



STATE OF DELAWARE  
DEPARTMENT OF LABOR  
DIVISION OF INDUSTRIAL AFFAIRS  
OFFICE OF WORKERS' COMPENSATION  
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**TO: ALL OFFERORS**

**FROM: Stephanie K. Parker  
Administrator**

**DATE: JULY 17, 2015**

**SUBJECT: ADDENDUM #1 TO REQUEST FOR PROPOSAL  
CONTRACT NO. DOL15101-URPROGRAM  
Utilization Review Program**

**ADDENDUM # 1 – Questions and Answers**

**1. How will the vendor receive referred medical records for review?**

The vendor will receive the referred medical records along with the Request for Utilization Review Form from DDOL via certified mail.

**2. To review the review treatment, is it acceptable to use InterQual Criteria? Is Milliman required for review of the review treatment and if so, what is the cost to the UR vendor?**

The vendor is to review the treatment for compliance with Delaware's Health Care Payment System and Health Care Practice Guidelines. The criteria to be used are the Health Care Practice Guidelines.

**3. Who will send the final review determination back to the treating healthcare provider and the member? Is that the responsibility of the vendor or would we as the vendor, send the final determination to DDOL for further processing?**

The vendor sends the final determination to the DDOL and it is the DDOL's responsibility to then forward that determination to all interested parties.

**4. Please provide examples of other criteria the Proposal Evaluation Team will use.**

Examples of other criteria are professionalism and adherence to the requirements specified in the RFP.

**5. Does the State of Delaware want us to provide cost based on an hourly rate or cost per review?**

Please provide the cost per review.

**6. Is our understanding correct that we shall include only one electronic CD? And the CD shall contain one technical proposal file and one price proposal file? Should the three printed copies contain both the technical and the price within the same binding?**

Only one (1) electronic CD is to be provided. This CD shall contain one technical proposal file and one price proposal file. The three (3) printed copies shall also contain both the technical and the price proposals.

**7. Appendix B Scope of Work and Technical Requirements – This page is blank. Should we assume to refer back to II. Scope of Services on p.2-p.3?**

Please refer back to the Scope of Services as listed in Section II.

**8. Please clarify whether the 3 working day time limitation referenced in the RFP is specifically for emergency care, with non-emergency care subject to the 15 calendar day time limitation.**

- **In the event that the 3 day working day time limitation is specifically for emergency care, please advise what definition of “emergency care” should be used by the vendor in determining the applicability of this time limitation.**
- **In the event that the 3 working day time limitation is specifically for emergency care, please advise what percentage of utilization review cases have been evaluated under this limitation in prior periods (i.e. calendar year or contract year).**

The 3 working day time limitation is specifically for emergency care. Non-emergency care is subject to the 15 calendar day time limitation.

The Request for Utilization Review will specify whether the review is for emergency care when it is submitted to the DDOL & when it is then forwarded to the vendor for review. NO vendor will need to make the determination of whether a review is for emergency care.

In each of the calendar years of 2012 and 2013 there was one (1) review conducted that was classified as “emergency care”. There were none conducted in 2014.