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PWGSC/TPSGC Acquisitions Bid  
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126 Prince William Street/  
126, rue Prince William  
Suite 14B  
Saint John  
New Brunswick  
E2L 2B6  
Bid Fax: (506) 636-4376

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution  
Saint John, NB (STJ)  
126 Prince William Street/  
126, rue Prince William  
Suite 14B  
Saint John  
New Bruns  
E2L 2B6

<b>Title - Sujet</b> Federal Health Claims Proces. Svcs. Federal Health Claims Processing Services	
<b>Solicitation No. - N° de l'invitation</b> 51019-211004/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 51019-211004	<b>Date</b> 2021-11-25
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STJ-002-4555	
<b>File No. - N° de dossier</b> STJ-1-44001 (002)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Atlantic Daylight Saving Time ADT <b>on - le 2022-06-30</b> Heure Avancée de l'Atlantique HAA	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Donovan (STJ), Janine E.	<b>Buyer Id - Id de l'acheteur</b> stj002
<b>Telephone No. - N° de téléphone</b> (506) 639-0215 ( )	<b>FAX No. - N° de FAX</b> (506) 636-4376
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**Title:** Federal Health Claims Processing Services

**This amendment no. 4 to the Letter of Interest (LOI) is to provide the following:**

- A copy of the Federal Health Claims Processing Services Industry Day presentation dated November 2, 2021; and
- A summary of the Virtual Industry Day question and answer period held on November 2, 2021.

**Q1:** What business services is the contractor expected to deliver in particular with regards to portal management and claims processing?

**R1:** The claims processing contractor will be responsible for all the interaction with the health care provider communities in setting the providers up in a system to register them and ensure they meet the required credentials. The contractor will be dealing with and managing all the authorization requests from those providers to provide benefits to specific members of the Canadian Armed Services (CAF) or Royal Canadian Mounted Police (RCMP) as well as Veterans. The contractor will also manage all the associated provider inquiries. The contractor will process all claims from clients and providers for the programs of the three partner departments. In other words, the contractor will be responsible for the delivery of the health benefits of the three partner departments programs and will be registering providers, registering clients, managing all the inquiries from clients/ providers as well as departmental staff establishing authorizations and processing claims. The contractor will also be responsible for auditing health care providers

FHCPS is similar in some ways to other health plans such as the Public Service Health Care Plan. However, the dynamics regarding client/member eligibility is quite different between the services offered through FHCPS and the services offered through group insurance plans. The contractor will be responsible to develop and implement processes to allow VAC, CAF and RCMP systems to transfer client/member eligibility information to their systems.

Healthcare to clients/members are delivered through a network of approximately 250,000 providers.

**Q2:** Does the contractor also have to own the book of the insurance claims or is there a third party engaged?

**R2:** The benefits and services provided through FHCPS to CAF, RCMP and VAC clients/members are often misunderstood as being insured benefits provided through an insurance type model. The benefits are based on entitlement and are related to the clients/members service to Canada. Legislation defines eligibility for specific healthcare benefits and services. Therefore, it is a reimbursement model not an insurance model. After eligibility has been established, the client/member obtains the services from an independent health care services provider. The health care provider then bills the contractor, the contractor would then pay the provider for those services. The contractor will then bill VAC, CAF and RCMP for claims paid. Finally, the Crown will reimburse the contractor for those claims.

**Q3:** Is the contractor responsible for the initial payment of claims to health care providers and clients/members and then reimbursed by VAC, CAF and RCMP?

**R3:** The contractor is responsible for the initial payment of claims to health care providers and clients/members. VAC, CAF and RCMP will then reimburse the contractor for these claims.

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- Q4:** Who manages client/member eligibility and defines covered benefits? How does this transmission of information take place between the government departments and the contractor regarding eligibility?
- R4:** The three partner department's legislation defines client/member eligibility. The eligibility information flows from the three partner departments to the contractor. Currently VAC's information is transmitted in real time and CAF and RCMP is transmitted in batch mode. Currently there are sixteen programs which provide treatment benefits, home care and long-term care benefits. Each program has a benefit grid which defines the benefits covered, approval requirements, maximum financial limits and replacement/frequency limits.
- Q5:** Who informs the contractor if a client/member ceases to have eligibility?
- R5:** The three partner departments provide changes to client/member eligibility directly to the contractor. Currently, VAC's information is transmitted in real time and CAF and RCMP is transmitted in batch mode.
- Q6:** What is the proposed model for the payment of contracted services?
- R6:** The determination regarding how specific contracted services will be compensated has not yet been determined. The Statement of Work will define the requirements for the services to be contracted. The Basis of Payment, which will be included with the draft Request for Proposal, will provide details on how individual services will be compensated. The decision has not yet been made if we are going with a single contract or more than one contract to procure these services.

Various models exist to reimburse contractors for healthcare authorization, claims processing services and inquiry functions. Some examples include a fixed fee per transaction/piece of work processed or a fee based on a percentage of the value of the healthcare expenditure.

As indicated above, the final determination regarding how specific contracted services will be compensated has not yet been determined.

Disclaimer:

This is not a bid solicitation. This LOI and LOI amendments will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this LOI and subsequent amendments should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this LOI and LOI amendments. Whether or not any potential supplier responds to this LOI or LOI amendments will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this LOI will not necessarily follow this LOI. This LOI is simply intended to solicit feedback from industry with respect to the matters described in this LOI.

Respondents are reminded that this is an LOI and not an RFP, and in this regard, respondents are requested to provide their responses to the questions described in this LOI amendment. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Responses will not be used for competitive or comparative evaluation purposes. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this LOI.

Solicitation No. - N° de l'invitation  
51019-211004/A  
Client Ref. No. - N° de réf. du client  
51019-211004

Amd. No. - N° de la modif.  
004  
File No. - N° du dossier  
STJ-1-44001

Buyer ID - Id de l'acheteur  
STJ002  
CCC No./N° CCC - FMS No./N° VME

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**Contracting Authority Coordinates:**

Name Janine Donovan  
Telephone No.: (506) 639-0215  
Email: janine.donovan@pwgsc-tpsgc.gc.ca

All other terms and conditions of the solicitation document remain unchanged.