2024 Claims Audit RFQ Questions

What system is used for claim document management and is it accessible through Origami? If not part of Origami, are attachments maintained separately or uploaded to the Origami file?

Workers’ Compensation documents are part of the claim file in Origami. Liability and Automobile claim documents are housed in Laserfiche. Access to Laserfiche will be made available to the auditor.

Will the selected auditor be provided with an opportunity to interview selected staff either by video or teleconference?

Yes

Do you require separate proposals for each of the 3 programs, to include procedures, samples, pricing, and reports for each of the 3, or just one proposal to combine all 3 programs?

There should be 1 proposal with each program audited individually.