

EXHIBIT A

**HIDALGO COUNTY
REQUEST FOR BIDS**

**HEALTH AND HUMAN SERVICES
"SOFTWARE SERVICES FOR INDIGENT HEALTH
CARE SYSTEM"**

RFB NO: 08-285-00-00-YSI

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GENERAL REQUIREMENTS

- I. The following are the minimum requirements and/or specifications that will be acceptable to the County. These requirements and/or specifications may be equal or better. Any bid that does not meet the minimum requirements and/or specifications will be rejected.
- II. The Hidalgo County Health and Human Services is seeking to contract with a qualified vendor(s) to furnish various professional services for computer software system in association with the Indigent Health Care for the Hidalgo County Health & Human Services Department.

TERMS, CONDITIONS AND REQUIREMENTS

1. All costs and expenses associated with the preparation and submission of bids shall be the responsibility of the bidder and no reimbursement for such charges or expenses shall be passed onto Hidalgo County.
2. Hidalgo County has the authority to utilize State Contracts when ever it is in the County's best interest to do so.
3. The initial contract term for this project will be for one (1) year with the County's option to extend for an additional two (2) one (1) year terms under the same rates, terms and conditions.
5. Hidalgo County reserves the right to continue this bid for an additional sixty (60) day grace period, under the same rates, terms and conditions at the end of the contract term for unforeseen delays in award of new bid for the next contract term.
6. Insurance requirements for this project to be maintained through out the contract term are General Liability, Auto Liability (if applicable) and Workers Compensation (If applicable). Refer to limits in Exhibit "C".
7. This contract is not limited to the user departments only. It may be used by any County department(s).
8. All bid prices for items shall take into consideration shipping/handling, delivery and set up costs.

ADDITIONAL CONDITIONS AND REQUIREMENTS

Hidalgo County is requesting that any and all questions, inquiries, and all clarifications regarding quotes, bids, proposals or statements of qualifications be addressed to, Martha L. Salazar, CPPB, Purchasing Agent, 2812 South Business Highway 281, Edinburg Texas 78539. **Telephone calls will not be accepted!** All written inquiries will be accepted via facsimile no later than, Wednesday, **Month day, 2008, 5:00 PM.** Responses to said inquiries will be sent to all applicants via facsimile by no later than **Month day, 2008, 5:00 PM.**

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SPECIFICATIONS

Notice is hereby given by Hidalgo County, Texas to request for proposal concerning various professional services for computer software association with Indigent Health Care for the Hidalgo County Health & Human Services Department.

Request for Bids for a County Indigent Health Care Software System:

The Hidalgo County Health and Human Services Department is requesting bids on a new Indigent Health Care System that can perform pre-screening, appointment scheduling, eligibility and billing functions as mandated by the Texas Health and Safety Code Title II (C) Chapter 61 Indigent Health Care and Treatment Act. It must include all periodic Legislative Changes as part of the proposal. Vendors need to perform a current system Analysis and submit a bid that can utilize any existing Human Service equipment. The proposed system must provide a turn key solution that includes all hardware and software and needs to be fully operational no later than **August 31, 2008**.

PRE-SCREENING (Optional):

1. Ability to screen for possible eligibility for local, state and federal programs as requested by Hidalgo County such as:
 - Hidalgo County WIC
 - Hidalgo County Head Start
 - Hidalgo County Health Clinics
 - Hidalgo County CSA
 - Catholic Social Services
 - Children with Special Health Care Needs
 - Perinatal Program
 - Women's Clinic
 - Medicare
 - Medicaid
 - CHIPS
 - Texas Women Health Program
 - Hidalgo County Human Services
 - Etc.
2. Ability to refer applicants to any and all programs they may be eligible for and create a paper document with information for applicants.
3. Provide statistics on how many applicants were seen, denied, or referred and to what agencies.

ELIGIBILITY:

1. Ability to generate **all** state required forms automatically from data entered in to the computer system including but not limited to:

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- Form 100 - Application for Health Care Assistance – Ability to input all information from client data; ability to print and save form in client file.
 - Form 101 – CIHCP Worksheet – Ability to input all information into the worksheet; ability to print and save Worksheet in client file. Must round down on #18. Total Countable Income calculation on page 4 (6. Budget Calculation)
 - Form 101A – Report of Changes – Ability to incorporate and save the form in the case record.
 - Form 102 – Appointment Notice – Ability to input information regarding the client; ability to print and save the form in client file.
 - Form 103 – Request for Information – Ability to input missing information and any other items needed on this form; ability to print and save the form in the client file.
 - Form 104 – Health Care Service Record
 - Form 105 – Monthly Financial Report – Ability to generate report ; ability to print and save report.
 - Form 109 - Notice of Eligibility – Ability to print this form based on the information entered in the computer system; ability to print and save this form in client file.
 - Form 117 – Notice of Ineligibility – Ability to print this form based on the information entered in the computer system; ability to print and save this form in client file.
 - Form 128 – Employment Verification Form – Ability to generate, print and save form.
 - Form 149 Statement of Self-Employment Income – Ability to generate, print and save form.
 - Form 300 – End of Year Report – Ability to generate, print and save form.
 - Form 500 – Request for State Assistance Funds – Ability to generate, print and save form.
2. Provide internet accessible software module for vendors to verify client eligibility status.
 3. Provide a daily report of the clients whose benefits have terminated and automatically generate Form 117 Notice of Ineligibility with the reason for the termination of benefits.
 4. Provide statistical reports on the clients served such as number in the household, undocumented, US Citizens, Resident Aliens, male, female, children by age, etc.
 5. Provide statistical reports on the workers productivity such as clients seen, time spent with client, no show clients, re-scheduled clients (with explanation), etc.
 6. Ability to track what employee worked on the case and track modifications made by each employee.
 7. Ability to track the time spent on each case, time arrived, time seen, and time spent with client.

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8. Ability to track history of the case.
9. Ability to keep notes for all who work on case to view and add to.
10. Ability to scan and save documents associated with the client file.
11. Ability to document, calculate and save all data from prior months, especially prior month income.
12. Ability to track all Special Review cases and the reason for the special review.

APPOINTMENTS:

1. Provide appointment scheduler for 10 + Eligibility Workers located at 5 + locations.
2. Ability to set appointment time gaps as determined by Human Services Director.
3. Ability to modify appointment schedule at the request of the Human Services Director.
4. Ability for the Human Services Director to view, analysis and generate reports and statistics on the appointment schedule.
5. Ability to view and modify appointment schedule from any computer by authorized users.
6. Ability to track all modifications made to the appointment schedule.

BILLING:

1. Provide secure internet accessible software module for vendors to verify status of bills submitted for payment.
2. Ability to electronically transmit processed medical, hospital and pharmacy bills to authorized entity for bill processing.
3. Ability to track when clients receive Durable Medical Supplies (DME) and the quantity received.
4. Ability to track when clients receive frames and lenses.
5. Ability to track when clients receive an eye exam.
6. Provide analytical and statistical reports on types of services and all types of demographics such as city, age, gender, illness type, amount paid per client, etc.
7. Ability to track different reports such as most common CPT codes, DRG, physicians, etc.
8. Ability to track which employee processes and modifies the data entered for each invoice.
9. Ability to verify that client is eligible for billed services on the date of service of the bill.
10. Ability to process the following billed services:
 - Advanced practice Nurse
 - Ambulatory Surgical Center
 - Certified Registered Nurse Anesthesia
 - Colostomy Medical Supplies
 - Counseling Services
 - Dental Care

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- Diabetic Supplies & Equipment
 - ER Medical Services
 - Home & Community Health
 - Hospital Inpatient
 - Hospital Outpatient
 - Lab X-Ray Services
 - Physicians
 - Physician Assistant (PA)
 - Vision Care
 - State Contract Hospital
 - Reimbursements
 - Other Services
11. Ability to process Pharmacy bills based on Third Party Administrator approved contract rates.
 12. Ability to separate invoices based on year of service for auditing purposes. (Fiscal versus Calendar Year)
 13. Ability to calculate DSHS limit of \$30,000 and/or 30 – day hospital stay per client and not allow any bills to be processed once the cap has been met.
 14. Ability to keep track of clients who are close to \$30,0000 fiscal year limit by service date and ability to track hospital days.
 15. Ability to track the 3 prescriptions per month per client and not allow any prescriptions to be processed once the cap has been met.
 16. Ability to track if claims are not received past 95 days from the date of certification from the date of certification or date of service.
 17. Ability to calculate Hidalgo County 6% and 8% GTRL.
 18. Ability to calculate and forecast when Hidalgo County will meet and/ or exceed 6% and 8% GTRL.
 19. Ability to determine and notify staff if Hidalgo County is processing a duplicate invoice, no matter what medical procedure was originally charged
 20. Ability to enter multiple dates of service per invoice.
 21. Ability to maintain and update all CPT and DRG codes on a regular basis.
 22. Ability to look up DRG codes using the codes on UB92.
 23. Ability to use Ambulatory Surgical Codes for payment.
 24. Ability to have multiple users seeing notes for a client file.
 25. Ability to do a reverse look up for a DRG code if we have a type of service but no DRG code.
 26. Ability to generate a rejection form for all rejected claims.
 27. Ability to calculate payable amount for anesthesia services using only units.

TRAINING AND TECHNICAL SUPPORT:

1. Provide post implementation training to all Human Services staff at our location
2. Provide annual training as requested by the Human Services director

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3. Provide 24 hour/ 7 day technical support and respond to our call within 12 hours
4. Provide modifications to the program as needed to meet the changes needs of the Human Services Department.
5. Provide mandatory change of passwords every 90 days.
6. If software is a hosted solution, a copy of the backup/restore procedures, business continuity plan and disaster recovery plan must be provided.
7. All HIPAA compliance standards must be met and certification letter provided.

OTHER SERVICES (Optional):

1. Ability to access the Texas Medicaid Healthcare Partnership (TMHP) to verify Medicaid eligibility.
2. Ability to flag or notify us when an Appellant client is put on Medicaid regardless if the client is active or not and to provide us with the add date.
3. Ability to notify provider for reimbursements once client has been approved for Medicaid benefits.
4. Ability to create an identification badge for client with barcode technology.
5. Ability to record telephone interviews and save them for future reference.
6. Ability to save email correspondence in client file for future reference.
7. Ability to accept secure electronic Billing from vendors (providers).
8. Ability to scan and save documents associated with bill payment in to the vendor (provider) file.

The computer hardware and software that best meets or exceeds the current and future requirements of the Hidalgo County Health and Human Services Department, and which will best provide the supporting tools and services for the Hidalgo County Health and Human Services Department needed to serve the residents of Hidalgo County will be awarded.

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