

## Request for Proposal (RFP)

### RFP DESCRIPTION

Fair Haven Community Health Clinic, Inc. (FHCHC), a Federally Qualified Health Center, is seeking proposals for a Credentialing Firm.

The successful firm will be expected to provide all services as described within this document through to project completion. Proposals from women and minority owned businesses are encouraged, as are proposals from Credentialing Verification Organizations (CVOs) that are certified by the National Committee for Quality Assurance (NCQA) and/or accredited by the Utilization Review Accreditation Commission (URAC).

#### Timeline of the RFP:

Timeline	
9/28/2020	Release of RFP Documents
10/12/2020	Proposals must be received no later than Thurs, 10/09/2020 by 12:00PM Eastern Time via email Attention: Nestor Quinones, Procurement Specialist @ <a href="mailto:n.quinones@fhchc.org">n.quinones@fhchc.org</a>
10/15/2020	Award Contract

#### Deliverables:

1. Firm will be required to provide credentialing services including Primary Source Verification for all FHCHC providers within the listed contracted carriers for FHCHC.
2. Work directly with assigned FHCHC staff to obtain necessary documentation as required to complete the credentialing and privileging processes that conform to standards set by the Bureau of Primary Health Care (BPHC) and The Joint Commission (TJC).
3. Work directly with providers to maintain status within the Council for Affordable Quality Healthcare (CAQH) database.
4. Provide documentation of LEIE and OIG confirmation of status.
5. Maintain employee (i.e. providers, referrals, etc.) carrier website access.
6. Maintain and provide yearly update for commercial payer fee schedules
7. Update all payer classes with new site additions (i.e. PTAN, NPIs, etc.)
8. Assist FHCHC's Revenue Services Department to resolve issues that arise from credentialing and/or Health Plan/Payer enrollment.
9. Assist FHCHC credentialing & privileging staff as necessary for Credentialing & Privileging Committee appointments.
10. Establish and maintain all EFT and ERA documentation as required by payers.

## **Firm Requirements:**

1. Full list of services must be provided in the RFP.
2. Rates must be clearly outlined by service category (lump sum contracts will not be considered).
3. Available start date and timeline to establish ongoing workflow should be included.
4. Contract should not require longer than 3 year commitment initially with Performance metrics against which we can terminate contract if needed.
5. The selected firm will be required to enter into a contract with Fair Haven Community Health Clinic, Inc. (FHCHC). Additional contract conditions may be required, depending upon the nature and extent of the services to be provided. Fair Haven Community Health Clinic, Inc. reserves the right to negotiate a change or modification to any of the proposed contractual conditions.
6. The selected firm needs to provide a minimum of three (3) professional references. Experience with Federally Qualified Health Centers is desired.

## **RFP General Terms**

1. Acceptance of Proposal: Fair Haven Community Health Clinic, Inc. reserves the right to reject any and all proposals and to waive informalities, if, at its discretion, the interests of Fair Haven Community Health Clinic, Inc. will be best served thereby.
2. Fair Haven Community Health Clinic, Inc. reserves the right to accept other than the lowest cost proposal, and to negotiate the specified dollar amount, or any portion of that amount. Fair Haven Community Health Clinic, Inc. reserves the right to negotiate contract changes following the award.
3. If there is any conflict between these documents and the proposal, these documents shall control.
4. Fair Haven Community Health Clinic, Inc. reserves the right to cancel this RFP in writing or postpone the date and time for submitting proposals at any time prior to the proposal due date.
5. No proposer shall have a right to make a claim against Fair Haven Community Health Clinic, Inc. in the event FHCHC accepts a proposal or does not accept any proposals.
6. Nondiscrimination: Vendor will not discriminate against any employee or applicant for employment because of race, color, creed, religion, ancestry, sex, national origin, sexual preference, disability, age, marital status, or status with regard to public assistance or as veteran.
7. Debarment and Suspension: The Contractor warrants and represents that neither it nor its principals, employees or agents who would perform services under this RFP are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal or State department or agency.