

**Columbus Consolidated Government  
Council Meeting Agenda Item**

<b>TO:</b>	Mayor and Councilors
<b>AGENDA SUBJECT:</b>	Workers' Compensation Claims Management Services (Annual Contract) – RFP No. 23-0020
<b>INITIATED BY:</b>	Finance Department

It is requested that Council authorize the execution of an annual contract with USIS, Inc. dba AmeriSys (Alpharetta, GA) for workers' compensation claims management services, including access and use of the firm's Risk Management Information System (RMIS).

The services are for the City's workforce of approximately 3,000 employees in various occupations, ranging from public safety to field force to administrative positions. The RMIS will be used to assist in tracking and reducing accidents and injuries and will be utilized by both the City's manager of workers' compensation services and the workers' compensation adjuster and nurse case manager to expedite treatment for injured employees.

USIS/AmeriSys will provide all core workers' compensation program services including medical management and claims administration without subcontracting to or partnering with outside vendors. Workers' compensation core services include claims administration/adjudication, telephonic medical management, medical bill review and re-pricing, physician peer-to-peer services, and utilization review nurse services. The services include the following:

1. Administrative services.
2. Claims services.
3. First Notice of Injury services.
4. Loss statistic services.
5. Managed Care Organization (MCO) services to include:
  - a. Network access and development services
  - b. Triage
  - c. Telephonic case management and (when appropriate and agreed upon, site case management)
  - d. Pharmaceutical benefit management services
  - e. Communicable disease management program services
  - f. Utilization review, including:
    - i. Medical bill review and audit services
    - ii. Pre-certification
    - iii. Concurrent and retrospective review
  - g. Peer-to-peer review
6. Workers' Compensation excess placement assistance.
7. Loss control services.

Other services include collaborating with the City’s manager of workers’ compensation services to reach settlement of claims in appropriate circumstances, to assist in selection of defense counsel, providing loss control, assistance in excess coverage access, and assistance with required State reporting.

**Contract Term**

The term of this contract shall be for two (2) years with the option to renew for three (3) additional twelve-month periods. Contract renewal shall be contingent upon the mutual agreement of the City and the Contractor.

**Annual Contract History:**

The previous five-year contract was awarded to USIS/AmeriSys (Dunwoody, GA) on December 11, 2018 (Resolution No. 463-18).

**RFP Advertisement and Receipt of Proposals:**

RFP specifications were posted on the web page of the Purchasing Division, the Georgia Procurement Registry and DemandStar on January 24, 2023. This RFP has been advertised, opened and evaluated. Two proposals were received on January 30, 2023, from the following firms:

**USIS, Inc. dba AmeriSys (Alpharetta, GA)**  
**PMA Companies (Atlanta, GA)**

The following events took place after receipt of the proposals.

<b>RFP MEETINGS/EVENTS</b>		
<b>Description</b>	<b>Date</b>	<b>Agenda/Action</b>
Pre-Evaluation Meeting	02/09/23	The Purchasing Manager advised evaluation committee members of the RFP rules and process, and the project manager provided an overview. Proposal copies were forwarded to each committee member to review.
1 <sup>st</sup> Evaluation Meeting	03/13/23	Committee members discussed all proposals; clarifications were not requested by the Committee.
Evaluation Forms Sent	03/13/23	Evaluation forms were forwarded to voting committee members.
Evaluation Forms Return	03/14/23	Evaluation forms were completed and returned to Purchasing for compilation of results.
Evaluation Results	03/20/23	Evaluation results were forwarded to the Evaluation Committee for review.
Recommendation Received	03/21/23	Via email, the committee members unanimously voted to award to the highest-scoring firm of USIS, Inc. dba AmeriSys.

**Evaluation Committee:**

The proposals were reviewed by the Evaluation Committee, which consisted of a voting member from the Trade Center, a voting member from Columbus Fire and EMS and a voting member from the Police Department.

A representative from the Muscogee County Sheriff’s Office and a former employee of the Human Resources Department served as alternate voters.

Two Human Resources Department representatives served as non-voting advisors.

**Award Recommendation:**

The evaluation committee deemed the proposal from USIS, Inc. dba AmeriSys to be most responsive to the RFP specifications, as reflected by the comments below:

- The firm has a dedicated adjuster, nurse case manager and loss control representative for CCG. They also have a complete in-house bill review process.
- This company will provide direct support when needed and has a clear system on how that support will be demonstrated.
- USIS will provide weekly conference calls to discuss claims.
- The company has experience working with the City.

**Vendor Qualifications/Experience**

- USIS, Inc. was established in June of 1982 as a division of Brown and Brown, Inc. In April of 2000, Brown and Brown acquired AmeriSys, a regional managed care company. In April of 2006, USIS was incorporated as a wholly owned subsidiary of Brown & Brown, Inc. Apex Insurance Services, a Georgia-based public entity insurance agency, has been a wholly owned subsidiary of Brown & Brown since 2003. USIS, AmeriSys and Apex Insurance Services are a single organization (Brown & Brown, Inc.) operating under separate divisions.
- USIS, Inc. is a full service Third-Party Administrator (TPA), providing specialized, client designed, professional service programs for all-lines claims administration as well as medical management systems/programs and loss prevention services and programs.
- The company has a staff of 320 employees, including experienced adjusters in all-lines of claims management, RN medical case managers, loss prevention specialists and other support professionals.
- AmeriSys has been the MCO (Managed Care Organization) for the State of Georgia (DOAS) since 2002.
- Below are public entity clients serviced by USIS, Inc. and/or AmeriSys:

City of Cartersville, GA City of Hapeville, GA Columbus Consolidated Government Forsyth County, GA Macon (GA) Water Authority	Bay County (FL) Board of County Commissioners Broward County (FL) Board of County Commissioners City of Cocoa, FL City of Miami, FL City of Jacksonville, FL
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MARTA State of Georgia (DOAS)	Orange County (FL) Public Schools Palm Beach County (FL) Sheriff's Office Volusia County (FL) School Board  Preferred Governmental Claims Services (Includes over 200 public entity clients in Florida)
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The City's Procurement Ordinance, Article 3-110, (Competitive Sealed Proposals (Negotiations) governs the RFP Process. During the RFP process, there is no formal opening due to the possibility of negotiated components of the proposal. In the event City Council does not approve the recommended offeror, no proposal responses or any negotiated components are made public until after the award of the contract. Therefore, the evaluation results and cost information has been submitted to the City Manager in a separate memo for informational purposes.

Funds are budgeted each fiscal year for this ongoing expense: Risk Management Int Serv – Human Resources – Workers Compensation – Contractual Services, 0860-220-3820-WCOM-6319. Funding is the same for the Risk Management Information System (RMIS).

**A RESOLUTION**

**NO. \_\_\_\_\_**

**A RESOLUTION AUTHORIZING THE EXECUTION OF AN ANNUAL CONTRACT WITH USIS, INC. DBA AMERISYS (ALPHARETTA, GA) FOR WORKERS’ COMPENSATION CLAIMS MANAGEMENT SERVICES, INCLUDING ACCESS AND USE OF THE FIRM’S RISK MANAGEMENT INFORMATION SYSTEM (RMIS).**

**WHEREAS**, an RFP was administered (RFP No. 23-0020) and two proposals were received; and,

**WHEREAS**, the proposal submitted by USIS, Inc. dba AmeriSys was deemed most responsive to the RFP; and,

**WHEREAS**, the contract term shall be for two years, with the option to renew for three additional twelve-month period. The contract renewals will be contingent upon the mutual agreement of the City and the Contractor.

**NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:**

That the City Manager is hereby authorized to execute an annual contract with USIS, Inc. dba AmeriSys (Alpharetta, GA) for workers’ compensation claims management services, including access and use of the firm’s Risk Management Information System (RMIS). Funds are budgeted each fiscal year for this ongoing expense: Risk Management Int Serv – Human Resources – Workers Compensation – Contractual Services, 0860-220-3820-WCOM-6319. Funding is the same for the Risk Management Information System (RMIS).

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Introduced at a regular meeting of the Council of Columbus, Georgia, held the \_\_\_\_\_ day of \_\_\_\_\_, 2023 and adopted at said meeting by the affirmative vote of \_\_\_\_\_ members of said Council.

- Councilor Allen voting \_\_\_\_\_.
- Councilor Barnes voting \_\_\_\_\_.
- Councilor Cogle voting \_\_\_\_\_.
- Councilor Crabb voting \_\_\_\_\_.
- Councilor Davis voting \_\_\_\_\_.
- Councilor Garrett voting \_\_\_\_\_.
- Councilor House voting \_\_\_\_\_.
- Councilor Huff voting \_\_\_\_\_.
- Councilor Thomas voting \_\_\_\_\_.
- Councilor Tucker voting \_\_\_\_\_.

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Sandra T. Davis, Clerk of Council

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B.H. "Skip" Henderson III, Mayor