



*Rio Arriba*  
*County Health and Human Services*  
*Director, Dr. Ahmed Dadzie*

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**Request for Quote, Electronic Health Record System**

Rio Arriba County Health and Human Services Department is seeking quotes from qualified vendors to provide Electronic Health Record Management System and Insurance Billing Support for Rio Arriba County Health & Human Services. The successful offer will collaborate with RACHHS team, provider(s), and relevant parties to ensure proper billing and management of client health records.

**The successful offeror will provide the following scope of work and features in their EHR:**

- Platform should have customizable interface, with the capability of sending reminders to clients regarding scheduled appointment(s), etc.
- Platform should have a secured telehealth functionality to facilitate care coordination between providers and clients
- Platform should be capable of providing eligibility verification and client check in functionality
- Contractor will initiate claim/billing requests on behalf of HHS
- Follow up on claim(s), thus, if claim is unpaid within a normal time frame
- Research and identify denied claims and update rule engine to prevent future denials
- Track filing limits for payer entities and drop claims to paper for timely submission and denial prevention
- Provide payment posting functionality to track deposited checks, EOBs, etc.
- Provide real-time reporting for full visibility and control over both clinical and financial operations
- Provide platform upgrade and maintenance to ensure platform functionality and usability
- Provide coaching and customer support regarding platform usage, navigation, or related questions that may arise
- Provide ease of usage and quick access to patient information when needed
- Provide platform with prescription drug monitoring functionality
- Provide platform with document management functionality
- Provide referral feature that allows provider to initiate referrals to treatment
- Provide a platform with E-Prescription feature
- Provide formulary data verification in real time
- Platform should provide order and referral tracking features
- Platform should have patients record sharing functionality
- Provide data analytics for clients and services provided
- Provide patient portal feature to help patients access care via mobile devices, etc.
- Coordinate care and referrals for clients needing care coordination

- Provide Insurance Detection to help providers identify all possible payer coverage to maximize collecting revenue owed, avoid the time and cost of rework, reduce revenue leakage from Medicaid 'take backs' (when incorrectly billed as the primary insurer) and missed timely filing
- Provide medical coding for all billable claims
- Assign medical codes consistent with the information and documentation in the applicable patient record

**Application (maximum one page)**

- Describe your qualifications and experience that certifies you to perform the scope of work outlined above (30 pts)?
- Describe your experience regarding Medicaid billing and submission of claims? (30 pts)
- Describe measures you have in place to manage sensitive patient data? (30pts)
- Cost estimate. (10 pts)

Please submit response by 11/30/24 via email to **Dr. Dadzie and Ms. Cordova**  
[ahmed.dadzie@rio-arriba.org](mailto:ahmed.dadzie@rio-arriba.org) and [BBCordova@rio-arriba.org](mailto:BBCordova@rio-arriba.org)