



Republic of Palau
SOCIAL SECURITY ADMINISTRATION

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ROP Healthcare Fund
REQUEST FOR PROPOSAL (RFP)

Utilization Management

RPF NO: ROPHCF 2024-01

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I. BACKGROUND

The Republic of Palau Public Law (RPPL) 8-14: National Healthcare Financing Act of 2010 created the Republic of Palau Healthcare Fund (HCF). It is Palau's first national healthcare financing program. The mandate of HCF is "to" promote the health and social welfare of the citizens of the Republic of Palau through the establishment of a healthcare financing system that provides free or subsidized healthcare for its citizens." The HCF program is modeled after the Singapore's national healthcare program.

The Palau Social Security Administrator serves as the Administrator of the HCF responsible for administering the HCF program under the direction and guidance of a five member HCF Governing Committee. The main objective of the HCF GC is to ensure an effective and efficient healthcare system. It is to be self-supporting and self-funding healthcare system under the law to provide equitable healthcare coverage to all residents of the Republic of Palau with affordable health insurance premiums and medical savings accounts ensuring equal access to healthcare providers in Palau and other healthcare facilities outside of Palau with established agreement with the HCF.

The HCF coverage consist of two separate funding schemes (1) the National Health Insurance (NHI) and (2) the Medical Savings Account (MSA). The NHI provides health insurance coverage to inpatient members admitted at Belau National Hospital in Palau and medical referral patients who are approved for medical care outside of Palau mainly in the Philippines and in Taiwan with reputable medical institutions that have a memorandum of understanding with the HCF. The MSA's are accumulated individual savings used for outpatient medical services at several private clinics in Palau and other outpatient units under the Belau National Hospital.

Since the inception of the HCF in 2011 the program has grown in terms of membership, benefit expense, demand, and expectations from stakeholders. One of the main challenges faced by the HCF program is the escalating cost of medical expenses on off-island medical referrals. The demand for referral care outside of Palau has been increasing each year since inception over 10 years ago. The Healthcare Fund recognizes that the forces behind rising healthcare costs are exceptionally strong and difficult to constrain by regular means. The HCF identifies one strategy to control healthcare expenditures which is the support of a strong Utilization Management to administer the process of NHI medical claims on-island and off-island.

II. SCOPE OF WORK

This request for proposal is requesting offers from interested individuals, agencies, firms, and consultant services that have the capability to perform Utilization Management (UM) for the Palau National Health Insurance (NHI). The consultant for the role of UR/UM expected to integrate utilization review, risk management, and quality assurance into management in order to ensure the judicious use of the NHI program's resources and funding.

III. RESPONSIBILITIES OF A CONSULTANT

The Palau Healthcare Fund (HCF) as administered by Social Security Administration is soliciting, through the request of this Request for Proposal (RFP) from any individuals, consultant agencies or businesses to take on the role of Utilization Reviewer or provide Utilization Management for the Palau Health Insurance “aka” National Health Insurance (NHI).

- A. Develop, revise, and implement Utilization Management policies and procedures
- B. Implement and Manage effective UM processes that results in cost efficient utilization of services
- C. Manage pre-authorization, concurrent review, and retrospective review process for all inpatient and other medical claims under the National Health Insurance. This includes concurrent review of all medical referral cases with ongoing treatment and make recommendation to HCF for further coverage as deemed medically necessary and within NHI schedule of benefit.
- D. Perform frequent case reviews and medical records for determination of coverage under the NHI schedule of benefits
- E. Develop and support relationships with providers that result in continued improvement in quality healthcare outcome.
- F. Develop and maintain process ensuring compliance to NHI schedule of benefit with Utilization Reviewers in Taiwan and Manila.
- G. Assist with determining whether treatment meets the criteria for coverage under NHI

IV. MINIMUM QUALIFICATION

Interested individuals or consultants must at least be a licensed Registered Nurse (RN) or has Bachelor of Nursing. Minimum five (5) years of health care experience. Must have effective communication, analytical, leadership, conflict resolution and problem-solving skills.

Interested companies and businesses must be a registered business with experience in Utilization management and discharge planning in an acute care setting. Minimum of five (5) years of healthcare experience in managed care.

V. SUBMISSION OF THE PROPOSAL

Interested individuals, consultants or businesses are required to submit one (1) digital or electronic copy and two (2) hard copies of their proposal. Failure to provide the proposal in the appropriate manner will result in disqualification. One electronic copy and two hard copies, including attachments are to submit to the Republic of Palau Social Security Administration. Receipt time of submittal will be considered the date-time of the incoming email created automatically by the ROP SSA's email server, mail delivery or hand delivery by the due date and time. Consultants are encouraged to submit their proposal with adequate time accordingly.

The address for submission to the ROP Social Security Administration is:

Republic of Palau Social Security Administration
Ngesekes Road, Ngerbeched
PO Box 679
Koror, Palau 96940
ATTN: RFP No: ROPHCF 2024-01

VI. FEE PROPOSAL

The fee proposal should be submitted in a separate sealed envelope and the fee amount should not be disclosed anywhere in the proposal.

VII. TIME REQUIREMENTS

- A. Proposal and bid opening including evaluation will be conducted on **February 12 to 16, 2024** at the office of the Social Security Administrator.
- B. Contract will be awarded no later than **February 29, 2024**.

VIII. CONTRACTUAL REQUIREMENTS

The contract shall be for a period not to exceed twelve (12) months.

IX. BILLING AND PAYMENTS

The billing is to be initiated by the selected consultant or business and submitted to the Administrator of the Social Security Administration for payment process depending on payment details in the contractual agreement. The billing shall be in the form of invoice and remitted to:

Social Security Administration
PO Box 679
Koror, Palau 96940
Attention: Ms. Elsie Ann Ikeya, Chief Financial Officer