Questions & Answers

RE:  Rebid RFP 16-02 Patient Population Management on Health Based Guidelines

1  Q  Can you provide us with an approximate size of your patient population?
A  255,000

2  Q  How many concurrent users do you anticipate using the system?
A  I don't see more than 50 users needing access to the application.

3  Q  What is the patient mix of your population, Medicare, Medicaid, dually eligible, Commercial, etc.?
A  Based on charges

- Medicare – 28%
- Medicaid – 16%
- Commercial – 38%
- Dual Eligible - unknown
- Contracts – 18%

4  Q  What is the approximate mix of your population related to geriatric versus pediatric?
A  Unknown at this time.

5  Q  Are you currently affiliated with an HIE? If so, which HIE?
A  No

6  Q  Do you currently have Population Health Management software implemented? If so, which vendor?
A  No

7  Q  How many vendors were invited to participate in this RFP process?
A  Information unavailable at this time.

8  Q  How many finalists will be selected?
A  One

9  Q  What are the next steps in this process?
A  Please refer to the bid document for the Schedule of Events

10 Q  Do you have a decision date targeted for the final vendor selection?
A  No
11 Q Do you have a contract date targeted?  
   A ASAP  

12 Q Do you have a live date targeted?  
   A No  

13 Q How many patients will be on the platform?  
   A Total Patient Population = 254,078  

14 Q Under Requirements & Criteria, you mention the need for a Patient Portal Feature. Are you looking for a portal to be integrated with your EHR or would a stand-alone solution be acceptable?  
   A Requesting the ability to connect to our Kryptic Patient Portal for contacting patients.  

15 Q This RFP deals with Patient Population Management. Could you elaborate on why you are requesting information about optional services for RCM, specifically IRV, Claims Management and Claims Scrubber modules?  
   A Not sure which section this is referencing, but this request/module has nothing to do with claim scrubbing. The optional services requested is for Chronic Care Management and Billing.  

16 Q On the questionnaire, it appears as though the SIG Lite and FULL tabs are the same. Are we expected to complete both tabs?  
   A No  

17 Q Are there any other data formats supported, such as CCDA, ETL, MDF, and XML?  
   A Did not restrict format.  

18 Q On page 12, E-2-b, could you please clarify what you mean by “A description of the resources the vendor will be asked to bring to this project.” Perhaps you could provide an example so we have a better understanding of what you’re requesting?  
   A Example: Project Manager, Report Writer, System Analyst, etc.  

19 Q Re: LS 114 on the SIG Question, could you please define what you mean by “Can clients run their own security services within their own cloud environment?”  
   A Information unavailable at this time.  

20 Q Can Rowan University provide information on why the RFP was rebid?  
   A That information is unavailable at this time.  

21 Q Is there a budget that has been earmarked for this project and can Rowan University give guidance on the budgetary numbers for the initial 2 year contract period and subsequent three renewal periods?  
   A That information is unavailable at this time.
22 Q The RFP mentions that there are 140 providers across 17 locations. Do all the providers use the same GE Centricity EMR
   A Yes

23 Q Is the GE Centricity EMR an Ambulatory EMR from GE?
   A Yes

24 Q Is Rowan University using the GE Centricity EMR only or the GE Centricity Practice Solution that has the Practice Management functionality also. If not, what is the Practice Management solution in use?
   A No, we use Centricity Business

25 Q Is the GE Centricity EMR hosted within Rowan University data center or is it cloud-hosted?
   A Hosted here onsite

26 Q What is the version of GE Centricity EMR in use?
   A 9.8.10

27 Q What is the relational database management system underlying GE Centricity EMR (such as SQL Server, Oracle, etc)?
   A Both, the EMR is Oracle and some data is SQL

28 Q Is the GE Centricity EMR version currently in ON MU Certified 2014 Edition? If so,
   • Does it support CCD/CCDA interoperability interface standard?
   • Does it support the FHIR interoperability interface standard?
   • Does it support QRDA 1 and QRDA 3 interoperability interface standards for Meaningful Use (MU) Clinical Quality Measurement?
   • What MU measures are currently being computed and reported out of the EHR today or planned to be reported in 2015?
   A Yes; Don’t Know; Yes; Not available

29 Q What is the annual care volume handled by Rowan University in terms of number of patients and number of encounters?
   A Patient Populate see #13. And encounter information is unavailable.

30 Q Are all patients managed by Rowan Medicine in the GE Centricity EMR?
   A Yes

31 Q Does Rowan Medicine also care for patients at Kennedy Health System (KHS)? If so,
   • How many additional patients are managed at KHS?
   • Are these patient records available in Rowan Medicine’s GE EMR?
   • Will there be a need for patient data to be collected from KHA EHR? If so, will the data
32 Q  What are some of the programs (ACO, PCMH etc.) that Rowan University is contemplating on participating including the time frame for participation?
   A  PCMH - unknown

33 Q  In the “Solution Requirements : Functionality” of the RFP, seems like the University is interested in participating on reporting on HEDIS measures. Does the University also have an insurance plan or does the University intend to report on HEDIS Physician measures?
   A  No insurance plan

34 Q  Has the University identified a set of Meaningful Use Clinical Quality measures for reporting?
   A  GE’s standard 36 measures

35 Q  Does the University have a preference to a reporting tool?
   A  No

36 Q  The University already seems to have a patient portal: https://sompatients.rowan.edu/portal/default.aspx Is this patient portal going to be replaced by the vendor solution?
   A  No

37 Q  What is the estimated number of patients who will use the Patient Portal functionality? Is there a specific timeline by which the University expects the patient portal to be deployed?
   A  Not applicable, we will continue to use our own portal

38 Q  Is the University interested in hosting the solution on their own or are they open to a cloud hosted solution?
   A  Yes

39 Q  Is the University open to other forms of integration with GE Centricity such as CCDA or FHIR?
   A  Yes

40 Q  Is the GE Centricity EMR configured today to exchange data with a HIE? If so what, message formats and types are currently exchanged bi-directionally?
   A  None are currently bi-directional

41 Q  If the solution is going to be self-hosted, do the vendors have to still respond to the security questionnaire in its entirety or can the vendor respond to relevant questions in the questionnaire?
   A  Must be completed to the best of your ability

42 Q  If the solution is going to be self-hosted by the University, do the vendor still have to provide hardware maintenance services?
A  Either

43  Q  Does the University have a preference to the technology stack of the solution, such as it should be Windows based?
A  Yes

44  Q  Does the University have a prioritized list of chronic care conditions that it wants to manage? Please provide more information on desired chronic care management “functionality”.
A  Not available at this time

44  Q  Other than the new deadline, are there other changes to the RFP?
A  No

45  Q  Do we need to resubmit all appendix documentation?
A  Submissions are to be treated as if they are part of a brand new proposal.

If you submitted questions for this project by the due date, but they were not received and addressed here, please contact:

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Thank you,
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