

Financial Services  
Richard H. Hinds, Chief Financial Officer

**SUBJECT:                   REQUEST FOR AUTHORIZATION TO AWARD REQUEST  
FOR PROPOSALS (RFP) 024-MM10, FIELD CASE  
MANAGEMENT SERVICES**

**COMMITTEE:               INNOVATION,   EFFICIENCY   &   GOVERNMENTAL  
RELATIONS**

**LINK TO STRATEGIC  
FRAMEWORK:               FINANCIAL EFFICIENCY/STABILITY**

At the Board meeting of January 18, 2012, the Board approved the issuance of Request for Proposals (RFP) 024-MM10, Field Case Management Services, and the composition of the Superintendent's Ad-Hoc Committee, pursuant to School Board Policy 6332, Professional Services Contracts for Insurance or Risk Management. An important component of the medical management of workers' compensation claims is the use of field case management (FCM) to control medical expenditures and is utilized on an as-needed basis to assist in the medical and rehabilitative management of claims. Case Management assignments are task-focused as directed by the licensed insurance adjuster, nurse consultant or appropriate staff from the Office of Risk and Benefits Management and consists of the following services which are paid as an allocated claims expense from the claims file:

- Evaluation and coordination of medical and rehabilitative services utilizing cost containment strategies
- Meeting with injured workers, treating physicians, and other medical professionals to evaluate progress and determine appropriate treatment methodologies
- Assessment and identification of barriers to recovery and return to work capabilities
- Hands-on response to catastrophic injuries
- Written case summaries for documentation of medical recovery for adjusters, medical staff and excess carrier, where appropriate

Proposals were received at the bid opening on March 6, 2012 from the following:

ABL Case Management, Inc.  
Ability Services Network, Inc.  
Coventry Workers' Comp Services  
Genex Services, Inc.  
Integrated Care  
MedInsights  
Paragon Case Management  
Quinlan Medical Management, Inc.  
Claude B. Seltzer & Associates, Inc.

Proposals received were analyzed by the Office of Risk and Benefits Management, in conjunction with the Board's insurance consulting firm of Siver Insurance Consultants, Inc. The Superintendent's Ad-Hoc Committee met on April 3, 2012, to review the proposals and make recommendations for award. However, after reviewing the responses, the Ad-Hoc Committee had additional questions for the proposers, wanted references checked and asked for best and final proposals from the following proposers:

Coventry Workers' Comp Services  
Genex Services, Inc.  
Paragon Case Management  
Seltzer & Associates, Inc.

The Ad-Hoc Committee met again on June 14, 2012, and conducted oral interviews with the four selected vendors. After further discussion, the committee recommended and voted unanimously to award the FCM contract to the following two vendors, effective August 1, 2012 for an initial three (3) year term, with the ability to renew for two (2) additional one (1) year periods, subject to successful negotiations. Hourly rates are guaranteed for the initial 3-year period.

Coventry Workers' Comp Services - \$80.00 per hour  
Florida Region and nationally where needed

Claude B. Seltzer & Associates, Inc. - \$80.00 per hour  
Florida Region

**RECOMMENDED:** That The School Board of Miami-Dade County, Florida:

1. authorize the award of Request For Proposals (RFP) 024-MM10, Field Case Management Services to Coventry Workers' Comp Services at \$80.00 per hour for the Florida Region and nationally, when needed and Claude B. Seltzer & Associates, Inc. at \$80.00 per hour for the Florida Region, effective August 1, 2012, for an initial three (3) year term at proposed rates, with the ability to renew for two (2) additional one (1) year periods, subject to successful negotiations; and
2. authorize the Superintendent to execute a contract for Field Case Management Services with both Coventry Workers' Comp Services and Claude B. Seltzer & Associates, Inc.

RHH:sbc