately how many hours or days of loss control service does your current TPA provide?
- A29: None, the County employs a full time Risk Manager and a full time Safety Coordinator.
- Q30: Under III RFP Requirements, page 5 number 11, you state the selected broker is on a fee-for-service basis in lieu of commission. Please explain as we are not a broker and pricing would be stated in the contract.
- A30: See Addendum 1.

END OF QUESTIONS AND ANSWERS