



GREENE COUNTY GOVERNMENT

Request for Proposals On-Site Medical Clinic Management

Greene County Government is requesting proposals from responsible firms or teams to operate our Employee Health/Medical Clinic servicing our employees and dependents (to include employees with Greene County 911), Town of Greeneville employees and dependents, and Greeneville Light and Power employees and dependents. We would like to thank you for your interest in the management of our clinic and would like to offer more information in order for you to appropriately form your proposals to the County.

Number of Patients Served

As of March 1, 2022,

Greene County had approximately 844 covered lives on our medical plans.

Town of Greeneville had approximately 540 covered lives on their medical plans.

Greeneville Light and Power had approximately 228 covered lives on their medical plans.

Health and Wellness

All entities involved are self-funded for medical insurance. Employees can choose between multiple options with various deductibles and/or co-pay plans vs. high deductible plans.

Preventive services are covered at 100% under all plan choices.

Describe any programs or protocols your organization can provide that will assist members in preventing, managing, and reducing the impact of chronic health conditions.

Technology Interface

We want all encounter data sent to our insurance carrier(s) to be included with the overall medical claims data. If this is not possible, please explain. In addition, laboratory results and other biometric data from the clinic need to be uploaded by the medical service provider into the insurance carrier database(s). As the disease management vendor, the medical service provider has access to all of this data as well as the claims data. The ability and agreement to track results, provide periodic reports, and work as a team with the County's business associates under HIPAA is also critical to the performance of the contract. Please clarify any systems and/or approaches you will commit to so that we can ensure this happens going forward.

Include your options for telehealth services. Please provide ideas and ways this option would be beneficial to our clinic.

Clinic Utilization and Staffing

We would like to see reports on clinic utilization to include, but certainly not limited to, number of Acute Care visits, Health Screenings (Biometrics), Health Coaching and follow up visits, Labs, Nurse visits, Medications dispensed, etc.

Please provide your recommendations for adequately staffing the clinic (PA/NPs, MAs, Office Manager/Nurse). Include any recommendations or options that could enhance participation and/or utilization of clinic services.



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What is your staffing plan/solution when providers and/or nursing staff have to be out?
Please provide a projected daily number of patients your provider(s) should be able to see.

Based on this information, and your ideas for any improvements and efficiencies, what would your staffing plan be for the County's clinic? Please, include the proposed cost for this staffing model in your financial proposal.

Costs and Experience Outside the Clinic

Please be prepared to discuss any other ideas you have to reduce cost and improve the health of our members. How do you plan to help control the costs outside the clinic and make sure our members are using the highest efficiency, yet lowest cost providers and that we have adequate controls on the plan that help quantify that we are not receiving duplicate or unnecessary care outside of the clinic?

Financial

The County expects to enter into a fixed cost arrangement for the management of the clinic. Please ensure you break down any ancillary fees, as well as any other "cost plus" features of your plan. We would like to see data on any pricing on labs and prescriptions, as our intent would be that we would have access to any aggregated deals your firm has on these services and they would be a "pass through" to the county with no mark-up. If this is not the case, please clarify.

At a minimum, detail the following:

- Baseline contract fees
- Startup fees
- IT fees/costs
- Supply and equipment expenses
- Pharmaceuticals
- Wellness program fees
- Health risk assessments
- Estimated travel/transportation costs
- Reporting costs
- Inventory fees
- Staff salaries/wages

Company History and Experience

Please provide a listing of clinics your group is presently operating or managing with contact information to check experience with your company.



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*A mandatory pre-proposal meeting will be held on Friday, May 13, 2022 at 10:00am. Please, meet at the main entrance of the old Takoma hospital.

*All questions shall be submitted in writing via email by June 3, 2022 at 2 p.m. Email all questions to Diane Swatzell at dswatzell@greencountytn.gov.

*All questions shall be answered and returned via email by 2 p.m. June 15, 2022.

*All proposals are due in Purchasing office in a sealed envelope in by 2:00p.m. on June 30, 2022. Please submit proposals to the following:

Greene County Government
Attn: Diane Swatzell
204 N. Cutler Street, Ste 209
Greeneville, TN 37745