



CITY OF CLEVELAND

Mayor Justin M. Bibb

PUBLIC SAFETY

May 8, 2025

City of Cleveland Department of Public Safety

ADDENDUM to the Request for Proposal for Inmate Medical Billing Services for the Departments of Finance and Public Safety

Attention: All Interested Vendors

This addendum answers questions received in writing by the City of Cleveland Departments of Finance and Public Safety.

PART 1. Changes made by this Addendum.

Due Date Extended The due date for responding to this Request for Proposal has been extended. Proposals must be submitted by **Friday, May 16, 2025, not later than 5:00 PM EST. Proposals are to be submitted via email to mgehlmann@clevelandohio.gov. The proposals will not be opened until after the deadline on Friday, May 16, 2025.**

PART 2. Answers to Questions Received.

We received the following questions and have indicated our responses in **bold** below. Similar questions may have been consolidated into one question.

1. "Vendor shall perform CLIA auditing based on the provider CLIA number and procedures performed." A vendor has asked if more clarity could be provided as CLIA may not be directly related to inmate billing and they want to make sure that they are complying with expectations. They are additionally asking what a full CLIA audit would look like as an example of what they would be expected to provide.

Please disregard any references to CLIA auditing in the RFP. CLIA auditing will not be a requirement for purposes of this Request for Proposal.

2. "Vendor shall apply Medicare standards and generally accepted health care industry practices to identify and deny payment for claims with cosmetic procedures, duplicate charges, experimental procedures, incidental procedures, inclusive care, invalid CPT/modifier combinations, invalid codes, mutually exclusive procedures, obsolete codes, unlisted procedures, unbundling and all other non-covered reimbursement drivers." A



vendor has asked for examples of how this should be reported by a vendor to the City so they meet our expectations.

Via formal monthly reporting. The City is flexible with regard to formatting; please provide your anticipated reporting sample to include the various circumstances mentioned in the RFP.

3. Will the City of Cleveland provide us an electronic eligibility file (roster) of all eligible inmates on a daily or weekly basis?

The City currently does not have the means to provide a live electronic roster. The implementation of a new records management system is ongoing. The City will work with the vendor to update eligible inmate information in a timely manner.

4. Are provider claims sent to the jail, or can they be sent directly to us for repricing, processing and payment?

It is expected that provider claims will be sent directly to the vendor. If this is not feasible, the City will forward the provider claims to the vendor.

5. Please further elaborate on the reference to CLIA auditing, and what the expectations of the vendor are for that? How is CLIA auditing related to inmate billing services?

Please disregard any references to CLIA auditing in the RFP. CLIA auditing will not be a requirement for purposes of this Request for Proposal.

6. What extent claim volume increased in 2024 and how does the City of Cleveland anticipate it fluctuating over the life of the contract?

It is not possible to accurately determine how many arrests will result in the need for medical attention. As such, the City cannot predict how claim values will fluctuate over the life of the contract. These variables are inherently unpredictable and depend on a range of factors outside of the City's control.

7. Is the City of Cleveland's intent to use the State of Ohio remark codes?

Yes, the City's intent is to utilize federally regulated CMS coding along with any other proposal made by the vendor.

8. Can the City of Cleveland provide the plan documents that identify the services not payable?

There are no current plan documents. Service decisions are based on NCII and other national coding standards. Vendors should apply Medicare standards and generally accepted health care industry practices for identifying invalid claims.



9. What percentage of the claims is subject to CLIA auditing?

Please disregard any references to CLIA auditing in the RFP. CLIA auditing will not be a requirement for purposes of this Request for Proposal.

10. Can the City of Cleveland provide the contractor with the other cover information with the eligibility file?

The City is currently working on building a report that will include the relevant eligibility data.

11. Does the city have access to the Ohio Medicaid Enterprise System (OMES) fee schedules for repricing the medical claims? It is presumed the awarded vendor will have access to OMES to reprice?

It is presumed that the vendor will have access to OMES to reprice based on the OMES fee schedules.

12. Ohio is a Medicaid expansion state. How does the City currently track an incarcerated individual's Medicaid status if they end up being an inpatient; and if an II needs to be signed up for Medicaid, is the vendor expected to complete the application on behalf of the City and inmate or is there already a point of contact within the jail to do this?

There is no need to track individual Medicaid status or sign up. Inmates are in the custody of the City for very short time periods. If they remain in custody, responsibility for medical care generally transfers to Cuyahoga County who follows up with Medicaid sign ups, etc.

13. Who is your primary emergency room and hospital provider?

MetroHealth Hospital.

14. Do you have an Electronic Medical Record, and will the awarded vendor have access to it?

No.

15. Will the awarded vendor have access to the Jail Management System (JMS) in order to verify custody access.

There is currently no JMS in service. Reporting will be done using alternative methods.



16. Does the city outsource/contract any portion of the inmate health services program? If so, which vendor will the awarded vendor be working with?

The City does not outsource any portion of inmate health services.

17. Does the city contract with other county or city jurisdictions, state prisons, Immigration, or US Marshal Service, resulting in the city not being the primary payer?

No. The City only pays for medical care for prisoners while they are in the City's custody. The City operates with Memoranda of Understanding with certain local law enforcement entities; none of these obligate the City to be responsible for medical care other than the City's own inmates. These types of inmates will be screened out by the City at the eligibility review phase.

18. Will the awarded vendor be expected to recoup any monies from e.g. the state DOC for any care provided to a state prisoner?

No; however, if a vendor has a strategy for recoupment it may be included in the proposal for the City to consider.

19. Question 3: The Vendor shall receive and process all claims electronically within thirty (30) calendar days of receiving the claim. What do you mean by electronically?

Via HL7, EDI 837 files.

