

**Question and Answer Document  
In Response to Milwaukee County Department of Family Care  
RFI for Third Party Administration Services**

Question Number	RFP Page	Topic	Question	Response
1	N/A	General	Can MCDFC provide the total number of members currently enrolled in the Family Care program?	Currently 8,298
2	N/A	General	Can MCDFC provide the projected enrollment in 2015, 2016, and 2017	2015-8,183 2016-8,201 2017-8,219
3	N/A	General	Is MCDFC only seeking TPA services for claim adjudication and provider service call center? If not, can you please advise as to what other services MCDFC is seeking from the TPA.	We are currently seeking TPA services but please note that included within that service are responsibilities such as call center and reporting (e.g. claims reporting, rejected claims, claim status, appeals, claims efficiency, etc.)
4	N/A	General	What are the claim receipts per member per month for Family Care? What is the average volume of claims received monthly?	Claims receipts are approximately \$270-\$275 million, <b>ANNUALLY</b>
5	4	Claim volume capacity	Please confirm if MCDFC is requesting total claims processed by the responder for only long term care claims or for all health insurance claims the TPA has processed including Medicare Managed Care and Medicaid Managed Care.	Long term Care only
6	5	Pricing and payment of claims	<b>RE: What is your ability to by-pass an established system in order to address special circumstances as they arise?</b> Can MCDFC provide an example of the type of exception they are referring to?	Examples include: Retroactive rate adjustments; and Holds placed on claims (by the IRS for example).

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7	5	Claims Management and Administration	<p><b>RE: Ability to pay claims by batch, special processing of low dollar/high volume claims or any other special processing procedures.</b> Please clarify paying claims by batch. Is MCDFC asking if we can pay certain groups of claims outside the designated cycle of payments for all claims scheduled to be paid?</p>	Yes, In some situations (such as a retroactive rate adjustment) providers may request a special payment run outside the normal cycle.
8	5	Claims Management and Administration	<p><b>RE: Ability to pay claims by batch, special processing of low dollar/high volume claims or any other special processing procedures.</b> Please clarify low dollar/high volume</p>	Example: Incontinence supplies have a cost of approximately \$.35/unit and our providers use between 500 and 2,000 units/months.
9	5	Claims Management and Administration	<p><b>RE: Ability to pay claims by batch, special processing of low dollar/high volume claims or any other special processing procedures.</b> Please provide example of "special processing procedures" MCDFC would require.</p>	In respect to transportation a provider may be authorized to provide rides up to 5 miles each. But in certain cases (medical appointments being a prime example) they may invoice for rides that are longer than the authorized distance.