Questions & Answers for Solicitation No. 75H70926BAO-031-RFQ

1. Is this a new requirement, an expansion of scope, or is it a continuation of previously awarded contracts?
   75H70924P00084
   a. Inovalon Provider, Inc.
   b. 7/3/2024 - 7/31/2025

   GS35F246GA/ 75H70926F80018
   c. Tyrula, LLC
   d. 5/20/2026 – 9/30/2026
      This is a new requirement as the Service Unit will be combining both Medicare and Private insurance.

2. Does this separate IHS office currently use a Practice Management (PM) or EHR (Electronic Health Records) system today? Another way to ask, does this office currently have the ability to generate a batch claim file?
   a. FBSU utilizes an Electronic Health Record system fully. The Business Office could generate a batch claim file.

3. Facility Structure
   Please provide the number of Fort Belknap Service Unit facilities and any associated satellite, subregional, or outreach clinic locations that will require access to the proposed solution.
   a. There are (2) locations
      i. Agency – Located at 669 Agency Main Street, Harlem, MT
      ii. Hays Satellite – Eagle Child Clinic – located in Hays, MT

4. Provider Count
   Please provide the number of healthcare providers, including the number of National Provider Identifiers (NPIs), by Service Unit facility and each associated clinic location.

   a. # Of Healthcare Providers = 23
   b. # of NPIs = 2

5. User Licenses
   The Statement of Work references support for unlimited users. Please provide the anticipated number of user licenses required by facility and service unit location. Additionally, please clarify whether the Government intends to procure enterprise-wide (unlimited) licensing or site-specific licensing.
   a. # of Licenses = 1
   b. Will Government procure unlimited licenses or site-specific? Don't know

6. Revenue Cycle Management Staffing
   Does the Fort Belknap Service Unit currently maintain an in-house Revenue Cycle Management (RCM) team? If so, please provide a high-level overview of the current staffing structure and responsibilities.
   The Revenue Cycle Team manages the financial process from patient registration through payment collection. The team includes Patient Registration, Claims Management, Billing Technology, and Accounts Receivable (A/R) functions, working together to ensure accurate patient information, timely claim submission, efficient billing operations, and effective collection Medicare, Medicaid, and Commercial insurance. Their primary objective is to optimize reimbursement, improve cash flow, and maintain compliance.

   Currently, the Fort Belknap Service Unit is experiencing a staffing shortage in the Department. Human Resources has advertised for a Billing Tech position,however, a selection in pending.

7. Electronic Health Record (EHR) Environment
   The Statement of Work indicates the solution must integrate with the Indian Health Service EHR and RPMS environments. Please identify the Electronic Health Record (EHR) and/or Electronic Medical Record (EMR) systems currently utilized by the Fort Belknap Service Unit, as well as any existing claims management, eligibility verification, clearinghouse, or revenue cycle management software currently in use.
   https://www.ihs.gov/RPMS/
   https://www.ihs.gov/EHR/
   See question #1

8. Historical Workload Data
   Beyond the estimated annual claim volumes identified in the Statement of Work, please provide the average monthly patient encounters and the number of active Medicare, Medicaid, VA, and Commercial Insurance accounts managed by the Service Units to support our submission of an accurate pricing schedule. The SOW identifies approximately 3,720 Medicare claims and 4,320 private insurance claims annually.

   a. Average Monthly Patient = 4112
   b. Active Medicare =2878
   c. Active Medicaid =2013
   d. Active Commercial Insurance =2957
   e. Active VA =855