

**University of Maine System
Electronic Medical Record (EMR) Cloud Solution - RFP# 2016-46
ADDENDUM #01**

CLARIFICATION

1. Appendix C – Required Cost Evaluation Exhibits – Table 1 includes interface data exchange cost requirements.

Exhibit 1 (Table 1) – Respondents will use this attachment to record all costs associated with this section. For a copy of the excel version of Exhibit 1, email the contact provided on the **Response Contact Information** on the cover sheet of this document

Respondent's Name:		Licensing Maintenance Schedule									
#	Item Description	Initial Cost "One-Time" Licensing	Initial Cost "One-Time" Training	Initial Cost "One-Time" Implement	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost	Extended Cost	
	University Name: University of Southern Maine Pricing										
1	Health Services										
2	Health and Counseling Services										
3	Health and Athletic Training Services										
4	Health, Counseling and Athletic Training Services										
	Interface Data Exchange										
5	PRIVIT Profile										
6	Quest Diagnostics										
7	Counseling Center Assessment of Psychological Symptoms (CCAPS)										
8	Physician Billing & Consulting										
9	PeopleSoft Campus Solutions (MaineStreet)										
	Subtotal										
	Less Discount										
	Total										

2. **Appendix N – Interface Data Exchange Requirements** – Additional clarification regarding the current interface with Quest Diagnostics. The current state connectivity is a Bi-Directional interface that includes Orders, results, and billing information. This allows transmission of orders with billing information, as well as, receiving results from Quest Diagnostics electronically. Current state of the interface is HUB, or cloud connection. The Respondent must currently have a solution for interfaces supporting orders, results and billing with Quest Diagnostics.

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3. The Timeline of Key Events (Section 1.3.1) is modified as follows:

Reference Section	Event Name	Event Due Date
Section 1.2.2	Deadline for Proposal Submission	MODIFIED - May 26, 2016 at 2:00 p.m. EST
Section 1.3.8	Estimated Respondent Presentation Date (subject to change)	MODIFIED – June 3, 2016
Section 2.2	Award Announcement (subject to change)	MODIFIED - June 8, 2016
	Estimated Agreement Start Date (subject to change)	MODIFIED - June 20, 2016

QUESTIONS

1. After reading the RFP, it is unclear as to the actual scope of the project with respect to the number of clinicians and staff members, and the number of clinics and their respective locations and staffing numbers at each location. Our pricing model is based on the number of clinical providers (those providers that deliver patient care) and the number of locations and databases needed by the University of Maine.

ANSWER:

Health Services at USM is the entity that is actively pursuing and currently ready to implement a new contractual EMR agreement. The # of anticipated users is outlined in the chart below. USM's Athletic Training Services (ATS) and Counseling Services are giving serious consideration to moving from use of their existing EMR systems to this new system to better enable the unification and integration of care to our patients. However, the system would need to meet the unique functionality needs of their respective disciplines. In the event that they favor the new system, it is still unlikely that either USM's Counseling or Athletic Training Programs would be ready to initiate a program conversion upon start-up of the new contract this summer as Health Services plans to do, but rather, come on board at later time of their choosing. UMF's Health, Counseling and ATS programs are also giving consideration to moving to this new system but are currently not confirming their intent to do so immediately once the new contract is finalized. Therefore, we are seeking costing of the new EMR program based on the following user scenarios as outlined in Exhibit 1 Table 1:

- USM Health Services only
- USM Health and Counseling Services
- USM Health and Athletic Training Services
- USM Health, Counseling and Athletic Training Services

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UMF Health Services only
UMF Health and Counseling Services
UMF Health and Athletic Training Services
UMF Health, Counseling and Athletic Training Services

All programs combined

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2. Please clarify the number of Concurrent Users, not total users, for each campus and clinic (Health, Counseling, Sports Medicine) that would be simultaneously logged in and actively using the system at the busiest point of the day/week.

	U of Maine	U of S Maine	Augusta	Farmington	Fort Kent	Machias	Presque Isle
Health Center	Not Required	10	Not Required	6	Not Required	Not Required	Not Required
Counseling Center	Not Required	12	Not Required	5	Not Required	Not Required	Not Required
Athletics/ Sports Medicine	Not Required	6	Not Required	4	Not Required	Not Required	Not Required

3. Please list the total number of users for each campus

Role	U of Maine	U of S Maine	Augusta	Farmington	Fort Kent	Machias	Presque Isle
RN	Not Required		Not Required	2	Not Required	Not Required	Not Required
LPN	Not Required		Not Required		Not Required	Not Required	Not Required
MA	Not Required	1	Not Required	1	Not Required	Not Required	Not Required
Therapist/Athletic Trainer	Not Required	3	Not Required	3	Not Required	Not Required	Not Required
Psychiatrist	Not Required		Not Required		Not Required	Not Required	Not Required
Counselor	Not Required	12	Not Required	3	Not Required	Not Required	Not Required
Front Desk/Scheduling	Not Required	2	Not Required	2	Not Required	Not Required	Not Required
Back Office	Not Required	1	Not Required		Not Required	Not Required	Not Required
Billing Staff	Not Required	1	Not Required		Not Required	Not Required	Not Required
Manager/Director	Not Required	2	Not Required	1	Not Required	Not Required	Not Required
Others not listed	Not Required	1	Not Required	1	Not Required	Not Required	Not Required

4. Please list the total number of **Prescribing Providers** for each campus

Role	U of Maine	U of S Maine	Augusta	Farmington	Fort Kent	Machias	Presque Isle
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MD Full Time	Not Required		Not Required	1	Not Required	Not Required	Not Required
MD Part Time (<17 hours/week)	Not Required	2	Not Required		Not Required	Not Required	Not Required
NP/PA Full Time	Not Required	3	Not Required	1	Not Required	Not Required	Not Required
NP/PA Part Time (<17 hours/week)	Not Required	2	Not Required		Not Required	Not Required	Not Required
Psychiatrist Full Time	Not Required		Not Required		Not Required	Not Required	Not Required
Psychiatrist Part Time (<17 hours/week)	Not Required		Not Required		Not Required	Not Required	Not Required

5. Which campuses are currently billing Third Party Insurance?

a. What is the annual claim volume for each campus?

i. University of Maine at Farmington: **1,357**

ii. University of Southern Maine: **2,646**

You are only required to scope a small and medium sized campus (USM and UMF). Remaining information will not be supplied.

iii. University of Maine:

iv. University of Maine at Augusta:

v. University of Maine at Fort Kent:

vi. University of Maine at Machias:

vii. University of Maine at Presque Isle:

b. Please list the number of billing Providers per campus

i. University of Maine at Farmington: **4**

ii. University of Southern Maine: **10**

You are only required to scope a small and medium sized campus (USM and UMF). Remaining information will not be supplied.

iii. University of Maine:

iv. University of Maine at Augusta:

v. University of Maine at Fort Kent:

vi. University of Maine at Machias:

vii. University of Maine at Presque Isle:

6. What SHIP is currently in place?

ANSWER:

United Health Care

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7. Will the Psychiatrists and Counselors require DSM-5 Codes?

ANSWER:

Yes

8. Is there a need for an interface with the Maine Statewide Immunization Information System?

ANSWER:

No

9. Does UMS require that the vendor's EMR be certified at the most current Federal EMR standard, ONC-2014?

ANSWER:

Yes

10. Does UMS require that the vendor be compliant with all Interoperability Standards as outlined in the Interoperability Roadmap from the ONC (January 2015)?

ANSWER:

Yes

11. What are the current EHR systems in place at each campus, and each Clinic (Health, Counseling, Sports Medicine)? Please indicate which, if any, will require conversion of data, and the size of the database in GB.

ANSWER:

a. University of Maine at Farmington

i. Health Center System: Paper – **no current EMR**

o Conversion of Data required:

o Database Size:

ii. Counseling Center System: **Titanium**

o Conversion of Data required:

o Database Size:

iii. Athletic Training/Sports Medicine System: **Sportswear**

o Conversion of Data required:

o Database Size:

b. University of Southern Maine

i. Health Center System: **Pyramed**

o Conversion of Data required: **Yes**

o Database Size: **15 GB**

ii. Counseling Center System: **Titanium**

o Conversion of Data required: **YES**

o Database Size: **1-2 GB**

iii. Athletic Training/Sports Medicine System: **Presagia**

o Conversion of Data required: **YES**

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- Database Size: **UMS is uncertain of the size should we obtain this information we will issue another addendum**

You are only required to scope a small and medium sized campus (USM and UMF). Remaining information will not be supplied (c-g).

- c. University of Maine –
 - i. Health Center System:
 - Conversion of Data required:
 - Database Size:
 - ii. Counseling Center System:
 - Conversion of Data required:
 - Database Size:
 - iii. Athletic Training/Sports Medicine System:
 - Conversion of Data required:
 - Database Size:
- d. University of Maine at Augusta
 - i. Health Center System:
 - Conversion of Data required:
 - Database Size:
 - ii. Counseling Center System:
 - Conversion of Data required:
 - Database Size:
 - iii. Athletic Training/Sports Medicine System:
 - Conversion of Data required:
 - Database Size:
- e. University of Maine at Fort Kent
 - i. Health Center System:
 - Conversion of Data required:
 - Database Size:
 - ii. Counseling Center System:
 - Conversion of Data required:
 - Database Size:
 - iii. Athletic Training/Sports Medicine System:
 - Conversion of Data required:
 - Database Size:
- f. University of Maine at Machias
 - i. Health Center System:
 - Conversion of Data required:
 - Database Size:
 - ii. Counseling Center System:
 - Conversion of Data required:

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- o Database Size:
 - iii. Athletic Training/Sports Medicine System:
 - o Conversion of Data required:
 - o Database Size:
- g. University of Maine at Presque Isle
 - i. Health Center System:
 - o Conversion of Data required:
 - o Database Size:
 - ii. Counseling Center System:
 - o Conversion of Data required:
 - o Database Size:
 - iii. Athletic Training/Sports Medicine System:
 - o Conversion of Data required:
 - o Database Size:

12. In Appendix C – Required Cost Evaluation Exhibits, Instruction for Exhibit 1 (Table2), please define “Medium and Small Campus” by enrollment. Which of your seven campuses would be considered Medium and which ones would be considered Small?

ANSWER:

**Medium = University of Southern Maine is medium
Small = University of Maine at Farmington**

13. Should this quote include Practice Management and EMR, or just EMR?

ANSWER:

PM & EMR but not RCM – we have a billing vendor

14. Are all the departments under the same tax ID? If not, how many tax IDs do you have?

ANSWER:

One tax ID

15. Is this or any of the locations a FQHC?

ANSWER:

No

16. Is dental EMR software or dental billing a requirement?

ANSWER:

No

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17. Do you want a quote for outsourcing the RCM, (section 1.1.4 mentions practice management and RCM software), or will you be doing all revenue cycle management internally and you just want that functionality in the system?

ANSWER:

We will be doing the RCM thru our contracted billing vendor

18. The same question applies to the Physician Billing and consulting section on page 40. Is the PM and RCM required with this proposal or will that be a possible add-on?

ANSWER:

Physician Billing & Consulting will be responsible for RCM

19. Do you want a demographic conversion from the current practice management system? If so, what is the name of the system, and what do you want to convert?

ANSWER:

Yes, for current and active students returning in the fall. PyraMED

20. Do you want a conversion from the current EMR system? If so, what is the name of the system and what do you want to convert?

ANSWER:

Yes, for current and active students returning in the fall. PyraMED

21. What is the campus SIS?

ANSWER:

Oracle PeopleSoft - Campus Solutions

22. Please provide the total number of billable providers, MD, Mid-level, part time and full time.

ANSWER:

See above - chart 2

23. What is the number of concurrent users, (how many users will need to be on the system at the same time)?

ANSWER:

See above – see chart 3

24. What is the total number of users, (Each user needs their own login)?

ANSWER:

See above – see charts 2, 3 &4. Yes, each user needs their own log-in

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25. Are there any systems that you want to interface to and what functionality do you need from the interface?

ANSWER:

None other than the ones we listed

UMS Mainstreet, Quest Labs, CCAPS, Privit Profile

26. What information and functionality do you need from these requested interfaces?

a. UMS Mainstreet

ANSWER:

We will need Patient/Student demographics, insurance information, and immunizations information fed from MaineStreet to EMR (Unidirectional)

b. Quest Labs – Care 360 Program (Health) Bi-directional of results only?

ANSWER:

Bi-directional

We need the ability to place orders and receive results

c. CCAPS (Counseling)

ANSWER:

I am not sure on this one, are we pulling demographics into it or only registering patients as needed?

27. Are there any other labs that you want to interface with? Bidirectional or results only?

ANSWER:

Yes Nordx Labs – bi-directional

28. Do you need to interface with any HIE?

ANSWER:

No, not needed..

HIE = Health Information Exchange, in Maine...this is HealthInfoNet

29. Do you require any interfaces with radiology or pathology, including images, data, and reporting options by specific criteria?

ANSWER:

Not at the present time

30. Are there any special reporting requirements?

ANSWER:

Not at the present time

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31. Can you provide an estimate of how many faxes are sent and received monthly for the groups?

ANSWER:

150 sent, 300 received/monthly

32. Do you require inbound or outbound CCD records?

ANSWER:

Not at the present time

33. If you are looking for your RCM to be outsourced by us, please answer the following questions.

ANSWER:

NA – We already have a contractual agreement with a billing vendor.

34. Of the many factors concerning management of your Revenue Cycle, what are the 1—2 points of pain that you would like to timely address?

ANSWER:

Not part of the scope of services for this RFP.

35. How would you rate the stability in terms of tenure of your RCM staff?

ANSWER:

Not part of the scope of services for this RFP.

36. Do you have a Chief Revenue Office for the practice or Director of RCM; If so, would you be open to a visitation and presentation?

ANSWER:

Not part of the scope of services for this RFP.

37. Approximately how many practitioners do you have and how many claims are sent out per month?

ANSWER:

Not part of the scope of services for this RFP.

38. Do you deploy KPI's for the following RCM processes, and if so what is your comfort level for their values:

ANSWER:

Not part of the scope of services for this RFP.

- a. Aged A/R greater than 120 days
- b. Aged A/R less than 30 days

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- c. Net Collection Ratio
- d. Gross Collection Ratio
- e. Number of billing staff members per treating practitioner
- f. Total cost to collect
- g. A/R days outstanding in receivables

39. What would be the 1-2 primary reasons why you may consider partnering with us to manage some of all of your revenue cycle?

ANSWER:

Not part of the scope of services for this RFP.

40. Discuss some of your trends over the past 6 months. Have they improved in the KPI's above or demonstrated a decline.

ANSWER:

Not part of the scope of services for this RFP.

41. If GE/VOWHS were to provide a hybrid PM/EMR system with RCM services what would your level of interest be?

ANSWER:

Not at present time

42. Will we/our RCM Service be doing the actual coding or will codes be selected and captured electronically via the EMR by the providers?

ANSWER:

Providers will code via EMR

43. Self-Pay/Patient Financial Services. Does this include outbound collection calls and will calls be done and answered in the name of the practice/organization? Is there currently a balance criteria that the University utilizes for telephone follow-up on self-pay balances? It is unclear if these services are to be outsourced or if the 'central billing office' will do this.

ANSWER:

Billing vendor will handle this

44. Are you looking for any credentialing services?

ANSWER:

No