

Questions and Answers
DCJM-2013-R-0013
Medical Evidence of Record (MER) Retrieval for DDD

1. 20 days to retrieve documents. Is that 20 business days, or 20 consecutive days.

Answer: 20 Consecutive Days

2. Does the ERE system give us access to the patients contact information?

Answer: The ERE content may contain the Patients Contact information, as we would expect the contractor to transmit/receive request this way primarily. In the event of technical difficulties Fax Machines and Secure Emails would be protocols.

3. If the provider (Physician) cannot provide all the requested documents (i.e. x-rays interpretations, CT, and other scans) because another vendor (Physician) did them what is the protocol for payment to us and the various providers?

Answer: If a Provider supplies relevant records for a submitted request within the prescribed time lines, the Provider and Contractor is to be paid the allowable fee. If there are other vendors involved that have relevant records we will make a formal request for those records, and then have the said Contractor secure the request for the allowable fee(s), based on the time frame.

4. What has been the pull thru rate (percentage) of the total MER requested over the past years for payments within the 20-day period?

Answer: 73% over the past 2 years.

5. Will the MER still be mailed to the provider and will Contractor get a copy electronically the day it is mailed or does the contractor solely initiate contact with MER provider?

Answer: The Contractor will be mailed the MER request via ERE (the Contractor would have to be set up with an ERE account), and the Contractor will be responsible for securing the MER from the Provider(s), and transmitting it back to the DDD via ERE.

6. Does the RFP ask for the contractors proposed fee and DDD's fee calculated together as the grand total fee per record?

Answer: No, there is an allowable maximum for MER that we will pay, and the Contractor can propose a fee that encompasses whatever costs etc..., they feel they need too.