

**Request for Proposal
for
Comprehensive Revenue Cycle
Coding and Billing Services**

1. Invitation and general information

About Titus Regional Medical Center

Titus County Hospital District d/b/a Titus Regional Medical Center is a 174-bed Joint Commission accredited hospital located in Mount Pleasant, Texas. Our mission is to lead the transformation for healthier tomorrows in OUR communities as we strive to be the catalyst in rural America, transcending barriers to health through a culture of excellence and compassion.

At present, there are approximately 50 active members on the medical staff and the hospital staff consists of approximately 700 employees. Titus Regional Medical Center is accredited by the Joint Commission and is licensed for 174 beds, making TRMC a true regional leader in healthcare.

Invitation to Bid

Titus Regional Medical Center requests proposals from entities to this RFP who are in the business of coding medical records as well as service and collecting accounts receivable as further described in this RFP.

This RFP is not an offer to contract with Titus Regional Medical Center. Acceptance of a proposal neither commits Titus Regional Medical Center to award a contract to any vendor nor limits our rights to negotiate further. Titus Regional Medical Center reserves the right to negotiate with any vendor as we determine necessary to protect our interests. However, we may award a contract based on the initial responses received without negotiations.

Contract

Following selection of the vendor, this RFP and the terms of Vendor's proposal accepted by Titus will be incorporated in a fully executed, definitive contract which may include additional, or different, terms and conditions as agreed to by the parties.

Confidentiality

The information contained in this RFP, or obtained through the process of this RFP, is confidential and proprietary to us. Information provided in your proposal will be held in confidence and not shared with any third party. However, submitted proposals may be shared with, and reviewed by, any person at Titus Regional Medical Center.

Cost of Proposals

Expenses incurred in the preparation of proposals in response to this RFP are the Vendor's sole responsibility.

RFP Timeline

Activity	Date
RFP Distribution	11/1/2022
Questions Due By	11/7/2022
Final Proposals Due	11/18/2022
Finalist Notified	11/25/2022

2. Scope of Services

Titus Regional Medical Center seeks proposals from entities who have significant experience fully coding medical records as well as servicing and collecting accounts receivable from third party payors. Patient collections (both pure Self Pay and Balance After Insurance) are not in scope. Titus is looking for a flexible solution that is tailored to our specific situation and not a 'one-size-fits-all' approach.

More specifically, Titus is seeking:

Coding Services

- Full outsource of all Hospital and Physician based accounts
- A staffing and education model that drives accountability and performance while reducing overall cost-to-collect
- Experience with all specialties and patient types
- Coding accuracy of at least 95%
- Assist with billing edits and denials, as needed
- Process to minimize Discharge Not Final Coded (DNFC)
- Detailed reporting

Accounts Receivable Services

- Full outsource of all Hospital and Physician third party payor accounts
- A staffing and education model that drives accountability and performance while reducing overall cost-to-collect
- Provide a 'best practice methodology' to accelerate collections while reducing overall expense
- Perform initial, secondary and tertiary billing as needed in Titus billing system
- Provide timely and accurate follow-up for all third party accounts
- Take appropriate corrective action to ensure a positive resolution on all accounts
- Experience in appealing and resolving both technical and clinical denials
- Review zero balance accounts for potential additional reimbursement
- Identify trends and issues as it relates to underpayments and other payment variances
- Provide denial root cause reporting to improve upstream revenue cycle processes
- Research and resolve credit balances
- Detailed reporting packages

General

- Experience working directly in an Epic environment
- Assistance in leveraging Epic to its full potential
- An implementation process that drives speed to value
- Consistent communication and defined escalation process
- A leadership and operational infrastructure that ensures accountability and success

3. Proposal Instructions

Proposals may be submitted in any format as desired by Vendor, so long as they are comprehensive and easily consumed by Titus Regional Medical Center. Preferred format is PDF. Lengthy narrative and extraneous information not related to the scope of services is discouraged. All responses must remain in effect for ninety (90) days after submission.

Please direct all questions and submit all responses to: reese.arnett@titusregional.com

At a minimum, the proposal should provide the following information:

- A brief description of your company, including capabilities and history
- Organizational structure and how it will support Titus Regional Medical Center
- Outline your experience in providing the in-scope solutions and how you will drive value for Titus Regional Medical Center
- Provide case studies or other proof points of your success providing similar services
- Your experience working directly in client host systems
- Pricing – pricing proposals are desired to be all inclusive. If there are additional fees, these need to be clearly delineated in the proposal.
- Outline the implementation process and expected resources need by Titus Regional Medical Center
- Sample reporting package

Additional Information

I hereby acknowledge that the above information is accurate and completed to the best of my knowledge.

Name: _____

Date: _____

Title: _____

Organization: _____