**Scope of Work**

**Collection Agency (Primary Agency) RFP FY2025-RFP-H-00177**

**Objective:**

UTSW is seeking with one or more collection agencies to help maximize collections for both professional and hospital billing. They will be expected to operate in full compliance with all applicable federal, state, and local regulations, including the Fair Debt Collection Practices Act (FDCPA), Health Insurance Portability and Accountability Act (HIPAA), and other relevant healthcare and consumer protection laws. The agency must maintain all required licenses, certifications within the assigned jurisdictions. Licenses to include the following states. Texas, New Mexico, Louisiana, Arkansas, Oklahoma, and California. Any states you are not licensed in you need to inform us in the RFP. Collection practices must be professional, ethical, and respectful, ensuring that patient dignity is preserved while maximizing recoveries. Agencies should offer flexible payment arrangements and financial counseling options where appropriate and refrain from using aggressive or coercive tactics that could negatively impact patient relationships or our organizational reputation.

**Scope of Work Details:**

* + UTSW will need 2 Collection Agencies for Primary Bad Debt placement, they will receive placements of physician and hospital accounts via alpha split by guarantor last name. These accounts are placed at 121 days, alpha split would be A – L and M – Z.
  + UTSW will need 1 Collection Agency for Secondary Bad Debt placement, they will receive placements of physician and hospital accounts 1 year after placement with primary agency, unless there is an active payment plan.
  + Test files of data between UTSW and Agency in the EPIC Single Billing Office environment must first balance for all reports and test placements including payment files before actual accounts will be placed.
  + Any future upgrades to EPIC that involve agency files will need further testing and approvals of the testing process by UTSW.
  + Accounts will remain until collected, deemed uncollectible, or 365 days from placement date.
  + Agency must obtain approval in writing for any settlement requests. A note should also be received in the note file to show on the patient account in EPIC prior to request for approval.
  + Agency is responsible to run their own credit cards payments in their credit card system.
  + Recalled accounts must be recalled immediately and should be listed on the recall report within 48 hours of recall.
  + Agency will provide taped calls upon request.
  + Agency will send a copy for UTSW to review and approve all letters sent to the patient. These letters will also need to include specific verbiage for the CMC, PHHS, and THD / JHD service areas.
  + Agency will keep any payment plans they set up for extended period past the 365 days.

However, any payment plan past the 365 day close date that has no payment for a period of 90 days must be closed and returned.

* + Agency must use triggers supplied by Experian. Experian Health Collection Optimization service monitors unpaid collection accounts for certain events that would indicate that a patient’s financial situation is improving and may be in a better position to pay their medical debt. This inspection will check the accounts for: new auto lease, new mortgage loan, new retail loan, new auto loan, new employment update information, new installment loan, new bank or credit card, new phone update information, new address update information, etc. Then, Experian Health will detail these aspects within a trigger file to each applicable account. The trigger file will then be placed on the FTP server within the “/collection-triggers” folder for that collection agency.
  + If agency locates new insurance information they must notify UTSW in a closed and return file which should tie to the note file with the updated insurance information. The agency will receive credit of their fee for any monies collected from the insurance company.

**Separate files for the following**:

* Files to include Physician and Hospital or Physician only based on service areas
* UT Southwestern Medical Center to include Zale Lipshy University Hospital and William P. Clements University Hospital for the Hospital and Physician billing.
* CMC (Children’s Medical Center) for physician services only
* PHHS (Parkland Health & Hospital Systems) for physician services only
* THD Texas Health Dallas and JPS John Peter Smith Hospital for physician services only

Collections for UTSW service areas can include the following Guarantor account types:

* Personal family
* Dental
* Vision
* Mental Health
* Transplant

*\*All other service areas would be Personal / Family accounts only*

**Daily files sent to Collection Agency, to include**

* + Placement File (write offs)
  + Withdrawal File (recalls)
  + Update File (payments made at UTSW)

**Daily files received from Collection Agency, to include**

* + Note File
  + Closed and Return File
  + Address update File
  + Bankruptcy and Deceased File to include notes

**Bi Weekly files received from Collection Agency, to include**

* + 835 Payment files that must be in a format for electronic posting

**Weekly files sent to Experian from Collection Agency**

Experian to balance files with Collection Agency and UT Southwestern Medical Center

* + - Balance closed and return accounts between UTSW and Collection Agency
    - Balance the payment plans set by Collection Agency to what we show in EPIC as level 8.
    - Balance the payments received by Collection Agency
    - Balance the accounts written off or settled
    - Acknowledgement report weekly showing what was placed daily within the last 7 days.

**Reports and Invoice for payment :**

For reports and payment invoices agency will use at least 4 separate client numbers to track separate files for each service area of placement.

* UTSW service area
* CMC – Children’s Medical Center
* PHHS – Parkland Health and Hospital System
* THD – Texas Health Dallas / JPS – John Petersmith Hospital

**Payment invoice to include the following information**:

Client number

Guarantor account#

Account# (HAR)

Patient Name

Amount paid

Date paid

Agency will be set up as a direct deposit to UTSW Payment Portal for funds to be sent as Net collections.

835 electronic payment file – should receive 4 payment files for each client number bi-weekly.

Agency will provide in the payment invoice detail of any patient that will cause a negative in the invoice such as NSF check and/or incorrect payment listed from a prior invoice. Must also include the original account(s) and charge line(s) that were attached to the original payment and list the invoice number and date of the original payment.

**Presentations:**

If selected as a finalist, Proposer will be required to give a one-hour minute presentation. UTSW will provide details of the presentation upon selection.

**Criteria for Selection:**

Successful Proposer(s) will submit a response outlining maximum benefits to the University in terms of (1) service, (2) total overall cost, and (3) project management expertise, if applicable, including all educational, state and local government discounts.

Proposals will be evaluated by a selected team from the University. Criteria considered by the University in evaluating proposals and awarding an RFP include, but are not limited to:

* Cost of goods and services;
* Extent to which the goods or services meet the University's needs;
* Quality of the Proposer’s goods or services;
* Proposer’s past relationship with the University
* Total long-term cost to the University of acquiring the Proposer’s goods or services
* Reputation of the Proposer, which includes consideration of the Proposer's past relationship with the University, the University’s sister institutions, or affiliates thereof; and

The University may consider additional information if University determines the information is relevant.

**Additional Requirements:**

University will have full and complete authority in determining compliance with Proposer with the standards specified herein; and the Proposer(s) will at its discretion enforce the standards to the fullest extent as set out in the Agreement. Other UT institutions and affiliates will be allowed to utilize this RFP and/or resulting contract(s) at the same discount structure for their own institutional use if geographically feasible.

Due to the dollar amount of the awards for this RFP, HUB Subcontracting Plan will be included. Please read these instructions carefully prior to submissions. Proposer(s) may be disqualified if submission is incorrect. If you need assistance or have questions, please contact the HUB department at [HUB@UTSouthwestern.edu](mailto:).

If Proposer(s) will be subcontracting any portion of work, whether qualified HUB or not, subcontractor will need to be identified in their response for review and consideration. University reserves the right to reject proposals based on identified subcontractor.

University’s Terms & Conditions are provided for review only. Redlines will not be accepted during the RFP phase. If agreement to the Terms & Conditions cannot be met during the contracting phase, award will then go to next qualified bidder to begin negotiations.

Proposer(s) will answer all questions in the “Questionnaire” section of the RFP to the best of their ability following guidelines of the questions.

Proposer(s) agrees to invoice in a way that matches resulting Purchase Orders, allowing orders to be placed, in a way to facilitate ease of payment.

**If there are issues registering for the Jaggaer Procurement Portal, please contact:**

**Jaggaer Support (1-800-233-1121)**