

Response to Questions regarding Nurse Case Manager RFP:

1. The # of OJI claims handled for 2007-2010 are listed on Page 5 of the RFP. What are the number of referrals for 2011 and 2012?

**Answer: FY2011 94 Referrals
 FY2012 94 Referrals**

2. How many case management claims are open currently?

Answer: 24 cases are currently open.

3. How many nurses does the City currently use for Case Management services?

Answer: The City currently has one dedicated Case Manager.

4. What is the average case-length for a City of Memphis OJI claim?

Answer: The case length can range from 1 day to 12 months depending on the case referral. For example, a catastrophic mva case with Police can have the Nurse assigned for 12 months which is the longest time an employee can receive OJI lost time benefits.

5. What is the average case-length for a City of Memphis HHL claims?

Answer: The average case length for an HHL claim is about 2-3 months depending on how long it takes the Nurse to receive the correspondence from the examining physicians.

6. Does the City want a nurse case manager that is dedicated 100% to the City's program or can the nurse be designated to their program and still work on other programs?

Answer: The City is asking for a dedicated nurse; however, this item is open for discussion.

7. Page 18, Section C of the RFP is referring to review procedures for Utilization Management Services including precertification. As Utilization Review is not outline in the "Professional Services Required" section found on pages 5-10, is it unclear in what capacity the contractor will be providing these services. Please clarify the responsibility of the contractor specifically in regard to item C.1. A. "Pre-admission certification", and C1.B "Outpatient procedure review for surgery and high tech diagnostic procedures", page 18.

Answer: In this section of the RFP, the City wants to hear about your internal processes and procedures on Utilization Review as each Company's guidelines will be evaluated. On occasions, the nurse will be assigned cases where a pre-certification for inpatient/outpatient surgery or high tech diagnostics may be required and the City want to evaluate how each Company is currently managing these types of request.

8. Page 18, Section E.1 refers to "the date your network would be available. " Please confirm this is an error of terms in regard to "network".

Answer: This item is not an error. The City currently utilizes specialty physicians and medical groups to provide treatment and durable medical supplies to our injured workers. If your Company has a network of physicians or medical facilities that can meet our needs, then we would like to know if your network will be available to the City.

