

Financial Services
Mrs. Judith M. Marte, Chief Financial Officer

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

COMMITTEE: FISCAL ACCOUNTABILITY

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

At the Board meeting of July 18, 2012, the Board awarded Request for Proposals (RFP) # 024-MM10, Field Case Management Services, to Coventry Workers' Comp Services at a rate of \$80.00 per hour for the Florida Region and nationally and Claude B. Seltzer & Associates, Inc. at a rate of \$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. As the initial three-year agreement was coming to an end staff began negotiations with the two field case management firms.

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

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Staff has been successful in negotiating a one-year renewal at the same rates terms and conditions as the expiring agreement for both Coventry Workers' Comp Services and Claude B. Seltzer & Associates, Inc. However; due to the length of negotiations it has become necessary to move the contract renewal date from August 1, to August 5, 2015 with a suspension of filed case management service assignments from July 31 through August 4, 2015.

As such, staff is recommending renewing its contracts with both Field Case Management Services vendors, 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 6, 2015 through July 31, 2016, with the ability to renew for an additional one (1) year period, subject to successful negotiations. As a result of this break in authority, no field case management work occurred from August 1, 2015 through August 5, 2016, pending this Board authorization.

Staff will also be benchmarking its field case management contracts against those national contracts that might be available through its new contract with Gallagher Bassett Services, Inc. (GB), to determine if there is value in taking advantage of GB's national pricing, or continuing to contract independently.

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

1. renew its contracts for Field Case Management Services, pursuant to the proposals received in response to 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 and Claude B. Seltzer & Associates, Inc. at \$80.00 per hour for the Florida Region, effective August 6, 2015 through July 31, 2016, for an additional one (1) year term at proposed rates, with the ability to renew for an additional one (1) year period, subject to successful negotiations.

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