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# INTRODUCTION

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# Request for Proposals

## Claims Management: Analysis, Requirement Definition, System Development, and Implementation

## 1. SUMMARY AND PURPOSE

The Crime Victim Services Program (CVSP) wishes to contract for professional and Technical services to analyze the automation needs of CVSP in the area of the Crime Victim Claims Management. CVSP is seeking a solution to define the requirements of the system; and to develop the claims management system in CVSP, including the training of staff in the new system.

## 2. SCHEDULE

CVSP sees the project to begin on <BEGINDATE> and end no later than <ENDDATE>

## 3. ADMINISTRATIVE
List Terms and Conditions

## 4. CONTRACTUAL REQUIREMENTS
List contractual requirements

## 5. PROPOSAL CONTENT

**Work Plan**

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The work plan must include the following:

(a) Discuss objectives (reducing duplicate data entry; creating effective and efficient business; and creating cross-applications) in detail;
(b) Discuss how Controls and Security are implemented;
(c) Data Requirements, Provide a conceptual data model;
(d) A work flow and recommendations for business process improvements;
(e) Software requirements (type of database, Windows version, Office versions, etc.);
(f) User interface requirements;
(g) Access controls and security requirements;
(h) Provide very user friendly help features;
(i) Test Plan;
(j) Plan for converting existing data from current database to new systems;
(k) A plan for documentation and staff training;
(l) Implementation plan and schedule;
(m) Respondents/Organization's background in Criminal Justice system and crime victims' environment.
(n) Three references and a brief description of the projects you developed. Provide a contact name, address, telephone number and E-mail address.

## 6. EVALUATION OF PROPOSALS

CVSP will evaluate proposals based on:

- Vendor Qualifications;
- Proposal Complete;
- Project Definition;
- Work plan;
- Organization/Administration;
- Price

## 7. SYSTEM FUNCTIONAL REQUIREMENTS

**7.1. CVSP** - Requirements for this system follow.

**Crime Victim Reparations – Background**
CVSP provides financial assistance to innocent victims of violent crime who are injured or killed as a result of the crime.

**Overview of the Claims Processing System**
The program receives 1000-2000 applications for financial assistance every year. CVSP awards approximately $5 million per year in benefits to or on behalf of crime victims.
Awards are made for Lost Wages, Lost of Support, Medical, Dental, Mental Health, Mileage, Funeral, and Other Expenses. The system must prevent users from awarding over a maximum cap of $40,000. The system must also allow original and supplementary awards to be made. All funeral expenses must be capped at $6,000.

The three main steps to processing a claim are:

**Step 1. CLAIMS INTAKE**
This step involves receiving the application, date stamping and reviewing the application to make sure it is complete. The intake person enters the personal identifying information into the Claims Management System. The system generates a unique sequential number and takes the

intake person to a screen that allows the person to enter all the application information for the victim.  At this time, the intake person can specify whether the victim is deceased or if the claimant is different than the victim. Information such as Name, Address (including County), Gender, Race, Email, and phone numbers are entered. A file location is also entered specifying where the physical file documents reside. The system may at this time be flagged for emergency which indicates urgency to process the claim. At this time, any duplicate names should appear as the intake person is typing in the name and any alert information should appear if the victim is found in another claim. Selected letters are then generated for sending to the victim/claimant and appropriate law enforcement agencies for requesting the incident report, narrative, and any other supplemental reports needed.

**Step 2. ELIGIBILITY REVIEW**

Once the law enforcement reports are received, the claims examiner reviews the documents and assess if the crime meets the program's eligibility requirements. If the examiner determines initially that the victim/claimant is eligible, the examiner sends an acknowledgement notice and informational pamphlet to the victim and sends requests for information letters/forms to victim/claimant, medical facilities, and doctors who treated the victim and to the other providers of service. The system should automatically generate the selected letters/forms for the examiner.  If the examiner determines there is an eligibility question or concern, the file is forwarded to the Board for their consideration and decision. The Claims Management System generates the examiner's claim's summary and the examiner forwards this information to the Board.

**Step 3. CREATE AN AWARD**

When the requested information is received, the claim is assigned to one of many claims analysts. Their responsibility is to review the documents and validate that the bills are correct, were incurred as a direct result of the crime, and meet other program requirements.  The Claims Management System should then allow the analyst to compute the amount of an award(s) using Excel spreadsheets without having to leave the system.  The financial clerk generates a Finding of Fact and decision Order document from the information on the staff recommendation creates/requests a vendor number if one is not already assigned to the recipient of the award. The invoice and explanation of benefit (EOB) are sent to the Finance Department; one copy of the EOB is sent to the victim or claimant and a shorter version is sent to the provider of the service when the payment is being made to a provider.  The financial clerk will send a copy of the order and EOB to the appropriate Prosecuting Attorney's Office for consideration of restitution by the judge. The financial clerk will send an acknowledgement form and survey to the victim to ensure that the victim knows he/she must repay the reparation board if he/she receives restitution moneys or moneys from a civil suit. The Finance Department processes payment requests and a check for the service(s) is issued and sent within two to three weeks to the appropriate party.

**GENERAL SYSTEM REQUIREMENTS:**

- Create edits/alerts to prevent duplicate claims from being entered into the system based on the date of the incident, location of incident; Create checks on victims and offenders to determine if they appear in other claims and automatically warn user as user is typing in the name;
- Implement mandatory fields such as Social Security Account Number, Date of Birth and others;
  User must specify these fields before continuing.
- Create other system edits to alert the user. For example, if an application is being submitted that is more than three years after the crime date, then alert the user.

- System delineation and listings of victims, dependents, claimant, family members, etc.;
- System should automatically generate letters to law enforcement agency and victim/claimant; it should merge the data that was entered with MS Word and then allow user to modify as needed. It must also keep track of each letter in a letter log so CVSP knows when letters are sent out and when they are received.
- Appropriate drop-down boxes for law enforcement agencies, county prosecutors offices, victim advocacy programs and medical facilities and referral sources and help screens; Provide a central area where all the providers and agencies can be maintained.
- The system should alert staff when requested information has not been received within a specified time period;
- Claims tracking system to identify the status of a claim; such as Pending waiting law enforcement information; or claim determined eligible, claim denied and the reason and date. The system should also automatically set these case status based on certain events.
- Allow an easy to use method to find and edit the Claim file location; allow the user to change file locations for series of files or certain number of files.
- Free form case notes system; Track the date it was entered and the user who entered the note.
- Allow system generated correspondence for all repeated form letters and reports;
- The system will calculate all awards on-line, generate the correct payment requests and forward to the finance department; there will also be system checks. For example, a funeral expense cannot exceed $6000 or the maximum total award cannot exceed $50,000.
- The system needs to communicate with the Finance department; the system must provide all of the programs accounting needs. It must track all awards moneys paid from a total amount to the claim specific to individual expense detail. It must track restitution and civil action collections and deposits.
- Provide Security to ensure the proper segregation of duties within the reparation staff and to limit the improper access to the system by unauthorized staff and others. A user group is defined and each user is allocated to each security group. Each group has settings, which can correspond to any of the following privileges.
- Reports – A management information reporting system that provides for the ability to generate reports for performance and workload analysis, claims breakdowns by demographics, crimes, locations, awards, denials and appeals. Board decisions, data for federal performance reporting and annual reports in-state. Included within reports is the ability to generate reports based on time factors, such as when a piece of information was requested and when it was received for analysis purposes.
- Allow attachment of video, audio, and any other file to a claim.
- Provide security based on groups having certain privileges and assigning users to a group. The ability to delete, change, or remove a user should be easy and painless.
- Provide an awards summary so an analyst can easily find the awards immediately when needing to respond back to a claimant.
- Allow multiple cases to be opened at one time.
- Must easily integrate with Office products such as MS Excel and MS Word for the letter generation and calculations.
- Provide balanced assignments for when the system assigns a claim to an analyst.
- Provide automatic county look up based on city and zip.
- Provide automatic zip lookup based on city.
- Search based on SSN, Created Date, and any other important fields.

- Keep track of multiple claimants and offenders
- Merge denial letters such that denial code corresponds to denial text. This should happen dynamically.
- Software should allow the tracking of Sexual Assault Exams
- Track newest 2015 VOCA requirements and be able to generate new annual VOCA report for quarterly on-line submittal.
- Software must be built on latest supported technology such as Microsoft .NET, C#, VB .NET, SQL Server, or Oracle for excellent scalability.