



Questions and Answers

RFP No. 21-05

Workers' Compensation Utilization Review Services

September 4, 2021

Question 1: On page 17, the pricing chart, the fee description shows year one as October 2022 – October 2023. Is it TMLIRP's intention for this contact to be effective as of October 2022?

Answer: The contract start date is TBD.

Question 2: On page 12, Question 26. *How do you handle requests that are submitted and do not require preauthorization?* Are you referring to Invalid requests, or retrospective or concurrent review requests?

Answer: The question is specific to requests that do not require preauthorization per Texas Workers' Compensation or as per our Direct Contracting with providers.

Question 3: Please provide the volume of UR requests annually.

Answer: Please note that 2020 is the only full year available due to a change in Medical Bill Review Systems.

2019 covers June - Dec

2020 full year

2021 covers Jan - mid September

Year Reviewed	Count of Cases Reviewed
2019	1569
2020	1975
2021	1428
Grand Total	4972

Question 4: Can you provide us with the volume of UR reviews for the past 3 years?

We do understand Covid changes the number of reviews currently and ongoing. We ask for the volume to assist us with pricing.

Answer: See question answer to Question 3

Question 5: Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer: Companies must be certified/registered as a Utilization Review Agent with the Texas Department of Insurance.

Question 6: Whether we need to come over there for meetings?

Answer: Most meetings can be accommodated virtually, but there could be potential for in person meetings.

Question 7: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: See response to Question 5 and review requirements of Utilization Review Agents with the Texas Department of Insurance.

Question 8: Can we submit the proposals via email?

Answer: Please see section 5.1 Submission of Proposals within the RFP.