



Interoffice Memorandum

November 21, 2018

TO: Mayor Jerry L. Demings  
and the Board of County Commissioners

FROM: Carrie Mathes, Manager, Procurement Division

CONTACT: Claudia Yabrudy, Assistant Manager, Health Services Department  
(407) 836-6583

SUBJECT: Approval of Contract Y18-1070-AH, Third Party Administration Services  
for Orange County Health Services Department.

ACTION REQUESTED:

Approval of Contract Y18-1070-AH, Third Party Administration Services for Orange County Health Services Department, with Health First Administrative Plans, Inc., in the contract award amount of \$10,740,000 for a 1-year term. Further request authorization for the Procurement Division to renew the contract for four additional 1-year terms.

PROCUREMENT:

Orange County Health Services Department is dedicated to provide services to promote the health and welfare of Orange County Citizens. In order to process payment for the vast amount of medical claims, the department contracts with a third party administrator to review, adjudicate, and process payments in an accurate and efficient manner.

FUNDING:

Funds are available in accounts 7018-060-7302-3197, 0001-081-3806-3197 and 0001-060-2502-3197.

APPROVALS:

The Health Services Department and Business Development Division concur with this recommendation.

REMARKS:

Two bids were received in response to this Invitation for Bids and were evaluated for responsiveness and responsibility. The bid for Health First Administrative Plans, Inc. is the lowest responsive and responsible bid. PayerFusion Holdings, LLC was deemed non-responsible as their Third Party Administrator Certificate issued by the Florida Office of Insurance Regulation, did not demonstrate the required years of experience for the firm.

Through effective planning, management, and delivery of medical services, the department provides a variety of services, including medical and mental care to inmates housed at the Orange County jail, medical services for the County's indigent healthcare program (Medical Clinic – PCAN), and coordination of medical care to consumers living with HIV/AIDS enrolled in the Ryan White Part A Program. Working with numerous providers in the area, the Health Services Department processes thousands of medical claims every year to pay for services rendered by the contracted providers. The awarded vendor will assist the Health Services Department in the processing of medical claims and payment adjudication and processing.

Health First Administrative Plans, Inc. has been providing these services to the County under the current contract. The services provided since 2015 have been satisfactory and the evaluation of the current bid confirms that they meet the minimum requirements and the scope of services. The claim adjudication fee is reasonable and realistic as compared to the amount the County is currently paying.

Bid tabulation is as follows:

**Bidder**

**Estimated Total Cost**

Health First Administrative Plans, Inc.  
PayerFusion Holdings, LLC

\$10,740,000  
Non-Responsible




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**BUSINESS DEVELOPMENT DIVISION**

September 18, 2018

**TO:** Alina Hernandez Fernandez, Senior Purchasing Agent  
Procurement Division

**FROM:** Kesi Warren, Senior Contract Administrator   
Business Development Division

**SUBJECT:** Business Development Division Bid Evaluation

**PROJECT:** **IFB #Y18-1070-AH, Third Party Administration Services for Orange County Health Services Department**

The Business Development Division evaluated the 1 bid submitted for this project and found that the **bidder is not** an Orange County Certified Minority Women Business Enterprises. Hence, the bid preference program in accordance with the County's M/WBE Ordinance, Section 17-324 can not be applied.

c: Sheena Ferguson, Manager, Business Development Division