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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/
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Title - Sujet Federal Health Claims Proces. Svcs. Federal Health Claims Processing Services	
Solicitation No. - N° de l'invitation 51019-211004/A	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client 51019-211004	Date 2022-03-31
GETS Reference No. - N° de référence de SEAG PW-\$STJ-002-4555	
File No. - N° de dossier STJ-1-44001 (002)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Atlantic Daylight Saving Time ADT on - le 2022-06-30 Heure Avancée de l'Atlantique HAA	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Donovan (STJ), Janine E.	Buyer Id - Id de l'acheteur stj002
Telephone No. - N° de téléphone (506) 639-0215 ()	FAX No. - N° de FAX (506) 636-4376
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

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51019-211004

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005
File No. - N° du dossier
STJ-1-44001

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

Title: Federal Health Claims Processing Services (FHCPS)

This amendment no. 5 to the Letter of Interest (LOI) is to provide responses to questions asked by industry in response LOI amendment no. 3:

- Q1:** What is the Governance, Management and Operating Model that will be in place?
- R1:** A governance and operating management process involving Veterans Affairs Canada (VAC), the Canadian Armed Forces (CAF), the Royal Canadian Mounted Police (RCMP), Public Services and Procurement Canada (PSPC) and the contractor will be put in place. The draft Request for Proposal (RFP) will provide additional information.
- Q2:** Is previous claims transaction volume data for all three departments for the different stages of the claims lifecycle available in order to accurately size the scale of solutions needed?
- R2:** During 2020-21 approximately 7.5 million transactions were processed of which 4.4 million were electronic and 3.1 million were non-electronic (manual). The draft RFP will provide additional information.
- Q3:** What was the previous vendors scope of services?
- R3:** The Statement of work which describes the previous scope of services can be found in the previous RFP at the following link: [Federal Health Claims Processing Services \(FHCPS\) \(51019-072007/K\) - Buyandsell.gc.ca](https://buyandsell.gc.ca/51019-072007/K).
- Q4:** Please provide information on specific plan design information, including whether the carriers' standard drug formularies would apply and whether they be tiered, open, managed, etc.?
- R4:** The services associated with the procurement are currently broken down into sixteen programs, these were outlined in the Letter of Interest posted to Buy and Sell. Currently each program has a defined benefit grid which details specific benefits covered, approval requirements, financial limits and frequency/replacement limits. The draft Request for Proposal will provide information associated with the health benefit programs, including prescription drug benefits and a description of associated formularies.
- Industry will be able to propose alternate approaches to the current structure of using the sixteen programs which were outlined in the Letter of Interest.
- Q5:** What are the requirements related to eligibility of the plan, and confirmation with respect to how enrolment is completed (manual, use of our plan administrator portal, electronic enrolment / file feed, Application Programming Interface (APIs) from Human Resource Information System (HRIS)?
- R5:** Eligibility to access benefits is determined by the Departmental Legislation of VAC, CAF and RCMP. Eligibility information is electronically transferred by each department to the contractor. The draft Request for Proposal will provide additional information associated with the transfer process.

Q6: Are there communication requirements to members?

R6: The contractor will be responsible for using multiple communications channels with the Participants during the contract implementation phase (issuance of material describing programs and eligibility, issuance of health cards, etc.) and during the operational phase of the contract.

Q7: Are there any unique requirements related to fraud detection, authorizations, etc.?

R7: It is expected the standard industry requirements will apply to auditing claims. The draft RFP will provide additional information on this subject.

Q8: What are the number of contacts (calls, emails, chats) to the contact centre?

R8: During 2020-21 approximately 113,000 Participant calls were answered, 65,000 provider calls were answered and 5,000 calls from Partner departmental staff of VAC, CAF and RCMP were answered. The draft RFP will provide additional information.

Q9: What is the number of manual claims versus electronic claims?

R9: During 2020-21 approximately 7.5 million transactions were processed of which 4.4 million were electronic and 3.1 million were non-electronic (manual). The draft RFP will provide additional information.

Q10: Are there mailing requirements?

R10: The focus of the requirements will be to maximize the use of technology and minimize the production of paper letters. However, there will be a requirement to mail letters. Approximately 200,000 letters were mailed in 2020-21 and 226,000 letters were mailed in 2019-20.

Q11: Is there openness to electronic ID cards, e-statements versus paper statements?

R11: Yes, the objective of the procurement will be to reduce paper and utilize electronic communications. The Crown is open to utilizing digital technology. Additional details will be provided in the draft RFP

Q12: To propose solutions that could help the government of Canada better track and manage health outcomes, bidders would benefit from details on the ways in which you are currently receiving reports from the administrator, what data this includes and your process for receiving these reports. In addition information how data is analyzed and generated for measuring health outcomes (if at all). How does the government envision using this data to support the program and members? (Information on related or adjacent systems that could allow for integrations with the administrator's digital assets would also be helpful).

R12: Only a minimum amount of analysis of Participant/Program outcomes associated with FHCPs are currently conducted. The procurement will be looking to industry to identify creative solutions to assist the departments with measuring Participant health outcomes and outcomes associated with the programs

Q13: What are the plan management details on different types of plans, standard adjudication rules, advanced adjudication rules for specific programs; pre-authorization rules; over-riding rules?

R13: The services associated with the procurement are broken down into sixteen programs, these were outlined in the Letter of Interest posted to Buy and Sell. Each program has a defined benefit grid which details specific benefits covered, approval requirements, financial limits and frequency/replacement limits. Eligibility to access benefits is determined by the Departmental Legislation of VAC, CAF and RCMP. The draft RFP will provide additional information.

Q14: What is the enrollment process for members into plan, assigning their coverage, rules for any exceptions specific to members?

R14: Eligibility to access benefits is determined by the Departmental Legislation of VAC, CAF and RCMP. Eligibility information is electronically transferred by each department to the contractor.

Q15: How are claims submitted by various providers electronically and the format they are received in for example Canadian Pharmacists Association (CPhA), with their versions, or any other format. Also need to understand if the claims are received directly from the various providers or via claims routing service?

R15: Currently provider claims can be submitted electronically through:

- Point of Sale for Pharmacy products;
- Canadian Dental Association (CDA) Net for dental claims; and
- FHCPs Provider Portal for other claim types.

It is anticipated provider claims will be submitted directly by the provider to the contractor. In some cases, providers will purchase acceptable software to submit authorization requests and claims to the contractor.

Q16: How are claims submitted manually? Are they submitted via a portal or email or an electronic form?

R16: Currently, most manual Participant claims are submitted by regular mail, with the exception of VAC Health Related Travel claims which can be submitted through the VAC client portal which are then electronically sent to the contractor for processing. The Crown is currently exploring other options to allow Participants to submit claims electronically. Currently, providers can submit claims manually through regular mail or electronically through the FHCPs Provider portal.

Q17: What are the claims validations, rules to be applied and exception management?

R17: The benefit grids and business process will describe the claim validation rules associated with eligibility, benefits covered, financial limits, approval requirements, frequency and replacement limits. The draft RFP will provide additional information.

Q18: Please provide details on claims inquiries by members and claims operations.

R18: During 2020-21 approximately 113,000 Participant calls were answered and 206,000 claims were processed. The draft RFP will provide additional information.

Q19: What are the details on management of Explanation of Benefits?

R19: The contractor will be required to produce an Explanation of Benefits statement/claim statement for all Participant claims. The statement must be clear and provide the results of the claim adjudication. In some cases, blank claim forms will need to be provided to facilitate the submission of the next claim. The draft RFP will provide additional details.

Q20: Please provide the type of rules that apply to plans, providers and members and details on how these rules are maintained and managed.

R20: The services associated with the procurement are broken down into sixteen programs, these were outlined in the Letter of Interest posted to Buy and Sell. Each program has a defined benefit grid which details specific benefits covered, approval requirements, financial limits and frequency/replacement limits. Prescription drug formularies exist for regular benefits, special authorization products and non-formulary benefits. VAC, CAF and RCMP provide information to the contractor associated to the detailed rules for specific health care benefits on an on-going basis. The draft RFP will provide additional information.

Q21: Will the next contract leverage the current provider registry and its management?

R21: The contractor will be required to create a new provider registry. The draft RFP will provide additional information associated with provider registration requirements.

Q22: Are there Service Level Agreements for claims processing and applications?

R22: The contract will contain specific service level requirements the successful bidder will be required to meet. The draft RFP will provide additional information.

Q23: What are the volumetrics for each Plan and the number of members per plan for drugs, dental, number of rules per plan?

R23: As of March 31, 2021 eligible Participants were approximately:

- VAC – 170,000
- CAF – 125,000
- RCMP – 20,000

The draft RFP will provide additional information.

Q24: What is the number of claims processed?

R24: In 2020-21 there were approximately 206,000 claims processed. There were approximately 7.5 million transactions associated with these claims.

Q25: What is the retention period for records?

R25: It is anticipated the contract will require the retention of records for seven years. This will be confirmed in the final RFP.

- Q26:** Can existing applications be leveraged as part of building FHCPs? Will these applications be accessed using Application Programming Interfaces (APIs) or web services?
- R26:** The contractor will have access to relevant eligibility data contained in VAC, CAF and RCMP systems via web services or other forms of data transfer. The draft request for Proposal will outline requirements for web-based portal services for Participants, healthcare providers and partner departmental staff. The contractor will be responsible for the supply of all systems to deliver the requirements.
- Q27:** What are the data migrations requirements?
- R27:** Web service messages with a defined schema. Additional details will be provided in the draft RFP.
- Q28:** What are the Roles and Responsibilities between the successful vendor and VAC?
- R28:** VAC will serve as the Project Authority for the contract. VAC, CAF, RCMP and PSPC will work with the contractor to manage the contract.
- Q29:** What is the relationship, if any, between FHCPs and the Public Sector Health Care Program in regard to members of the RCMP and the Canadian Forces?
- A29:** For CAF, there is no relationship between FHCPs and PSHCP. CAF members do not have access to the PSHCP. Information on the relationship between FHCPs and PSHCP for the RCMP will be included in the draft RFP.
- Q30:** Are civilian employees of the Department of National Defence (DND) entitled to FHCPs claims or just members of the Canadian Forces?
- R30:** No, civilian employees of DND are not covered under FHCPs. In some unique circumstances, under the approval authority of Minister of National Defence, Canadian Forces Health Services provides care to unique civilian groups and in these cases, some coverage may be claimed through FHCPs.
- Q31:** What elements of the existing FHCPs have been digitized and/or automated?
- R31:** The following claim types have been automated:
- Prescription drugs;
 - Dental benefits; and
 - Provider claims (Other health services) – submitted through the Provider portal.
- Q32:** Is Cannabis for Medical Purposes approved for active members of the RCMP and the Canadian Armed Forces?
- R32:** No, Cannabis for Medical Purposes (dry product, oil or edible format) is excluded from the RCMP and CAF health benefits coverage.
- Q33:** Has FHCPs contemplated the introduction of Robotic Process Automation or Business Process Management software solutions as part of the next generation of its solution?

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R33: The Crown is interested in taking advantage of current and emerging technology, with a focus on end-to-end digital. Bidders will be encouraged to propose solutions to take advantage of technology.

Q34: Will FHCPs be issuing a draft RFP prior to release of the final RFP?

R34: Yes, a draft Request for Proposal will be issued before the final RFP and industry will have an opportunity to provide comments.

Q35: Will the administration component and/or the non-medical claims component of the FHCPs be tendered as a stream or streams within a claims processing RFP?

R35: A decision has not been made at this time regarding the procurement approach for the services.

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. Any marketing or promotional information submitted as part of the responses will not be reviewed.

Contracting Authority Coordinates:

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