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**ITSW Statewide Contract #1037**  
**Contract Title: Medical Claims Billing (Clearinghouse)**

**Contractor: Health-e-Web Inc. (HeW)**

**Final Negotiations**  
**Pricing and Services**

**Cost**

The Fixed Pricing Model offered by HeW Inc. **June 13, 2013** is confirmed and is accepted by the State of Oklahoma State Office of Management and Enterprises Services/ISD Procurement (OMES) as agreed to by OMES) and HeW Inc., now becomes a part of the contract.

**Pricing Fixed - Monthly rate of \$60.00-per site**

Oklahoma State Health Department reserves the right to select the Per Transaction Pricing Model. If the Per Transaction Pricing Model is selected OSDH will provide HeW with a sixty (60) notice prior to contract end date.

This rate includes the following services:

- HeW Claims Management Software
  - Unlimited ANSI transactions, as available on HeW Payer list:
  - 835 – Payment and Remittance Advice – by request
  - 837 – Claims (Institutional, Professional) Primary, Secondary, Tertiary
  - Paper Claims

*\*\*\*\*\*HeW shall not be responsible for costs associated with the generation of paper claims as a result of Client's incorrect use of payer IDs, cross-referencing errors, or other operational issues.*

- 864 – Text Message Reports
  - Claim management capabilities, front-end and back-end error corrections
  - Convert proprietary, NSF and Print Image formats into HIPAA compliant format
  - Advanced security with super-user and role-based permissions
  - Software updates, enhancements and maintenance
  - Analytical and custom denial management reporting
- Clearinghouse Services
  - Connectivity to over 2,000 payers and trading partners
  - Transaction editing
  - Payer specific editing
  - CCI edits – by request
  - NCCI edits – by request, only apply to Institutional claims
  - Medicare Medical Necessity and Usage Edits - by request

- Statistical data submission – by request

- Support Services

- Training – initial and ongoing (including, on-site initial training)
- Customer support
- Trouble shoot billing and payer issues
- Custom development – scrubbers, reports, etc.
- Translation tables – development and maintenance. (including custom claim mapping)
- HeW publications
- HeW website access

### Transactional Pricing

#### Per Transaction Pricing:

HeW Claims Management Services, excluding paper claims HeW Clearinghouse Services HeW Support Services	0 – 1,749 Claims	\$0.35/Claim
	1,750 – 2,499 Claims	\$0.30/Claim
	2,500 – 4,999 Claims	\$0.25/Claim
	5,000 – 7,499 Claims	\$0.22/Claim
	7,500 – 14,999 Claims	\$0.20/Claim
	15,000 – 29,999 Claims	\$0.19/Claim
	30,000 – 44,999 Claims	\$0.18/Claim
	45,000 – 59,999 Claims	\$0.17/Claim
	60,000 – 74,999 Claims	\$0.16/Claim
	75,000 + Claims	\$0.15/Claim
Print and Mail Services	Per Claim Fee + Postage <sup>1</sup>	
Minimum Monthly Fee <sup>2</sup>	\$40/Site	

<sup>1</sup> Postage fee based on current published United States Postal Service, First Class Postage Rates.

<sup>2</sup> If the aggregate per-claim fees in any given month are less than the minimum monthly fee, the minimum monthly fee will be applied.

### Pricing - Supplemental Services

The following services are considered supplemental services and fees are in addition to the fixed pricing or per transaction pricing model.

Custom On-site Training	Client Approved Travel and Expenses	
Per Transaction – Eligibility (270/271) (Real-Time, Batch, Custom Interface)	\$0.16/Transaction	
Per Transaction – Claim Status (276/277) (Real-Time, Batch, Custom Interface)	Real-Time Setup Fee = \$0 Batch Setup Fee = \$500 Custom Interface Setup Fee = \$TBD	
Bundle – Eligibility (270/271) & Claim Status (276/277)  (Real-Time, Batch, Custom Interface)	Overages + 0.16/Transaction	
	# of Transactions/Month	See Fee/Month
	100	\$16/Month
	225	\$35/Month
	350	\$54/Month
	500	\$78/Month
	750	\$116/Month
	1000	\$155/Month
	1500	\$232/Month
	2000	\$309/Month
	2500	\$387/Month

Patient Financial Summary	Setup Fee - \$600		
	Monthly Transactional Volume	ID & Address Verification Only	Full Patient Financial Summary (Includes ID/Address Verification)
	0 - 499	\$ 0.49	\$ 3.98
	500 - 999	\$ 0.49	\$ 3.78
	1,000 - 2,499	\$ 0.49	\$ 3.59
	2,500 - 4,999	\$ 0.34	\$ 3.42
	5,000 - 9,999	\$ 0.34	\$ 3.24
	10,000 - 14,999	\$ 0.30	\$ 2.75
	15,000 - 19,999	\$ 0.26	\$ 2.35
	20,000 - 34,999	\$ 0.22	\$ 2.00
	35,000 - 49,999	\$ 0.20	\$ 1.69
	50,000 - 74,999	\$ 0.19	\$ 1.44
	75,000 - 124,999	\$ 0.18	\$ 1.23
	125,000 & above	\$ 0.16	\$ 1.04
EOB to ERA Conversion  This Option is Currently Unavailable	Setup Fee		
HeW Additional Services	Business Solutions System Analyst	Business Solutions System Analyst	
	Business Solutions System Analyst	\$85.00/Hour	
	Project Analyst	\$70.00/Hour	
	Training Specialist	\$70.00/Hour	

1 Costs of mailroom, document preparation, and imaging/scanning of the EOB are not included in these costs. If these documents are not already scanned by CLIENT, HeW will provide these services and pricing will be revised.

## **Custom Reports**

HeW will provide reports to the Oklahoma State Department of Health (OSDH) that will identify revenue and costs, by county health department location (site) and program.

Custom reporting is an unlimited service included under the monthly fixed pricing fee, with no additional costs.

- OSDH may define additional or new reporting requirements at any time.
- HeW will provide reports in excel spreadsheet format
- HeW will provide reports to OSDH by the 10th of every month

**HeW Inc. will provided the following reports to OSDH:**

### **Eligibility Usage:**

HeW will provide OSDH a monthly report that displays the usage and costs of eligibility, categorized by site

### **Utilization by Program:**

HeW will provide OSDH a monthly report that displays; Total Submitted Claims, Total Accepted Claims, Total Rejected Claims, Total Billed Amount, Total Paid Amount\*, and HeW Fees, categorized by Provider ID, which we assume to be Group NPI number.

**\*\*\*\*\* Note: HeW will only be able to report Paid amount for payers where we have ERA (ANSI 835) data.**

### **Utilization by Site:**

HeW will provide OSDH a monthly report that displays; Total Submitted Claims, Total Accepted Claims, Total Rejected Claims, Total Billed Amount, Total Paid Amount\*, and HeW Fees, categorized by site, which we understand to be differentiated by Patient Account Number.

**\*\*\*\*\* Note: HeW will only be able to report Total Paid Amount for payers where we have ERA (ANSI 835) data.**

### **Utilization by Site and Program:**

HeW will provide OSDH a monthly report that displays; Total Submitted Claims, Total Accepted Claims, Total Rejected Claims, Total Billed Amount, Total Paid Amount\*, and HeW Fees, by site and by program, as defined above.

**\*\*\*\*\* Note: HeW will only be able to report Total Paid Amount for payers where we have ERA (ANSI 835) data.**

### **Total HeW Fees by Site**

HeW will provide a report that itemizes total Fixed Pricing cost and Total Eligibility cost, per site.




The contract resulting from solicitation # 3400001120 shall consist of the following documents in order of preference: State of Oklahoma Statutes, contract award documents, including but not limited to the Purchase Order, Contract Modifications, required certification statement, and change orders; the solicitation including any amendments; and the successful offer to the extent that the offer does not conflict with the requirements of the contract award documents, or solicitation or applicable law.

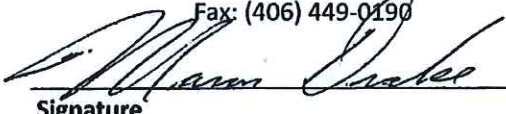
In the event there is a conflict between any of the preceding documents, the contract award documents prevail over the solicitation, and both the contract award documents and the solicitation shall prevail over the successful offeror (HeW, Inc.).

This Agreement is made this 29<sup>th</sup> day of AUGUST, 2013 by and between the State of Oklahoma Office Management and Enterprise Services/ISD Procurement and HeW, Inc.

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 *MA*  
Signature Alex Z. Pettit  
Chief Information Officer  
Title  
Date

  
Signature  
VICE PRESIDENT & COO  
Title  
8/29/2013  
Date