



Written Questions and Answers

KD-0173-25

Closing Date: 11/13/24

Today's Date: 10/22/24

No.	Question	Answer
1	What is UK King's Daughters currently doing today for Commercial and Medicare claim status? Please describe any activities and processes.	We receive CRD files from our current clearinghouse with 277 claim status information. We are not currently sending any 276 claim status requests to our clearinghouse.
2	What is UK King's Daughters currently doing today for Medicare FISS? Please describe any activities and processes.	We contract with Inovalon for access to Medicare's FISS system. We work RTP'd claims through Inovalon's tool that links in the Medicare FISS system. We do not have any automation or connections for RTP'd claims returning back to Epic with this product..
3	UK Procurement Portal is showing that the RFP is due 11/03/24. The PDF document says 11/13/24. Waystar is assuming the correct date is 11/13/24.	The due date is 11/13/24 by 3:00 PM
4	Scope in PDF document states: 1) Claims 2) Remittances 3) Reporting/Analytics. Scope in Attachment A states: 1) Claims 2) Remittances 3) Reporting/Analytics 4) Eligibility 5) Address Verification/Propensity	An addendum was posted and emailed to every offeror that responded with their intent to bid stating remove the Patient Access Eligibility on Attachment A for the

	to Pay. Waystar is assuming everything in Attachment A is officially in scope and we can also include additional optional services.	RFP. Additional optional services may be included in Section 8.2 of the RFP.
5	Would UK be against signing an NDA? Or, if preferred, providing us with one to sign? Attachment A of your RFP has security questions in it. Due to the Change Healthcare cyber-attack this year, our security rules have changed. Some of the questions are business sensitive and our security team would not want us to answer these without an NDA.	That would be in violation of the Open Records Act. Include in your proposal the information you are unable to answer due to Cyber Security.
6		