On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

SCHEDULE TITLE:  Federal Supply Schedule 00CORP – Professional Service Schedule

FSC GROUP: 00CORP

CONTRACT NUMBER: 47QRAA18D00H3

CONTRACT PERIOD: September 27, 2018 through September 26, 2023

For more information on ordering from Federal Supply go to this website: www.fss.gsa.gov

CONTRACTOR: HR Control Solutions, LLC
12 Hardwood Dr.
Jackson, NJ 08527-5348
Phone number: 732-833-2481
Fax number: 732-833-2478
E-Mail: m_ragin@hrcontrolsolutions.com
CONTRACTOR’S ADMINISTRATION SOURCE: Melinda V Ragin  
12 Hardwood Dr.  
Jackson, NJ 08527-5348  
Phone number: 732-833-2481  
Fax number: 732-833-2478  
E-Mail: m_ragin@hrcontrolsolutions.com

WEBSITE: WWW.HRCONTROLSOLUTIONS.COM

BUSINESS SIZE: Small Business


CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>RECOVERY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>520</td>
<td>15</td>
<td>520-15RC Outsourcing Recurring Commercial Activities for Financial Management Services</td>
</tr>
<tr>
<td>520</td>
<td>4</td>
<td>520-4RC Debt Collection</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:  
(Government net price based on a unit of one)

See attached GSA Price List

1c. HOURLY RATES (Services only):

See attached GSA Price List

2. MAXIMUM ORDER: $1,000,000

3. MINIMUM ORDER: $100
4. **GEOGRAPHIC COVERAGE:** 48 States, DC, US Territories

5. **POINT(S) OF PRODUCTION:** Jackson, NJ

6. **DISCOUNT FROM LIST PRICES:** *GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.*

7. **QUANTITY DISCOUNT(S):** $250,000.00 > 1%, $500,000.00 > 2%, $750,000.00 >3%, $1,000,000.00 > 4%

8. **PROMPT PAYMENT TERMS:** Net 30

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are accepted above the micro-purchase threshold. *Contact contractor for limit*

10. **FOREIGN ITEMS:** Not Applicable

11a. **TIME OF DELIVERY:** 30 Days, Subject to Task Order

11b. **EXPEDITED DELIVERY:** Contact Contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact Contractor

11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery of services.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** Same as contractor

13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. **PAYMENT ADDRESS:** Same as contractor

15. **WARRANTY PROVISION:** Not Applicable
16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Contact Contractor

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE) Contact Contractor

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. Section 508 Compliance for Electronic and Information Technology (EIT): Not Applicable

25. DUNS NUMBER: 078416771

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database. Cage Code: 7MNC5

APPENDIX A – LABOR CATEGORY DESCRIPTION

APPENDIX B – GSA RATE TABLE

APPENDIX C – SCA MATRIX
Labor Position Descriptions

Medical Biller II

**Minimum Year Experience:** 2 years

**Minimum Education:** High School diploma or equivalent

**Responsibilities:**
The Medical Biller II is responsible for performing billing and rebilling functions as appropriate.
- Duties include: making appropriate adjustments or corrections to patient accounts, process refunds, prepare deposits, post payments, balancing.
- Must work well with others. Job requires a high level of interpersonal, problem solving and analytic skills.

Medical Insurance Collector II

**Minimum Year Experience:**
- Medical Collections: 2year
- Medical Billing: 2 year

**Minimum Education:**
- Associate

**Responsibilities:**
- Follow up on unpaid claims within standard billing cycle time frame.
- Run collection reports (AR), research and appeal denied claims.
- Check eligibility and benefit verification.
- Review patient info for accuracy and completeness and obtain any missing information.
- Knowledge of insurance guidelines, including HMO/PPO, Medicare, and state Medical.
- Check each insurance payment for accuracy and compliance with contract discount.
- Call insurance companies regarding any discrepancy in payments if necessary.
- Identify and bill secondary or tertiary insurance.
- All accounts are to be reviewed for insurance or patient follow-up.
- Answer all patient or insurance telephone inquiries pertaining to assigned accounts.
- Set up patient payment plans and work collection accounts.
Requirement:

- Experienced in dealing with billing and coding in hospital setting preferred
- ICD-10 and CPT code experience is preferred
- Strong communication skills
- Excellent customer service skills
- Excellent computer skills (Outlook, Word, Excel, etc.)
- Ability to use MS Office Software, photocopy, fax and scanning machines.

Denial Management Specialist

Minimum Year Experience: Minimum of 3 years of progressively responsible experience with medical office billing and denial management required.

Minimum Education: High School diploma or equivalent

Responsibilities:
Review and handle denied claims (i.e. past timely filings, no authorizations, benefits maxed, medical necessity, etc.). Research and provide account education, respond to customer concerns/complaints.

ESSENTIAL FUNCTIONS:

- Investigate insurance denials and identify/implements best-recommended action and coordinates with other departments/stakeholders as needed.
- Provide medical record requests received from claims analysts.
- Solve billing questions/problems and audits patient accounts.
- Understand and adheres to the each insurance carrier’s claim submission guidelines.
- Make necessary corrections to patient accounts and charges for accurate electronic submission.
- Determine need for payer appeal and sends individual appeal letters. Monitors appeals for resolution.
- Manages patient complaints as reported by RCM and/or employees.
- Conducts insurance negotiation for non-par payments and escalates to management, as needed.
- Conducts new orientation training of new employees on CBO topics as requested
- Provides necessary training and education for staff and providers
- Identifies denial patterns and recommends process improvements
- Completes other duties and projects as assigned

REQUIREMENTS

- Knowledge: 3+ years EHR experience, Microsoft Office, mathematical calculations, understanding of billing requirements on claims and medical terminologies, general knowledge of healthcare insurer reimbursement systems, payer contracts and appeal rights and timely filing requirements of payers.
- Abilities: Communicate effectively both in written and oral format about clinical information; work independently; exercise judgement and problem solving in investigating denied claims, build positive rapport with colleagues and work with all levels of the organization and third-parties to resolves issues as needed
- Skills: Excellent verbal, written and interpersonal communication; proficient in MS Office; excellent organization and time management, high attention to detail
# APPENDIX B – GSA RATE TABLE

<table>
<thead>
<tr>
<th>SIN(s) Proposed</th>
<th>Service Proposed (e.g. Labor Category or Job Title/Task)</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience (cannot be a range)</th>
<th>Contractor or Customer Facility or Both</th>
<th>Domestic or Overseas</th>
<th>Unit of Issue (e.g. Hour, Task, Sq Ft)</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Contract Supplier Pay Rate 0-90 Days of Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>520 15</td>
<td>Medical Biller II</td>
<td>High School</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$37.61</td>
</tr>
<tr>
<td>520 4, 520 15</td>
<td>Medical Insurance Collector II</td>
<td>Associates</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$40.46</td>
</tr>
<tr>
<td>520 15</td>
<td>Denial Management Specialist</td>
<td>High School</td>
<td>3</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$40.46</td>
</tr>
<tr>
<td></td>
<td>Contract Supplier Pay Rate 91-365 Days of Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>520 15</td>
<td>Medical Biller II</td>
<td>High School</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$35.73</td>
</tr>
<tr>
<td>520 4, 520 15</td>
<td>Medical Insurance Collector II</td>
<td>Associates</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$38.44</td>
</tr>
<tr>
<td>520 15</td>
<td>Denial Management Specialist</td>
<td>High School</td>
<td>3</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$38.44</td>
</tr>
<tr>
<td></td>
<td>Contract Supplier Pay Rate 365+ Days of Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>520 15</td>
<td>Medical Biller II</td>
<td>High School</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$34.06</td>
</tr>
<tr>
<td>520 4, 520 15</td>
<td>Medical Insurance Collector II</td>
<td>Associates</td>
<td>2</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$36.51</td>
</tr>
<tr>
<td>520 15</td>
<td>Denial Management Specialist</td>
<td>High School</td>
<td>3</td>
<td>Both</td>
<td>Domestic</td>
<td>Hour</td>
<td>$36.51</td>
</tr>
</tbody>
</table>
APPENDIX C – SCA MATRIX

Service Contract Act

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Consolidated Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.