



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

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2025-87 Consulting Services SHNH, WCHD, WCCHC

RFQ Addendum #1 – August 29, 2025

We received the following questions regarding this RFQ:

Question #1: Please provide your estimated budget limit or budget range for this project.

Answer #1: Will County currently has no budget prepared for public release on this project.

Question #2: Should budgeting be done for one year? Or multiple years, with the potential for an extension?

Answer #2: The original contract term is for one year.

Question #3: Is there a full list of services to be audited for each entity?

Answer #3:

WCHD –

- Community Mental Health Center services, including psychiatric services, therapy services, and case management services
- Substance Use Treatment Outpatient services

WCCHC-

- FQHC encounter rate services
- FQHC fee for service
- Physician services at hospital – include observation and inpatient care and surgical procedures

SHNH-

- Medicaid Patient Liability Amounts
- Enrolling Original Medicaid Residents into Managed Care Programs
- Medicare Claims Sampling

Question #4: What is the timing of the reviews to be completed? Is the desire of the requestor to have them done congruently or one-at-a-time?

Answer #4: The timing of the reviews to be completed is 9-12 months, the County does not have an opinion.



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Question #5: What is the scope / volume of the claims to be reviewed for each entity? Do you have a minimum desired threshold for sampling?

Answer #5: None definitively determined. If a predetermined sample amount is a prerequisite, please apply whatever the market average when auditing would be based on the focus area.

Question #6: Is there a specific timeframe of charts / claims for this review? Is this review one quarter, six months, one year (i.e) all of fiscal or calendar 2024) or some other interval?

Answer #6: 9-12 Months

Question #7: Will the County share billing and related software names being used by each entity? Will the awardee be provided with logins and passwords with read-only access for those systems for the purposes of this review? Or will information be available in an excel format or some format that is easily manipulated for purposes of query?

Answer #7: Yes, the County will share software information with the selected vendor. Access and limitations will be negotiated with the selected vendor.

Question #8: Upon award, is the County willing to share current and relevant policies and procedures related to billing protocols?

Answer #8: Yes

Question #9: Upon award, is the County willing to provide copies of relevant managed care and third-party contracts related to payors?

Answer #9: Yes

Question #10: Upon award, will the County provide a list of key contacts for each entity and a list of standard / routine billing codes used for billing?

Answer #10: Yes

Question #11: Are you able to share the proposed budget for this engagement?

Answer #11: Will County currently has no budget prepared for public release on this project.



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Question #12: Is there an incumbent? Are they allowed to propose?

Answer #12: There is no incumbent.

Question #13: Will access to electronic medical records and software utilized for billing and collections be provided to vendor?

Answer #13: Access to systems will be provided with executed BAA

Question #14: After the initial facility and site visits, do you anticipate a need for on-site work? If the on-site presence is required or preferred, what frequency and what tasks should be included?

Answer #14: After initial consultation it will be mutually agreed and determined between the parties regarding need for actual on-site work or virtual as needed.

Question #15: RFQ pg. 9, "Vendor shall describe services to be provided for overall revenue cycle management, including identification of inefficiencies and recommendations for improvement"

- a) Does the organization require a revenue cycle manager/project manager to supplement staffing, or will this service need to be provided as a one-time consultation/periodic assessment?

If staffing supplement, how many hours per week are required for the SNF and CHC, each?

Answer #15: No need for a cycle/project manager to supplement staffing. Seeking more of the one-time comprehensive consultation (time to conduct is undetermined based on the scope of the work) and periodic assessment.

Question #16: RFQ pg. 8, "The vendor will also assist with enrollment in managed care programs and the Medicaid eligibility process"

- a) how many managed care program enrollments could be considered?
- b) are the enrollments for different CHC locations?
- c) How many provider and provider types are in scope for enrollments?
- d) How many different Tax Identification Numbers and Type 2 NPIs are in scope?
- e) Does Will County require ongoing enrollment support beyond the initial phase?
- f) Will enrollment support be needed for the SNF and CHD in addition to the FQHC?

Does Will County use software to track contracting or enrollments currently?



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Answer #16:

WCHD/WCCHC -This assistance is related to the eligibility and enrollment process for SHNH residents in Medicaid / Managed Care Organization (MCO) plans. This is not related to organization enrollments.

SHNH –

- a. 3
- b. No
- c. SNF Medicaid for Sunny Hill
- d. Same Tax ID. Each entity holds their own NPI
- e. To be determined following the initial consultation and facility visit
- f. SNF
- g. Yes

Question #17: RFQ pg. 8, "Support for long-term compliance and implementation of improvements identified during the review will also be expected."

Please indicate the extent of compliance review, such as limited to reimbursement and CMS certification, other organizational compliance, HIPAA assessments, etc. Examples will be helpful as we determine our specific engagement approach.

Answer #17:

WCHD/WCCHC- Specifically support with Medicaid guidelines and troubleshooting eligibility issues as well as keeping up to date with overall changes in Medicaid.

SHNH - Compliance limited to reimbursements and CMS/Medicaid certification, rules and regulations

Question #18: Does Will County use different software or subscriptions to document patient care (including case-mix), prepare and submit billing, and post payments received?

Answer #18:

CHC – NextGen

HD - CIS

SHNH - Pont Click Care platform (PCC)



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Question #19: Does Will County prepare in-house and submit required reports, such as cost reports, MDS data, and other required reporting?

Answer #19: Yes

Question #20: Are the revenue cycle functions centralized for the SNF and CHC? Where are the offices of members of the reimbursement team located?

Answer #20:

WCHD – 501 Ella Ave. Joliet, IL 60433

WCCHC – 1106 Neal Ave. Joliet, IL 60433

SHNH – 421 Doris Ave. Joliet, IL 60433

Question #21: Do you have a preferred pricing or cost proposal template or presentation, such as pricing per each requested task, monthly charge to complete activities, or hourly rates? Is travel reimbursed separately?

Answer #21: There is no preferred pricing or cost proposal, the RFQ is strictly qualification based.

Question #22: Is a current state review of the various SNF, health department, and FQHC managed care and Medicaid enrollments in scope?

Answer #22: Yes

Question #23: Is there a Medicare component to any of the enrollment efforts?

Answer #23: Yes

Question #24: How many payor contracts are you looking to assess? Are you looking for any competitive rate analysis as well?

Answer #24:

WCHD – None / only enrolled with Medicaid MCOs

WCCHC – 1 private managed care / 5 private PPOs / 1 Marketplace

SHNH - X 3 primary contracts