

STATEMENT OF WORK
ELECTRONIC HEALTH INFORMATION EXCHANGE SERVICES
INVITATION FOR BID 6100064627

OVERVIEW. The PA Department of Labor and Industry (DLI) Office of Disability Determination (BDD) adjudicates claims for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) Benefits under an agreement with the Social Security Administration (SSA). As part of the BDD's adjudicative process, disability claims adjudicators obtain medical evidence from the claimant's medical sources. One way to acquire historical medical evidence is by utilizing a Pennsylvania Patient and Provider Network (P3N). Only Health Information Organizations (HIO) certified by the Department of Human Services (DHS) Office of Medical Assistance Programs (OMAP) can retrieve electronic health information records held in the P3N. Upon BDD receiving authorization, the BDD will utilize the HIO to acquire and share the medical records with the BDD and partners to appropriately access and securely share vital medical information, improving the speed, quality, safety, and cost of patient care. The type of health information to be exchanged may include but is not limited to patient demographics, medical history and records, lab results, medications lists, discharge summaries, care plans, and other relevant clinical information and will be used to determine eligibility for disability benefits under SSA regulations and guidelines

The Pennsylvania eHealth Partnership is responsible, under [Act 76 of 2016](#), for the creation and maintenance of Pennsylvania's secure health information exchange, known as the PA Patient & Provider Network, or P3N. This includes certification of Health Information Organizations (HIO) connecting to the P3N "hub," maintenance of the patient opt-out and opt-back-in registry, and administration of grant programs to facilitate connections of health care providers to HIOs.

When a claimant applies for Title 2 or Title 16 Benefits, SSA completes an intake to verify, identify and establish eligibility. The claimant provides authorization and information that is entered into the SSA's Electronic Disability Collect System (EDCS). The claimant's state of residency Disability Determination Office can access the claimants' authorizations to request medical records from any participating providers. The BDD submits a request to the HIO who fulfills the request for records from the P3N and provide the medical records by Mail, BDD's Fax Server or the SSA's ERE system.

OBEJECTIVE. The DLI seeks to award a purchase order to the responsive and responsible Health Information Organization (HIO) that presents the lowest overall cost who will set up a process to acquire patient Protected Health Information (PHI) records of BDD applicants who have provided a valid signed HIPAA compliant authorization for the disclose of PHI.

The HIO shall comply with all Pennsylvania State and Federal laws that require the protection of sensitive patient data.

PURCHASE ORDER TERM: The term of the purchase order shall begin on the start date and terminate and shall end in one year, unless otherwise terminated by the Commonwealth. The Commonwealth reserves the right to exercise up to four additional one-year renewal options under the same terms and conditions.

REQUIREMENTS.

The HIO shall be able to provide a high volume of single or batch record processing.

The HIO shall have access to utilize the P3N.

The HIO shall gain access to the SSA's ERE web-based application and be responsible for submitting transmitting directly using the SSA ERE system and applicable forms

The HIO shall provide IT management services to troubleshoot directly with the SSA ERE any file transmission issues.

The HIO shall provide to the BDD a weekly report of all transactions including failed records request.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT. (HIPAA) REGULATIONS.

The awarded HIO shall comply with all federal or state laws related to the use and disclosure of information including information that constitutes PHI as defined by HIPAA. The awarded bidder shall be responsible for assessing its obligations pursuant to HIPAA. The awarded bidder will be required to execute Business Associates Agreement located in the solicitation attachments.

PRICING. Bidders must submit a one-time price for the implementation of all activities to engage and a price each per record retrieval. If the HIO offers tiered pricing, the bidding HIO shall upload a price quote document under the attachment section in the Supplier Relationship Management (SRM) system solicitation.

The pricing shall be all inclusive rate of all costs associated with the retrieval and submission of medical records and IT Management.

The actual volume of medical records retrieved may be increased or decreased during the term of the contract and any subsequent renewals and no minimum volume is guaranteed to the awarded bidder. These volumes may fluctuate on an annual basis due to overall disability workload and volumes of case receipts.

OTHER DLI PROGRAMS. This contract shall be allowable for other Program Offices within the DLI to utilize this contract to acquire medical records. Other program areas shall work with the HIO to facilitate services and issue a PO off the contract or Notice to Proceed. The awarded contractor shall not change the price to acquire medical records.

SERVICE LEVEL AGREEMENTS. The Commonwealth has developed a set of minimum Service Level Agreements (SLA), which the selected Offeror is expected to meet, or exceed, to be in good standing on the contract and to ensure that the BDD is provided with prompt service. Offeror shall commit to meeting or exceeding these minimum SLAs.

Performance Metric	Performance Target	Description	Calculation	Frequency of Review	Assessment
Maximum turnaround time for Records Request Processing	95 %	Total number of record requests made to the P3N	Total number of responses received within 3 business days divided by the total number of records requests made	Weekly	10% on the given month's record fees

PAYMENT TERMS. The awarded HIO shall invoice monthly.

Payment shall be made on a reimbursement basis for actual services performed and accepted by the BDD.

Prior to submitting payment, the selected Offeror can only bill for the services BDD has confirmed and verified for payment.

Invoices shall be emailed to RA 69180@pa.gov and to the Project Administrator. Only one invoice per email is permitted.

All invoices shall be submitted on official letterhead and at minimum include an itemized billing to match the purchase order. The invoice shall include the purchase order number, service period, line item, quantity, price per unit, SAP vendor number, and remittance address.

BDD PROJECT ADMINISTRATOR.

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CONTRACTING OFFICE. All inquiries should be referred to:

Department of Labor & Industry
 Bureau of Administrative Services, Procurement

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