



Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS (RFP)

**COLLEGE STUDENT HEALTH SERVICES PROGRAM
OCCUPATIONAL HEALTH SERVICES
FACULTY AND STAFF PRIMARY HEALTHCARE SERVICES
FOR THE UNIVERSITY OF MAINE**

RFP # 23-14

ISSUE DATE:
March 24, 2014

MANDATORY PRE-PROPOSAL MEETING:
Wednesday, April 9, 2014 at 7:30 A.M.

PROPOSALS MUST BE RECEIVED BY:
April 24, 2014

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Gary Haslam
5765 Service Building
Orono, ME 04469

SECTION ONE

1.0 GENERAL INFORMATION:

1.1 Purpose: The University of Maine System acting through the University of Maine is seeking proposals from a management entity or entities for the provision of a broad range of healthcare services for students, faculty, staff and insured dependents. We invite proposals for the following services:

- College Student Health Services
- Occupational Health Services
- Voluntary Primary Care for Faculty, Staff, and Insured Dependents

This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

1.2 Definition of Parties: The University of Maine will hereinafter be referred to as the "University". Respondents to the RFP shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."

1.3 Scope: The University is a land grant and sea grant research University and currently has an enrollment of over 12,000 students (3,800 students in residence) and 2,300 faculty and staff. The University is seeking student-centered, innovative, and cost-efficient proposals for the management of health services on campus. **The contract resulting from this RFP shall impose no financial cost to the University. It is the University's expectation that once the contract is fully actualized, the Contractor shall generate revenue for the University.**

The University is also seeking management services for an occupational health program, with appropriate coordination with the departments of Safety and Environmental Management and Human Resources, Office of Equal Opportunity and voluntary primary care services for faculty, staff and insured dependents.

The goals of this RFP include but are not limited to the following:

- Provide an integrated and affordable appointment and walk-in college student health service program
- Promote and increase student utilization of the Health Center
- Provide occupational health services and clinical support of the University's employee wellness program
- Provide primary care health services for faculty, staff and insured dependents on a voluntary basis
- Expand medical service offerings and the availability of medical specialists
- Provide flexible scheduling and hours
- Enhance the quality of health promotion for all healthcare constituents

Cutler Health Center, located on the University of Maine Campus, houses medical, ambulance and counseling services. The University will provide space and utilities including heat, at no cost to the Contractor. Medical waste removal will be the responsibility of the Contractor; however, some coordination of services and assistance may be available from the University.

- 1.4 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to:
- 1.4.1 Experience and expertise in providing healthcare management services
 - 1.4.2 Ability to establish a healthcare program supported by insurance reimbursement for users
 - 1.4.3 Quality of the plan to provide University health focused primary care services including both appointment and walk-in service to students
 - 1.4.4 Cost impact to University students
 - 1.4.5 Experience and expertise in occupational health services
 - 1.4.6 Quality of the plan to provide primary care services to faculty, staff and insured dependents
 - 1.4.7 Experience of professional staff that will provide healthcare services
 - 1.4.8 Emphasis on quality patient care and satisfaction with the healthcare program
 - 1.4.9 Quality of the healthcare management plan including stable onsite clinic manager and designated lead physician as well as clinical and support staffing model, employee training, operating policies and procedures
 - 1.4.10 Capital equipment availability
 - 1.4.11 Pharmacy services
 - 1.4.12 Laboratory services
 - 1.4.13 Diagnostic Imaging services
 - 1.4.14 Financial advantage to the University
 - 1.4.15 Plan for support and collaboration with University Counseling Center, Campus Recreation programs/events and academic programs
 - 1.4.16 Ability to support and collaborate provide with the Campus wide Emergency Operations Committee and with campus disease surveillance of suspected or confirmed diseases and conditions both State of Maine notifiable conditions and those which may pose a health risk for resident hall living
 - 1.4.17 A marketing plan designed to embrace and enhance the campus community, including target goals
- 1.5 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. It is the responsibility of all bidders to check the web site before submitting a response to ensure that they have all pertinent documents. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Gary Haslam
Procurement Services
University of Maine
5765 Service Building
Orono, Maine 04469
(207) 581-2689
gary.haslam@maine.edu

- 1.6 Award of Proposal: Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that bidder. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.
- 1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.

- 1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and a vendor selected (the successful bidder). At that time the University will issue bid award notice letters to all participating bidders and the successful bidder's proposal may be made available to participating bidders upon request. After the protest period has passed and the contract is fully executed, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

- 1.9 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.10 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.11 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.12 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.
- 1.13 Non-Responsive Proposals: The University will not consider non-responsive proposals, i.e., those with material deficiencies, omissions, errors or inconsistencies.
- 1.14 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP #23-14

- 1.15 Proposal Submission: A **SIGNED** original and ONE (1) VIRUS FREE CD ROM copy of the complete proposal must be submitted to the Purchasing Department, University of Maine, 5765 Service Bldg., Orono, Maine 04469, in a sealed envelope by **4:00 P.M. EST, April 24, 2014**, to be date stamped by the Purchasing Department in order to be considered.

All CD copies must either be in Microsoft Office Software or Adobe Portable Document Format (PDF). All image files must be in one of the following formats: JPG, GIF, BMP, or TIF. The University prefers images already inserted as part of the document such as a PDF. Individual image files on the CD must be clearly named and referenced in your proposal

response. If you have any questions on the CD format please contact Gary Haslam at gary.haslam@Maine.edu or (207) 581-2689.

Normal business hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Bidders may wish to call (207) 581-2612 to determine if University operations have been suspended. In the event of suspended University operations, proposals will be due the next business day. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP #23-14

- 1.16 Pre-Proposal Conference: A conference will be held on Wednesday April 9, 2014 at 7:30 AM EST at the Cutler Health Center. Vendors will meet at the main entrance lobby (Waiting Area) on the Bennett Hall entrance side of the building. The purpose of this conference is to tour the facility and answer questions to provide further clarification as may be required. Please hold all questions until this meeting. Attendance by all prospective bidders is **mandatory**.

Firms planning to attend this pre-proposal conference should contact Gary Haslam at (207) 581-2689 no later than 4:00 p.m. EST Tuesday April 8, 2014, with the names and titles of the individuals who will attend.

- 1.17 Authorization: Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Chief Procurement Officer and it is not approved, valid or effective until such written approval is granted.

SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

- 2.1 **Contract Administration:** The Executive Director of Auxiliary Services, University of Maine or his/her designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.2 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.3 **Contract Modification and Amendment:** The parties may adjust the specific terms of this Contract (except for pricing and/or commission) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.4 **Contract Term:** The initial contract term shall be for a period of five (5) years commencing upon the date of contract execution.
- 2.5 **Contract Validity:** In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.
- 2.6 **Non-Waiver of Defaults:** Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.
- 2.7 **Cancellation/Termination:** If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within thirty (30) days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.
- 2.8 **Employees:** The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.
- 2.9 **Clarification of Responsibilities:** If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.
- 2.10 **Litigation:** This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.

- 2.11 Assignment: Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.12 Equal Opportunity: In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.
- 2.13 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.14 Sexual Harassment: The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from the Director of Equal Opportunity, North Stevens Hall, (207) 581-1226.
- 2.15 Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.

The University agrees to indemnify and hold the Contractor harmless from and against any and all claims, actions, lawsuits, judgments and costs, including reasonable attorney's fees, that the Contractor may become liable to pay or defend due to bodily injury or property damage caused by the negligent acts or omissions of the University, arising out of or in connection with the University's performance of its obligations under this Agreement; PROVIDED that any liability of the University under this Agreement shall be limited by the provisions and limitations of the Maine Tort Claims Act, 14 M.R.S.A §8101, et seq.

- 2.16 Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)

3. Workers Compensation
(In Compliance with Applicable State Law)

Required for all personnel

Malpractice insurance consistent with state regulations for all physician and nurse practitioner providers in an amount no less than \$1 million per incident and \$6 million in aggregate.

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

Purchasing Department
University of Maine
5765 Service Building

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

University of Maine System
16 Central Street
Bangor, Maine 04401

- 2.17 Smoking Policy: The University of Maine is a tobacco-free campus. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any University-owned property, which includes but is not limited to, buildings, University grounds, parking areas, walkways, recreational and sporting facilities, and University-owned vehicles.

Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco.

Additional information regarding the tobacco free campus policy is located at:

<http://umaine.edu/tobaccofree/>.

- 2.18 Records Policy: The Contractor agrees to follow an approved medical records policy for confidentiality-release of information and AIDS documentation procedure agreed to by the University and following applicable laws. HIPAA records will be maintained by the Contractor.
- 2.19 Licenses: The Contractor shall submit proof of licensure in Maine for the Medical Review Officer, Certified Nurse Manager, and any other professional staff requiring licenses who shall perform services under the Contract.
- 2.20 Facility Renovation and Depreciation: All renovations to and capital investments in the Cutler Health Center must meet University standards and must be approved in advance by the University. The capital investment by the Contractor to renovate and/or install fixtures in the health center facility will be depreciated on a straight-line basis over five (5) years. All health center design fees and fees associated with planning the facility renovation shall be incurred solely by the Contractor and the Contractor shall treat all design and planning fees as the Contractor's operating expenses. Design fees and planning fees shall not be included as part of the capital investment to be depreciated.
- 2.21 All facility improvements and fixtures shall become the property of the University at the termination of the Contract. If the Contract or extension thereto, ends for reasons other than poor performance (see Section 2.7) prior to the capital investment being fully depreciated, then the University will reimburse the Contractor for the non-depreciated portion of the capital investment. If the contract is terminated because of poor performance as outlined in Section 2.7, the University shall not be obligated to reimburse the Contractor for the non-depreciated

portion of the capital investment, and all facility improvements and fixtures shall become the property of the University.

- 2.22 University Facility Obligations: The University will provide the Contractor with:
 - 2.22.1 Health Center clinical space consisting of approximately 18,000 square feet
 - 2.22.2 Existing Health Center fixtures, in as-is condition
 - 2.22.3 Utilities including electricity and fuel for heating
 - 2.22.4 Access to campus telephone service at the standard University rate
 - 2.22.5 Access to campus network service at the standard University rate
 - 2.22.6 Security service provided by the University Transportation and Security Department in the same manner as provided at other University buildings. Additional security services may be provided upon request with the Contractor agreeing to fully reimburse the University for any such service.
- 2.23 Contractor Facility Obligations:
 - 2.23.1 Proper maintenance (to the satisfaction of the University) of the interior of the Health Center
 - 2.23.2 Emergency master key to be left with the University Police Department
 - 2.23.3 Internal security: The Contractor shall collaborate with the University Police Department and the Administration concerning questions of discipline, enforcing regulations, and internal security and theft control in the Cutler Health Center. The University requests that in non-emergency situations, the Contractor's first point of contact with regard to security and safety issues will be the University Police Department.
- 2.24 Policy and Protocol Development: Infection Control
 - 2.24.1 In keeping with the University's desire to provide a safe work environment, Contractor will formulate guidelines for handling blood borne pathogens in order to eliminate or minimize employee exposure to blood and other potentially hazardous body fluids. Engineering and work practice controls will be established as the primary method for minimizing/eliminating exposure. It shall also include incident reports, consent/refusal forms, recommendations for personal protective equipment, and labeling requirements.
 - 2.24.2 The Contractor shall provide a staff member to assist in Pandemic Planning and to provide support to the U-Wide Safety and Environmental Management Committee.
 - 2.24.3 The Contractor shall provide an Infection Control/Blood borne Pathogens Manual to the University. The protocol shall be updated and revised continually as information is received from the Centers for Disease Control (CDC) and other organizations.
- 2.25 Payments: Payment will be upon submittal of an invoice to the address shown on the purchase order by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: Bank of America's ePayables and PayMode electronic payment systems. Please indicate your ability to accept payment via any or all of these methods.

SECTION THREE

3.0 PERFORMANCE TERMS AND CONDITIONS:

3.1 Cutler Health Center Background

The Cutler Health Center is located in a free standing building on the north side of campus. This building consists of approximately 30,000 square feet, including 3,000 square feet dedicated to the Counseling Center, operated by the Division of Student Life, and the University Ambulance Service (UVAC) including approximately 9800 square feet of lower level, non-clinical areas. The current hours of operation are Monday through Friday 8:00AM to 5:00PM.

The Cutler Health Center is an ambulatory care center providing appointment and Walk-In medical services for a wide range of acute and chronic medical conditions, minor surgical procedures, laboratory tests, X-rays, audiometry, and clinical pharmaceutical. Services shall be culturally sensitive to the values and behavior of a diverse University student population. Conditions specific to a college student population include but are not limited to:

- Communicable diseases
- Social and sexual diseases
- Psychosocial problems
- Respiratory and cardiac conditions
- Travel medicine
- Women's health
- Management of chronic illnesses such as diabetes, hypothyroidism, anemia and Blood Pressure
- Skin conditions
- Diagnostic testing
- Minor injuries
- Orthopedics
- Vaccinations
- Allergy Support

The Cutler Health Center provides physicals including but not limited to the following:

- Nursing clinical physicals
- Antarctic physicals/Polar Raytheon physicals
- Foreign travel physicals
- Scuba and deep dive physicals
- Women's annual physicals
- Sports physicals

Additionally, Cutler maintains referral and/or consultant agreements with external providers who offer:

- Massage Therapy
- Podiatry
- Orthopedics
- Gynecology
- Radiology
- Laboratory
- Physical Therapy

Utilization records reflect approximately 9000 clinical visits, including 3200 walk-in visits; these 9000 clinical visits reflect about 40% of the student population. Cutler provides services for another 700 patients through the Sports Medicine and Rehabilitation program in partnership with the Campus Recreation department.

As currently configured, Cutler offers an array of benefits to the student population it serves:

- Convenient location
- Comprehensive services
- Flexible scheduling through same day walk-in appointments
- Online secure e-mail access and patient support
- Access to medical specialists
- Flexible payment options

3.2 Specifications for college student health services program providing primary care for adolescents and young adults.

3.2.1 The Contractor shall have the exclusive right to operate the college student health program providing appointment and walk-in primary care for adolescents and young adults on the campus of the University. The Contractor shall operate the college student health services program in a manner which reflects the image and reputation of the University and supports the academic mission of the University. It is expected that the current level of services shall be maintained and/or exceeded.

3.2.2 The Contractor shall provide additional professionally trained staff as necessary, student health and medical care services, medical equipment and supplies associated with the operation of a University student healthcare service on the University campus. The Contractor's healthcare services shall meet the standards of care as identified by the American College Health Association (ACHA) which parallel the standards established by the Accreditation Association for Ambulatory Healthcare (AAHHC) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

3.2.3 The Contractor shall provide after hours on-call services to support the requirements of the student population.

3.2.4 The Contractor shall provide a referral service to other healthcare providers and specialists when additional medical care is required for a student patient.

3.2.5 The Contractor shall have access to laboratory facilities needed to support the college student health service program. The Contractor will also provide medication and clinic pharmaceuticals appropriate to support the healthcare service for a student patient.

3.2.6 The Contractor should become involved in the academic, health, and social environment of the University and provide opportunities to collaborate with academic programs, support health education and prevention programs and other assistance based upon the needs of the University community. The collaboration and support of health education and prevention programs shall meet the standards of practice for health promotions in higher education established by the American College Health Association.

3.2.7 The Contractor shall meet regularly with University officials to review the operations of the college student health services program. The Contractor shall work cooperatively with the University in the development and improvement of the

college student health program including services, policies, and procedures. The Contractor shall make every reasonable attempt to comply with requests from the University to improve the delivery of healthcare services for students.

- 3.2.8 The Contractor must have an established business operating plan that provides the following:
 - 3.2.8.1 Professionally trained healthcare staff with extensive experience in adolescent and young adult primary healthcare that is readily accessible to the University campus student community.
 - 3.2.8.2 Information technology systems for primary care delivery, patient management, appointment systems, and third party billing for insurance reimbursement.
 - 3.2.8.3 Accounting services that include regular reports of the performance of the University student health services program as well as on-going support for fiscal management issues.
 - 3.2.8.4 Legal services including issues revolving around questions of confidentiality, prescription authority, standing orders, and other clinically related issues.
 - 3.2.8.5 Quality initiatives that include following the standards of care by a nationally recognized ambulatory care accrediting body, incorporating the recommended standards and practices developed by the ACHA, AAAHC and JCAHO.
 - 3.2.8.6 Shall include a marketing plan that is designed to embrace and enhance the campus community, include target goals.
- 3.2.9 Insurance Pricing: The Contractor shall negotiate pricing with the University's sponsored student insurance program, subject to the University's approval, to ensure office visits, procedures, lab work, and pharmaceuticals are priced at acceptable levels to keep the insurance program working collaboratively with the Contractor.
- 3.2.10 Student Feedback: The Contractor shall provide a student patient complaint report to the University on a monthly basis in a manner compliant with HIPAA guidelines as a measure of student satisfaction and quality improvement in the delivery of the University student health service program.
- 3.2.11 Web Site: The Contractor shall provide and maintain an internet web site for the University student health service program, including links for occupational health program services, voluntary employee primary care services, and secure patient web portal. All aspects of the web site, including links to and from the web site, shall require the University's prior approval.
- 3.2.12 Healthcare Procedures: The Contractor shall not engage in any healthcare practice, policy, or procedure which is expressly prohibited by the University and the State of Maine.
- 3.2.13 Staffing. The Contractor shall be responsible, at its sole cost and expense, to employ all personnel necessary for the efficient operation of the college student health services program in accordance with the requirements established by the

University. The Contractor shall do everything in its power to ensure that the management team and the staff of the Cutler Health Center are stable and that their conduct and interaction with the University community, customers, and vendors are consistent with the mission and values of the University. All Contractor employees will adhere to the behavioral standards of the University while working on the University premises, per the most recent University staff handbook. The Contractor shall remove any contracted employee (s) from the premises when requested to do by the University.

- 3.2.14 Hours of Operation: At a minimum, the current hours of operation defined in Section 3.1 will be maintained. In addition, the Contractor will be open for special events upon request of the University. Changes to the hours of operation must be approved by the University.
- 3.2.15 Financial Reporting: On a monthly basis, the Contractor will submit a report on student patient visits and financial operating information to the University. On an annual basis, the Contractor will submit a detailed financial statement to the University. At a minimum, the financial statement will include:
 - 3.2.15.1 Number of patient visits
 - 3.2.15.2 Total revenues
 - 3.2.15.3 Cost of goods sold
 - 3.2.15.4 Gross margin
 - 3.2.15.5 Personnel expense
 - 3.2.15.6 Direct operating expenses
 - 3.2.15.7 Indirect expenses
 - 3.2.15.8 Profit/loss
 - 3.2.15.9 Financial incentives to the University.
- 3.2.16 Health Services Advisory Board: A health advisory board, appointed by the University, will be established. The role of the advisory board will be to provide input and feedback to the Contractor regarding healthcare services , policies and procedures. The board will be comprised of faculty, staff, administration, and students, and will meet quarterly.

SECTION FOUR

4.0 Occupational Health

4.1 Scope:

The Contractor shall provide an onsite occupational health program located at Cutler Health Center with appropriate coordination with the Departments of Safety and Environmental Management, Human Resources, Office of Equal Opportunity, The University of Maine System Office and third party workers compensation administrators. The University maintains a variety of research laboratories, engineering facilities and teaching laboratories that require medical surveillance program components. The employees working in these areas use a variety of chemical compounds, radioactive materials, and machinery to support research and teaching program objectives.

The Contractor's occupational healthcare programs must be designed to respond to the unique medical and surveillance needs of the University. Through this contract, University employees must receive prompt, expert, medically appropriate responses to their work-related healthcare needs. The Contractor shall be prepared to meet all routine and urgent healthcare needs, from testing and examinations to prompt injury and illness treatment.

The Contractor shall be compensated for management services, education and reporting services as provided. In addition, the Contractor shall provide:

- A combined Medical Review Officer and Medical Director
- A Registered Nurse Manager certified as an Occupational Health Nurse
- All occupational health specific equipment, software and training

The goals for occupational services include but are not limited to:

- Prompt treatment
- Diagnosis and treatment appropriate to the presenting problem
- Disposition and work requirements consistent with patient's condition
- Reporting and standing orders followed
- Information properly recorded in an approved medical record
- Patient satisfaction with services
- Cooperation and coordination with workers' compensation administrators at the University and System Office
- Employee Wellness Support Medical Services

4.2 SPECIFICATIONS:

4.2.1 Contractor's employees shall assess and treat injuries and illnesses within the scope of services available. Patients will be triaged upon entry into the facility and treated in order of severity of illness or injury. Patients who require emergency service at an outside facility will be transported as quickly as possible. The average waiting time for treatment, upon arrival at the Cutler Health Center is expected to be thirty (30) minutes or less.

4.2.2 Occupational problems shall be treated and the employees will be returned to work with/without restrictions. Any employee receiving restrictions will be instructed to return to the Health Center for ongoing evaluation and follow-up, or the employee will be taken off duty for further treatment or evaluation.

4.2.3 Follow-Up Care: Follow-up care within the scope of services of the staff shall be provided at the Cutler Health Center. If the required care is beyond the scope of services, there will be an appropriate referral to a qualified physician or third-party provider. The outside provider will be selected from a list of qualified providers of diagnostic and therapeutic services that will be developed and maintained by the Contractor and is subject to University approval. Patients receiving follow-up care will be monitored appropriately through the Contractor's case management process to ensure that the most cost-effective care is being provided in a thorough manner. All patients who have been absent due to an occupational injury or illness must receive a return-to-work (RTW) evaluation prior to returning to job duties.

4.2.4 RN Site Manager: The Nurse Site Manager must be a graduate of an accredited school of nursing and hold a valid Maine registered nurse license. Certification as an Occupational Health Nurse (COHN), CPR, spirometry, and audiometry is required within first three months of operation.

4.2.5 Ergonomics: The Contractor will train assigned clinical staff in ergonomic workstation analysis which will be customized to the University environment. Contractor staff will work with appropriate coordination and in partnership with the University's management, employees, the University's Safety and Environmental Management Department (SEM) and Human Resources offices to pursue an aggressive strategy of injury prevention coupled with cost-effective injury management using the following criteria.

4.2.5.1 Workstation/Job Site Evaluation/Redesign methods to improve:

- Engineering controls
- Administrative controls
- Employee education regarding good body mechanics and work practices

4.2.5.2 Early Intervention: Contractor's early intervention program shall include evaluating employees for early signs of Cumulative Trauma Disorders (CTD) during surveillance testing and implementing intervention techniques (e.g. strengthening exercises and focused body mechanics education).

4.2.5.3 Appropriate Medical Treatment: Contractor's treatment protocol shall utilize the approach promulgated by the American College of Occupational and Environmental Medicine (ACOEM), National Safety Council, and OSHA (proposed ergonomics standard). Contractor will develop its own CTD protocol using the above sources and best practices in the industry.

4.2.5.4 Reconditioning:

- Patients will be treated using the CTD protocol
- Reduction in lost time
- Reduction in re-injury rate
- Reduction in surgical cases
- Reduction in disability due to CTD

4.2.6 Medical Surveillance Testing and Recordkeeping: The Contractor shall maintain a medical surveillance testing program that meets or exceeds OSHA requirements and the University's dive safety requirements. The Nurse Manager will perform medical surveillance testing and will also annually review the protocols to ensure effectiveness. The Contractor's medical surveillance program shall utilize a variety

of methods/sources for gathering information. The Contractor will perform the following functions as required:

4.2.6.1 Surveillance Testing Elements

- Respirator fit/basic respirator use training- Qualitative and Quantitative, if required;
- Biological monitoring;
- Vital statistics;
- Audiograms;
- Blood pressure checks;
- Spirometry (lung function);
- Vision testing;
- Electrocardiograms (EKGs), If necessary;
- Chest X-rays;
- Blood collection for lab tests;
- Department of Transportation (DOT) testing and urinalysis;
- Permanent incapacity retirement assessments;
- New employee exams.

4.2.6.2 Required occupational health and medical surveillance exams:

- Agent specific exams (such as chemical exams, laser, asbestos, cadmium, and lead, etc.)
- Job specific exams (DOT, mobile equipment)
- Comprehensive medical and occupational history exams
- Pre-placement (baseline) exams
- Return-to-work exams
- Hazardous material exams
- Hearing conservation programs
- Department of Transportation exams
- Other mobile operator (fork truck) exams
- Respirator exams including respirator fit testing
- NRC (radiation) exams
- Dive Program exams or reviews
- Asbestos exposure reviews
- Blood Borne pathogen reviews

4.2.6.3 Pre-placement, Periodic, & Surveillance Exams: In coordination with the office of Human Resources, the Contractor will arrange and provide pre-placement, periodic, and surveillance physical examinations. Contractor providers will have excellent familiarity with the worksite through regular facility walkthroughs and ready access to job descriptions and/or access to supervisors in order to determine whether or not an individual can perform or be accommodated to perform a particular job function. The results of the examination will be included in the patient record, and the patient will receive a summary with recommendations for health improvements. A medical clearance form will be provided to the supervisor and other appropriate staff. Periodic physical examinations shall be typically modified to perform testing that is appropriate to job exposures or on an age-indexed basis.

4.2.7 Case Management: The Contractor shall have an established case management system capable of supporting the University's needs. The purpose of case

management is to cost-effectively meet a patient's healthcare needs over time. It is a team effort that includes the participation of the patient, healthcare provider(s), the University worker compensation insurance provider and the employer. The patient's case shall be managed closely to ensure that he/she receives care that is both necessary and beneficial. The Contractor's staff shall provide staff training to coordinate care to facilitate the most expeditious return to work (RTW).

4.2.7.1 The physician/nurse manager will:

- Provide hands-on treatment , if appropriate, from initial injury to follow-up visits;
- Periodically review cases and see patients to ascertain clinical progress of treatment;
- Clinically direct case management process (tests, referrals, etc.);
- Provide direct physician-to-physician interface (specialists, referrals);
- Facilitate diagnostic assessment with the ultimate goal of returning the employee to work after receiving the best quality care.
- Attend quarterly case management meetings.

4.2.8 Health Education and Surveillance Programs: The Contractor's physicians, physician assistants, and nurses shall be trained to provide health education and surveillance programs. Program development may include distribution of educational/awareness material and scheduled classes, forums, and screenings. The following are examples of typical programs that would be coordinated and conducted by the Contractor.

- Ergonomics
- Wellness
- Specialized occupational training and surveillance.

4.2.9 Standing Orders: The Contractor shall maintain standing orders for the most common injuries and illnesses seen at the University. Standing Order Development and Monitoring will include the following.

4.2.9.1 The site physician will implement standing orders at the site level. These orders shall be reviewed, modified if necessary, and approved annually by the site physician. The standing orders are to be reviewed annually by the Contractor's Quality Improvement Committee and Occupational Medical Management Committee. The Quality Improvement Committee could be the Contractor's MRO and Nurse Manager. The Occupational Medical Management Committee will consist of representatives from Auxiliary Services, Safety and Environmental Management, Human Resources, Workers' Compensation Administrator and Employee Assistance and Wellness Program.

4.2.9.2 The standing orders shall be developed based on nursing manuals, existing standing orders from other recognized medical facilities, best practices, and other sources. Sources include: Proctor and Hughes' Chemical Hazards of the Workplace; Physical Hazards of the Workplace by Wald; ACOEM Occupational Medicine Practice Guidelines; Workers' Compensation from A to Z by Menzal; Conn's Current Therapy by Rakel; General Urology by Lang; Micro-Medix CD ROM; The Merck Manual; Harrison's Textbook of Medicine; Patient Care Emergency Handbook by Mathews, M.D. and Scherger, M.D.; General Ophthalmology, Lange Series; Occupational Medicine, by Zenz, Dickerson, m and Horvath; and Advanced Cardiac Life

Support and Advanced Trauma Life Support manuals by the American Heart Association, which are updated annually. The site physician may customize standing orders for the University.

- 4.2.9.3 The Contractor shall maintain a Continuity of Operations Plan (COOP) for University-wide emergencies and disasters, such as pandemics or bioterrorism.
- 4.2.10 Contractors Clinical Services: Contractor will design a customized program that meets the University's specific needs and requirements. The University will gain the direct and indirect advantages of cost-effective healthcare, expert guidance in fulfilling mandated requirements, and a contractual partner in the business of providing quality, informed occupational healthcare.
- 4.2.11 Continuing Education and Training: Contractor must have a professional development program in place to maintain the high quality of care. The educational process shall begin the day the contract is awarded and continues throughout the duration of the contract. Specific areas of emphasis include Contractor- sponsored educational programs provided by a valid and appropriate authorizing authority, category 1 CME credits for physicians, mid-level providers, nurses, and athletic trainers.
- 4.2.12 Department of Transportation Testing Program: The Contractor shall provide-DOT drug and alcohol testing services. Appropriate chain-of-custody procedures shall be developed and followed throughout the collection and delivery process. The vendor shall provide a DOT Certified Medical Review Officer to manage this program.
- 4.2.13 Records Policy: The Contractor agrees to follow an approved medical records policy for confidentiality-release of information and AIDS documentation procedure agreed to by the University and following applicable laws. HIPAA records will be maintained by the Contractor. Contractor will follow HIPAA security rule practices and perform HIPAA required risk assessments.

Contractor shall have developed recordkeeping systems that provide accurate, complete medical records to efficiently run the medical facility. Contractor will follow HIPAA security rule practices and perform HIPAA required risk assessments.

Contractor shall utilize OSHA, Accreditation Association for Ambulatory Healthcare (AAAHC), and Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) regulations along with best practices to develop protocols for medical records. These protocols shall address whom the records can be released to, how long the records must be retained, disposition of the record, contents of the record, and so forth.

Contractor's Occupation Health Services Administrative/Patient Manual shall include extensive guidelines on many issues concerning medical records, including:

- SOAP (Subjective, Objective, Assessment and Plan) best practice standard for medical records
- Advance medical directives (written instructions such as a living will in the event an individual becomes incapacitated)
- Authorized abbreviations (to ensure the record is readily understandable through the use of standard language)
- Authorized entries in the medical record (who can make entries and how they

- will be made)
- Consent to HIV testing
- Consent to immunization
- Consent to treatment
- Legal requests for the medical record (how to appropriately respond to court orders and so forth while maintaining the patient's right to confidentiality)
- Contents of the medical record (what each record should include)
- Allergy documentation
- Guidelines for faxing medical records
- Review of medical correspondence and ancillary testing results
- Policy for release of information
- Workers compensation process

- 4.2.14 Clinic Hours: Services must be provided that are structured to schedules of shift work employees; access to clinical services will be primarily Monday through Friday. Actual clinic hours will vary.
- 4.2.15 Notification: The Contractor agrees to notify the Contract Administrator and/or the appropriate contact department, in writing, of any loss, termination or suspension of professional licensure or disciplinary complaint against any employee active in provision of services in this agreement.
- 4.2.16 Patient Confidentiality: The Contractor agrees patient confidentiality will be maintained at all times. Any patient information on site will be kept in a secure area.

SECTION FIVE

5.0 PRIMARY CARE HEALTH SERVICES FOR FACULTY, STAFF AND INSURED PATIENTS

- 5.1 Scope: The University is seeking proposals for the provision of comprehensive primary care health services for faculty, staff and insured dependents. The goals of this section of the RFP are to provide access to on-site primary care health services, including medical (Perinatal, pediatric and adult primary care), support services, clinical pharmaceutical and laboratory services, and referrals to outside providers as required. Services shall be culturally sensitive to the values and behavior of a diverse University population, shall be confidential and voluntary, and shall include health education and informed consent procedures.

The Contractor shall have the exclusive right to operate primary care health services on the campus of the University for faculty, staff and insured dependents. The Contractor shall operate primary health care services in a manner which reflects the image and reputation of the University and supports the academic mission of the University.

5.2 Specifications:

- 5.2.1 The Contractor shall provide all professionally trained staff, primary health and medical care services, medical equipment and supplies associated with the operation of a University healthcare facility. The Contractor's primary care health services shall meet the standards of care as identified by the Joint Commission of Accreditation of Health Care Organizations (JCAHO) and Accreditation Association for Ambulatory Healthcare (AAAHHC).
- 5.2.2 The Contractor shall provide a referral service to other healthcare providers when additional medical care is required for faculty, staff and insured dependents.
- 5.2.3 The Contractor shall have access to laboratory facilities required to support the primary care health services. The Contractor shall also provide medication and pharmaceuticals appropriate to support the healthcare needs of the faculty, staff and insured dependents.
- 5.2.4 The Contractor should become involved in the academic, health and social environment of the University, provide opportunities to collaborate and support health education and prevention programs, and provide other healthcare and wellness assistance based upon the needs of the University employees and dependents.
- 5.2.5 The Contractor shall meet regularly with designated University representatives to review the operations of the faculty, staff and dependent primary care health services. The Contractor shall work cooperatively with the University in the development and improvement of the primary care health services policies and procedures. The Contractor shall make every reasonable attempt to comply with University requests to improve the delivery of healthcare services.
- 5.2.6 The Contractor shall have been in the business of providing primary health care for a minimum of five (5) years and shall provide a reference list of five (5) healthcare clients similar in size and scope to the University's requirements.

- 5.2.7 The Contractor must have an established business operating plan that provides the following:
- 5.2.7.1 Professionally trained health care staff with extensive experience in primary care health services that is readily accessible to the University faculty, staff and insured dependents
 - 5.2.7.2 Information technology systems for primary care delivery, patient management, appointment systems, and third party billing for insurance reimbursement;
 - 5.2.7.3 Accounting services that include regular reports of the performance of the contractor's primary care health service staff as well as on-going support for fiscal management issues;
 - 5.2.7.4 Legal services including issues revolving around questions of confidentiality, prescription authority, standing orders, and other clinically related issues;
 - 5.2.7.5 Quality initiatives that include following the standards by a nationally recognized ambulatory care accrediting body and the recommended standards and practices developed by Joint Commission of Accreditation of Health Care Organizations.
 - 5.2.7.6 A marketing plan that is designed to embrace and enhance the campus community, including target goals.
- 5.2.8 Insurance Pricing: The Contractor shall negotiate pricing with the University's sponsored employees and dependent insurance program, subject to the University's approval, to ensure office visits, procedures, lab work, and pharmaceuticals are priced in acceptable amounts to keep the insurance program working collaboratively with the Contractor.
- 5.2.9 Financial Stability: The Contractor shall show evidence that sufficient cash reserves are available to ensure that there will be no disruptions in the management of the faculty, staff and insured dependents' primary care health services.
- 5.2.10 Use of Technology: The Contractor shall demonstrate the effective implementation of information systems for the delivery of faculty, staff and their dependents' primary health care services. In addition, the Contractor shall demonstrate effective implementation of demand management services that provide access to faculty, staff and insured dependents' primary care health services through technology-driven services and alternative service offerings.
- 5.2.11 Staff Feedback: The Contractor shall provide a patient complaint report to the University on a monthly basis in a manner compliant with HIPAA guidelines as a measure for staff satisfaction and quality improvement in the delivery of faculty, staff and insured dependents' primary care health services.
- 5.2.12 Web Site: The Contractor shall provide and maintain an internet web site for the faculty, staff and insured dependents' primary health care services. All aspects of the web site, including links to and from the web site, shall require the University's prior approval.

- 5.2.13 Health Care Procedures: The Contractor shall not engage in any health care practices, policies, or procedures which are expressly prohibited by the University and the State of Maine.
- 5.2.14 Staffing. The Contractor shall be responsible, at its sole cost and expense, to employ all personnel necessary for the efficient operation of the faculty, staff and insured dependents' primary health care services in accordance with the requirements established by the University. The Contractor shall do everything in its power to ensure that the management team and the staff of the faculty, staff and insured dependents' primary care health services at Cutler Health Center are stable and their conduct and interaction with the University community, customers, and vendors are consistent with the mission and values of the University. All Contractor employees will adhere to the behavioral standards of the University while working on the University premises, per the most recent University staff handbook. The Contractor shall remove any employee (s) from the premises when requested to do by the University.
- 5.2.15 Hours of Operation: At a minimum, the current hours of operation defined in Section 3.1 will be maintained. In addition, the Contractor will be open for special events upon request of the University. Changes to the hours of operation must be approved by the University.
- 5.2.16 Financial Reporting: On a monthly basis, the Contractor will submit a report on patient visits and financial operating information to the University. On an annual basis, the Contractor will submit a detailed financial statement to the University. At a minimum, the financial statement will include:
- Number of patient visits
 - Total revenues
 - Cost of goods sold
 - Gross margin
 - Personnel expense
 - Direct operating expenses
 - Indirect expenses
 - Profit/loss
 - Financial incentives to the University
- 5.2.17 Health Service Advisory Board: A Health Service Advisory Board, appointed by the University, will be established. The role of the Advisory Board will be to provide input and feedback to the Contractor regarding health care services, policies and procedures. The Board will be comprised of faculty, staff, administration, and students, and will meet quarterly.

SECTION SIX

6.0 PROPOSAL CONTENT:

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, address all of the requirements in Sections Three through Five, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

- 6.1 **Business Profile and Financial Stability:** The Contractor shall show evidence that sufficient cash reserves are available to ensure that there will be no disruptions in the management of the college student health services program. The University may request financial statements from your company, credit reports and letters from your bank and suppliers.
- 6.2 **Company History and Background:** Bidders are asked to provide information about any relevant experience in providing the management and delivery of primary healthcare services and occupational health services. Please describe your company's experience in serving large, public and community-based institutions.
- 6.3 **Personnel/Staffing:** Provide a proposed organization chart and reporting structure for each of the three service levels requested: University student health services; occupational health; and primary care for faculty, staff and insured dependents. In addition, please describe your company's:
- Personnel policies
 - Hiring policies
- 6.4 **Clinical Services:** Please describe the scope of clinical services that will be provided to meet the needs of a diverse population including:
- University student health services
 - Primary care
 - Specialty care
 - Urgent (walk-in) care
 - Ancillary services (i.e., lab, pharmacy, radiology)
 - Referral network
- 6.5 **Insurance Reimbursement:** Please describe your plans for implementing insurance reimbursement for patient users through third party billing.
- 6.6 **Health Education and Prevention:** Please describe the type of support and collaboration for academic programs, community health education and prevention programs, campus notifiable disease and conditions surveillance, and/or EOC emergency pandemic support that would be provided to students, faculty and staff and campus community under this contract.
- 6.7 **Clinical Consultations:** Please describe your plan for establishing a collaborative relationship with both the Counseling Center for clinical consultations regarding psychotherapy treatment and psychiatric care and Campus Recreation for Athletic medicine and prevention services for students.

- 6.8 After Hours On-Call Services: Please provide a plan for after hours, on-call services for the college student health program.
- 6.9 Quality Assessment: Please describe your company's policies and procedures for implementing assessment tools to measure patient satisfaction for healthcare services. Include quality initiatives that will support accreditation by a nationally recognized ambulatory care accrediting body and the recommended standards and practices developed by the American College Health Association, the Accreditation Association for Ambulatory Healthcare (AAAHC) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- 6.10 Marketing and Promotion: Please describe your plans for marketing healthcare services to the University campus community.
- 6.11 Use of Technology: The Contractor shall demonstrate the effective implementation of information systems for the delivery of the college student health services program. In addition, the Contractor shall demonstrate effective implementation of demand management services that provide access to the college student health services program through technology-driven services and alternative service offerings.
- 6.11.1 Describe your ability to maintain a web site with on-line patient services, secure patient portal and health information for the University campus community.
- 6.11.2 Describe your procedures that put you in compliance with the HIPAA Security Rule.
- 6.11.3 Describe your process for HIPAA risk assessments and how you have historically addressed results.
- 6.12 Financial Projections: Please provide financial projections for the first year of operation. The financial pro forma should include patient revenues, insurance reimbursement revenue, personnel expenses, direct and indirect operating expenses, and other related expenses for operating the healthcare services.
- 6.13 Financial Return to the University: Please provide a description of the annual financial return including cash and non-cash benefits available to the University from the provision of primary care services to students, faculty, staff and insured dependents.
- 6.14 Fee for Services: Provide a flat rate annual fee for providing all services required for a quality Occupational Health program.
- 6.15 Facility Plans: Please describe your plans and financial commitment to renovate, update and fixture the Cutler Health Center.
- 6.16 Client List: Provide a reference list of five (5) healthcare management clients that includes the institution's name, contact name, title, phone number, start date of the original contract, and a brief description of the services offered.
- 6.17 Litigation: List any pending litigation to which you are a party including the disclosure of any outstanding judgment.
- 6.18 Insurance: Please provide proof of insurance at levels required section 2.16 by a letter from an insurance carrier certified to do business in the State of Maine stating the bidder can be approved for the required insurance, and a certificate of insurance verifying insurance to the levels required by the agreement.

- 6.19 Please provide details on experience and expertise with Maine workers' compensation, occupational Health services and wellness program support.
- 6.20 Confidential Information: All confidential and/or proprietary information must be clearly indicated. (Section 1.8) Be advised, Maine's Freedom of Access Act (FOAA) is very narrow in its definition of what information may be considered confidential and/or proprietary. Bidders are advised to familiarize themselves with Maine's FOAA before claiming information to be confidential and/or proprietary.
- 6.21 References: Provide the names and contact information of at least three (3) references from colleges or universities for work performed with in the last three (3) years on projects of similar size and scope. References shall include the institution's name, contact name, title and phone number, start date of the original contract, and a brief description of the services provided that are comparable to what will be offered in the proposal.
- 6.22 Authorized Signature: Provide the name, title, signature and contact information (including e-mail addresses) of the individual authorized to submit the proposal on behalf of the institution.

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)

ATTACHMENT A

**UNIVERSITY OF MAINE SYSTEM
CONTRACT FOR SERVICES**

This Contract entered into this _____ day of _____, _____, by and between the University of Maine System, hereinafter referred to as the "University", and _____, hereinafter referred to as "Contractor".

WHEREAS, the University desires to enter into a contract for professional services, and the Contractor represents itself as competent and qualified to accomplish the specific requirements of this Contract to the satisfaction of the University;

NOW THEREFORE, in consideration of the mutual promises contained herein, the parties hereby agree as follows:

1. **Specifications of Work:** The Contractor agrees to perform the Specifications of Work as described in **Attachment A**, hereby incorporated by reference.
2. **Term:** This Contract shall commence on _____ and shall terminate on _____, unless terminated earlier as provided in this Contract.

3. Payment :

A. The total of **all** payments made against this contract shall not exceed \$_____. Any expenses not listed here will not be reimbursed.

B. The University shall compensate the Contractor at the rate of \$ _____ per _____ (hour, week, semester, entire project.) Payment will be made within 30 days upon submittal and approval of invoices.

C. Reimbursement for travel:

_____ All travel, lodging and meals are part of the compensation described in section A. No additional reimbursement will be made.

OR

_____ Contractor will be reimbursed for pre-approved travel, lodging and meals in an amount not to exceed \$ _____. Copies of receipts or itemized bills for expenses must be submitted for reimbursement.

D. Other expenses (postage, printing, phone, etc.) shall not exceed \$ _____. Copies of receipts or itemized bills for expenses must be submitted for reimbursement.

4. **Termination:** This Contract may be terminated by mutual agreement of the parties or by either party upon thirty (30) days prior written notice to the other. If at any time the Contractor fails to comply with the provisions of this Contract, the University shall have the right to terminate this Contract immediately with written notice. Termination does not release the Contractor from its obligations to provide services per the terms of the Contract during the notification period.
5. **Obligations Upon Termination:** Any materials produced in performance of this agreement are the property of the University and shall be turned over to the University upon request. The University shall pay the Contractor for all services performed to the effective date of termination subject to offset of sums owed by the Contractor to the University.

6. **Conflict of Interest:** No officer or employee of the University shall participate in any decision relating to this contract which affects his or her personal interest in any entity in which he or she directly or indirectly has interest. No employee of the University shall have any interest, direct or indirect, in this contract or proceeds thereof.
7. **Modification:** This Contract may be modified or amended only in a writing signed by both parties.
8. **Assignment:** This Contract, or any part thereof, may not be assigned, transferred or subcontracted by the Contractor without the prior written consent of the University.
9. **Applicable Law:** This Contract shall be governed and interpreted according to the laws of the State of Maine.
10. **Administration:** _____ shall be the University's authorized representative in all matters pertaining to the administration of the terms and conditions of this Contract and to whom all notices must be sent.
11. **Non-Discrimination:** In the execution of the contract, the Contractor shall not discriminate on the basis of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran status and shall provide reasonable accommodations to qualified individuals with disabilities upon request. The university encourages the employment of qualified individuals with disabilities.
12. **Indemnification:** The Contractor shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and orders relating to the services provided under this Contract. Contractor shall indemnify, defend and hold the University, its Trustees, officers, employees, and agents, harmless from and against any and all loss, liability, claims, damages, actions, lawsuits, judgments and costs, including reasonable attorney's fees, that the University may become liable to pay or defend arising from or attributable to any acts or omissions of the Contractor, its agents, employees or subcontractors, in performing its obligations under this Contract, including, without limitation, for violation of proprietary rights, copyrights, or rights of privacy, arising out of a publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under the Contract or based on any libelous or other unlawful matter contained in such data.
13. **Contract Validity:** In the event one or more clauses of this Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of this Contract.
14. **Independent Contractor:** Contractor is an independent contractor of the University, not a partner, agent or joint venture of the University and neither Party shall hold itself out contrary to these terms by advertising or otherwise, nor shall either party be bound by any representation, act or omission whatsoever of the other. Contractor, its employees and subcontractors if any, is/are independent contractors for whom no Federal or State Income Tax will be deducted by the University, and for whom no retirement benefits, social security benefits, group health or life insurance, vacation and sick leave, Worker's Compensation and similar benefits available to University's employees will accrue. The parties further understand that annual information returns as required by the Internal Revenue Code and Maine Income Tax Law will be filed by the University with copies sent to Contractor. Contractor will be responsible for compliance with all applicable laws, rules and regulations involving but not limited to, employment, labor, Workers Compensation, hours of work, working conditions, payment of wages, and payment of taxes, such as unemployment, social security and other payroll taxes, including other applicable contributions from such persons when required by law.
15. **Intellectual Property:** Any information and/or materials, finished or unfinished, produced in performance of this Contract, and all of the rights pertaining thereto, are the property of the University and shall be turned over to the University upon request.

16. **Entire Contract:** This Contract sets forth the entire agreement between the parties on the subject matter hereof and replaces and supersedes all prior agreements on the subject, whether oral or written, express or implied.
17. **Licensing:** Contractor shall secure in its name and at its expense all federal, state, and local licenses and permits required for operation under this Contract. Contractor shall provide proof of such licensure or permit to the University prior to commencing work under this Contract.
18. **Record Keeping, Audit and Inspection of Records:** The Contractor shall maintain books, records and other compilations of data pertaining to the requirements of the Contract to the extent and in such detail as shall properly substantiate claims for payment under the Contract. All such records shall be kept for a period of seven years or for such longer period as specified herein. All retention periods start on the first day after the final payment of the Contract. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting therefrom, or until the end of the applicable retention period, whichever is later. The University, the grantor agency (if any), or any of their authorized representatives shall have the right at reasonable times and upon reasonable notice, to examine and copy the books, records and other compilations of data of the Contractor pertaining to this Contract. Such access shall include on-site audits.
19. **Publicity, Publication, Reproduction and use of Contract's Products or Materials:** Unless otherwise provided by law or the University, title and possession of all data, reports, programs, software, equipment, furnishings and any other documentation or product paid for with University funds shall vest with the University. The Contractor shall at all times obtain the prior written approval of the University before it, any of its officers, agents, employees or subcontractors, either during or after termination of the Contract, makes any statement bearing on the work performed or data collected under this Contract to the press or issues any material for publication through any medium of communication. If the Contractor or any of its subcontractors publishes a work dealing with any aspect of performance under the Contract, or of the results and accomplishments attained in such performance, the University shall have a royalty free, non-exclusive and irrevocable license to reproduce, publish or otherwise use and to authorize others to use the publication.
20. **Confidentiality:** The contractor shall comply with all laws and regulations relating to confidentiality and privacy including but not limited to any rules or regulations of the University.
21. **Force Majeure:** Neither party shall be liable to the other or be deemed to be in breach of this Contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include, but are not limited to, acts of God or of a public enemy, fires, flood, epidemics, strikes, embargoes or unusually severe weather. Dates or time of performance shall be extended to the extent of delays excused by this section provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
22. **Notices:** Unless otherwise specified in an attachment hereto, any notice hereunder shall be in writing and addressed to the persons and addresses below.
23. **Insurance Requirements:** Attachment B, hereby incorporated by reference.

24. **Signatures:**

FOR THE UNIVERSITY OF MAINE SYSTEM:

FOR THE CONTRACTOR:

BY: _____
(signature)

LEGAL NAME: _____

BY: _____
(signature)

Name: _____
(print or type)

Name: _____
(print or type)

Title: _____

Title: _____

Address: _____

Address: _____

Telephone: _____

Telephone: _____

Fax: _____

Fax: _____

Date: _____

Date: _____

Tax ID #: _____

Per University policy, "Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Chief Procurement Officer and it is not approved, valid or effective until such written approval is granted."

BY: _____

Title: Chief Procurement Officer

Date: _____

Substitute Form W-9 - Taxpayer Identification Number Request & Certification

Please complete the following information. We are required by law to obtain this information from you when making a reportable payment to you.

If you do not provide us with this information, your payments may be subject to federal income tax backup withholding. Use this form only if you are a **U.S. person** (including U.S. resident alien.). If you are a foreign person, use the appropriate Form W-8.

Part 1 Tax Status:

Print Name: _____

Address (number, street, and apt. or suite

no.): _____

City: _____ State: _____ Zip: _____

Phone: (____) _____

Complete One:

Individual/Sole Proprietor Business Name, if different from above

Social Security Number _____ - _____ - _____

- or - Business EIN _____ - _____

Partnership EIN _____ - _____

Corporation EIN _____ - _____

Please answer questions below if you are a corporation:

1. Corporation providing legal services? **Y N**

2. Corporation providing medical services? **Y N**

Limited Liability Company EIN _____ - _____

Tax-Exempt or Not-for-Profit under § 501(C)(3) EIN _____ - _____

Government Entity EIN _____ - _____

Estate or Trust EIN _____ - _____

All other Entities EIN _____ - _____

Part 2 Exemption: If exempt from Form 1099 reporting, check here:
and circle your qualifying exemption reason below

1. An organization exempt from tax under IRC section 501(a)
2. The United States or any of its agencies or instrumentalities
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities
5. An international organization or any of its agencies or instrumentalities
6. Other: _____

Part 3 Certification:

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, **and**
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return.

Signature of U.S. person: _____

Date: _____

ATTACHMENT B

UNIVERSITY OF MAINE SYSTEM CONTRACT FOR SERVICES INSURANCE REQUIREMENTS

Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation (In Compliance with Applicable State Law)	Required for all personnel

Malpractice insurance consistent with state regulations for all physician and nurse practitioner providers in an amount no less than \$1 million per incident and \$6 million in aggregate.

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:
Purchasing Department
University of Maine
5765 Service Building

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:
University of Maine System
16 Central Street
Bangor, Maine 04401

ATTACHMENT C

UNIVERSITY OF MAINE SYSTEM
STANDARDS FOR SAFEGUARDING INFORMATION

This Attachment addresses the Contractor's responsibility for safeguarding Compliant Data and Business Sensitive Information consistent with the University of Maine System's Information Security Policy and Standards. (infosecurity.maine.edu)

Compliant Data is defined as data that the University needs to protect in accordance with statute, contract, law or agreement. Examples include Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), Maine Notice of Risk to Personal Data Act, and the Payment Card Industry Data Security Standards (PCI-DSS).

Business Sensitive Information is defined as data which is not subject to statutory or contractual obligations but where the compromise or exposure of the information could result in damage or loss to the University.

1. Standards for Safeguarding Information: The Contractor agrees to implement reasonable and appropriate security measures to protect all systems that transmit, store or process Compliant Data and Business Sensitive Information or personally identifiable information from Compliant Data and Business Sensitive Information furnished by the University, or collected by the Contractor on behalf of the University, against loss of data, unauthorized use or disclosure, and take measures to adequately protect against unauthorized access and malware in the course of this engagement.
 - A. Compliant Data and Business Sensitive Information may include, but is not limited to names, addresses, phone numbers, financial information, bank account and credit card numbers, other employee and student personal information (including their academic record, etc.), Drivers License and Social Security numbers, in both paper and electronic format.
 - B. If information pertaining to student educational records is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with FERPA.
 - C. If information pertaining to protected health information is accessed, used, collected, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with HIPAA and Contractor shall sign and adhere to a Business Associate Agreement.
 - D. If Contractor engages in electronic commerce on behalf of the University or cardholder data relating to University activities is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with current PCI-DSS guidelines.
 - E. If information pertaining to protected "Customer Financial Information" is accessed, transferred, stored or processed by Contractor; Contractor shall protect such data in accordance with GLBA.
2. Prohibition of Unauthorized Use or Disclosure of Information: Contractor agrees to hold all information in strict confidence. Contractor shall not use or disclose information received from, or created or received by, Contractor on behalf of the University except as permitted or required by this Agreement, as required by law, or as otherwise authorized in writing by the University.
3. Return or Destruction of Compliant or Business Sensitive Information:
 - A. Except as provided in Section 3(B), upon termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of

Compliant Data or Business Sensitive Information and shall immediately return or destroy (if the University gives written permission to destroy) in a reasonable manner all such information received from the University, or created or received by Contractor on behalf of the University, provided, however, that Contractor shall reasonably cooperate with the University to ensure that no original information records are destroyed. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of University information, including any compilations derived from and allowing identification of any individual's confidential information. Except as provided in Section 3(B), Contractor shall return (or destroy) information within 30 days after termination, cancellation, or expiration of this Agreement.

- B. In the event that Contractor determines that returning or destroying any such information is infeasible, Contractor shall provide to University notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of such information is infeasible, Contractor shall extend the protections of this Agreement to such information and limit further uses and disclosures of such information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such information.
- C. Contractor shall wipe or securely delete Compliant Data or Business Sensitive Information and personally identifiable information furnished by the University from storage media when no longer needed. Measures taken shall be commensurate with the standard for "clearing" as specified in the National Institute of Standards and Technology (NIST) Special Publication SP800-88: Guidelines for Media Sanitization, prior to disposal or reuse.

4. Term and Termination:

- A. This Attachment shall take effect upon execution and shall be in effect commensurate with the term of the Agreement
- 5. Subcontractors and Agents: If Contractor provides any Compliant Data or Business Sensitive Information received from the University, or created or received by Contractor on behalf of the University, to a subcontractor or agent, the Contractor shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Contractor by this Agreement.
 - 6. Contractor shall control access to University data: All Contractor employees shall be adequately screened, commensurate with the sensitivity of their jobs. Contractor agrees to limit employee access to data on a need-to-know basis. Contractor shall impose a disciplinary process for employees not following privacy procedures. Contractor shall have a process to remove access to University data immediately upon termination or re-assignment of an employee by the Contractor.
 - 7. Unless otherwise stated in the agreement, all Compliant Data or Business Sensitive Information is the property of the University and shall be turned over to the University upon request.
 - 8. Contractor shall not amend or replace University-owned hardware, software or data without prior authorization of the University.
 - 9. If mobile devices are used in the performance of this Agreement to access University Compliant Data or Business Sensitive Information, Contractor shall install and activate authentication and encryption capabilities on each mobile device in use.
 - 10. Reporting of Unauthorized Disclosures or Misuse of Information: Contractor shall report to the University any use or disclosure of Compliant Data or Business Sensitive Information not authorized by this Agreement or in writing by the University. Contractor shall make the report to the University not more than one (1) business day after Contractor learns of such use or disclosure. Contractor's report shall identify; (i) the nature of the unauthorized use or disclosure, (ii) the information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what

Contractor has done or shall do to mitigate the effects of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the University. Contractor shall keep University informed on the progress of each step of the incident response. Contractor shall indemnify and hold University harmless from all liabilities, costs and damages arising out of or in any manner connected with the security breach or unauthorized use or disclosure by Contractor of any University Compliant Data or Business Sensitive Information. Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of a security breach or use or disclosure of Compliant Data or Business Sensitive Information by Contractor in violation of the requirements of this Agreement. In addition to the rights of the Parties established by this Agreement, if the University reasonably determines in good faith that Contractor has materially breached any of its obligations, the University, in its sole discretion, shall have the right to:

- Inspect the data that has not been safeguarded and thus has resulted in the material breach, and/or
- Require Contractor to submit a plan of monitoring and reporting, as the University may determine necessary to maintain compliance with this Agreement;
- and/or Terminate the Agreement immediately.

11. Survival: The respective rights and obligations of Contractor under Section 12 of the Agreement or Section 3 of this Attachment shall survive the termination of this Agreement.
12. Contractor Hosted Data: If Contractor hosts University Compliant Data or Business Sensitive Data, in or on Contractor facilities, the following additional clauses apply.
 - A. Contractor computers that host University Compliant Data or Business Sensitive Information shall be housed in secure areas that have adequate walls and entry control such as a card controlled entry or staffed reception desk. Only authorized personnel shall be allowed to enter and visitor entry will be strictly controlled.
 - B. Contractor shall design and apply physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disasters. Contractor shall protect hosted systems with Uninterruptible Power Supply (UPS) devices sufficient to meet business continuity requirements.
 - C. Contractor shall backup systems or media stored at a separate location with incremental back-ups at least daily and full back-ups at least weekly. Incremental and full back-ups shall be retained for 15 days and 45 days respectively. Contractor shall test restore procedures not less than once per year.
 - D. Contractor shall provide for reasonable and adequate protection on its network and system to include firewall and intrusion detection/prevention.
 - E. Contractor shall use strong encryption and certificate-based authentication on any server hosting on-line and e-commerce transactions with the University to ensure the confidentiality and non-repudiation of the transaction while crossing networks.
 - F. The installation or modification of software on systems containing University Compliant Data or Business Sensitive Information shall be subject to formal change management procedures and segregation of duties requirements.
 - G. Contractor who hosts University Compliant Data or Business Sensitive Information shall engage an independent third-party auditor to evaluate the information security controls not less than every two (2) years. Such evaluations shall be made available to the University upon request.

H. Contractor shall require strong passwords for any user accessing personally identifiable information or data covered under law, regulation, or standard such as HIPAA, FERPA, or PCI. Strong passwords shall be at least eight characters long; contain at least one upper and one lower case alphabetic characters; and contain at least one numeric or special character.

13. If Contractor employees work under University Management direction, Contractor employees will receive security awareness training and be subject to the same information security standards as University employees. If the Contractor accesses University systems, Contractor shall agree to the University's Acceptable Use Policy.

14. If the Contractor provides system development, Compliant Data or Business Sensitive Information shall not be used in the development or test environments. Records that contain these types of data elements may be used if that data is first de-identified, masked or altered so that the original value is not recoverable. For programs that process University data, initial implementation as well as applied updates and modifications must be produced from specifically authorized and trusted program source libraries and personnel. Contractor shall provide documentation of a risk assessment of new system development or changes to a system.

UNIVERSITY

By: _____
Signature

Date

Printed

Title

Address

CONTRACTOR

By: _____
Signature

Date

Printed

Title

Address

ATTACHMENT D
CUTLER HEALTH CENTER BUSINESS METRICS
2012-2013

Laboratory Summary
Top 15

Laboratory Summary

As of 1/27/14

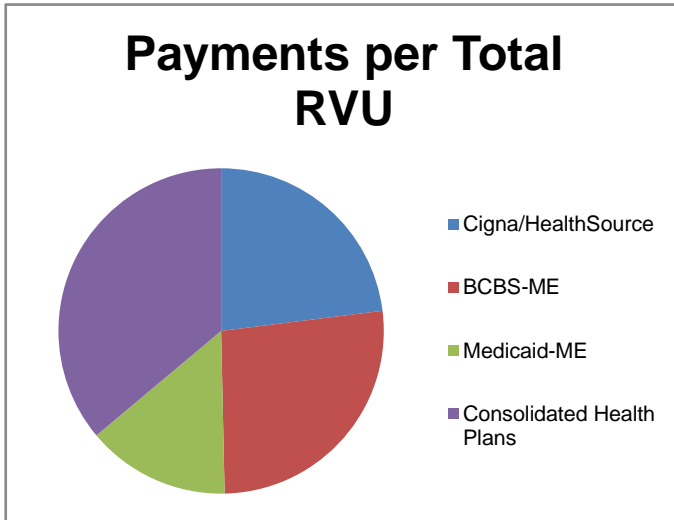
Procedure Code	Description	2012	2013	2014
81002	Urinalysis - CLIA Waved	435	439	26
81025	Urine Preg - CLIA Waved	122	147	8
86308	Monospot - CLIA Waved	162	175	9
87880	Rapid Strep - CLIA Waved	939	685	35
36415	Venipuncture - Lab Draws	825	753	57
Total	--	2483	2199	135

Occupational Health Service Volume Summary

			As of 1/27/14
Service	2012	2013	2014
Hearing	217	179	2
Respiratory	117	126	0
Asbestos	0	0	0
DOT	13	8	2
Flu Clinic	781	827	862
Biometric	805	785	420
Workers Comp	125	159	20

Payer Mix

Top 4 Payers	Payments per Total RVU
Cigna/HealthSource	\$35.26
BCBS-ME	\$40.79
Medicaid-ME	\$21.82
Consolidated Health Plans	\$55.29



Procedure Summary

Top 20 Procedure Codes

As of 1/27/14

Diagnosis Code	Description	2012	2013	2014
93005	EKG	28	44	2
57170	Diaphragm Fitting	0	0	0
69210	Ear Wax Removal	2	3	0
58100	Endometrial Bx	0	0	0
Q0090	IUD - Skyla	0	2	0
J7300	IUD - Paragard	2	0	0
J7302	IUD - Mirena	7	7	0
58300	IUD Insertion	9	10	0
58301	IUD Removal	3	2	0
94640	Nebulizer	13	21	1
98925	OMT 1-2 Regions	3	4	0
98926	OMT 3-4 Regions	7	6	0
98927	OMT 5-6 Regions	19	4	0
98928	OMT 7-8 Regions	1	0	0
98929	OMT 9-10 Regions	36	45	8
Q0091	Screenign Pap Smear	0	0	0
11200	Skin Tag Removal 1-15	1	0	0
11765	Toenail Removal	0	0	0
56501	Vaginal Wart Tx	0	0	0
Total	--	131	148	11

Radiology Summary

As of 1/27/14

Procedure Code	Description	2012	2013	2014
Volume	--	267	249	14

Office Visit Level Charges

As of 1/27/14

Diagnosis Code	Description	2012	2013	2014
99201	OV New Level I	9	11	1
99202	OV New Level II	730	968	49
99203	OV New Level III	254	528	42
99204	OV New Level IV	3	0	0
99205	OV New Level V	0	0	0
99211	OV Est Level I	59	0	0
99212	OV Est Level II	68	102	16
99213	OV Est Level III	2098	2687	177
99214	OV Est Level IV	1365	1319	88
99215	OV Est Level V	10	2	0
99384	Wellness New 12-17	4	8	0
99385	Wellness New 18-39	66	63	4
99386	Wellness New 40-64	10	7	9
99387	Wellness New 65 and over	0	0	9
99394	Wellness Est 12-17	3	4	0
99395	Wellness Est 18-39	120	110	0
99396	Wellness Est 40-64	30	51	0
99397	Wellness Est 65 and over	1	1	0
TOTAL	--	4830	5861	395

Clinic Diagnosis Summary
Top 15

Top 20 Diagnosis Codes

As of 1/27/14

Diagnosis Code	Description	2013	2014
V0481	Influenza Vaccine	274	61
4659	Upper Respiratory Infection	200	23
462	Acute Pharyngitis	134	18
37230	Conjunctivitis	125	5
V745	STD Screening	96	15
9953	Allergy, Unspecified	66	8
31401	ADHD	60	9
V2509	Contraceptive Management	59	13
4619	Acute Sinusitis	58	4
V700	General Medical Exam	49	30
75	Infectious Mononucleosis	41	0
5990	UTI	38	7
4660	Acute Bronchitis	37	7
7881	SX Involving Urinary Dysuria	37	8
78079	Malaise, Fatigue	31	5
4019	Unspecified Hypertension	28	5
V692	High risk sexual behavior	28	3
6929	Contact Dermatitis	27	10
2724	Hyperlipidemia	17	8
311	Depressive Disorder	17	7