

**NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE (OTDA)  
DIVISION OF DISABILITY DETERMINATIONS**

**MEDICAL TRANSCRIPTION SERVICES**

**OFFICIAL QUESTIONS AND ANSWERS**

**September 11, 2013**

- 1. Q. Who is the current vendor on this contract and what is the current line rate?**

**A. M\*Modal is the current contractor and the line rate is \$0.1576.**
- 2. Q. RFP Section V.39 (Page 38). You ask for a line rate based on a horizontal line. No mention is made of a 65 character line, so I assume it is a straight line. Does it include spaces?**

**A. It is a straight line and includes spaces. A line consists of any material typed on a line regardless of the number of words and/or characters. For example if an X is placed in a box this constitutes a line. RFP Section II.B.14 (page 15) states, "Work is to be 10 pitch type and margins must not exceed one and one quarter inch (1 ¼") per side.**
- 3. Q. RFP Section II B.8 (Page 14). Will all reports have to be mailed to the physicians, or if they so choose, can they be put into an FTP folder where the physician can download, edit and print the reports from their computer.**

**A. At this time, OTDA/DDD cannot approve a process where physicians log on and edit their own reports. The Social Security Administration has set the highest priority for protecting the confidentiality of personal information and this method would require evaluation and approval by OTDA/DDD before it could be implemented. This is not currently a function of the current contract.**
- 4. Q. All contracted work will be performed in our facility that contains transcribing equipment. Some of our typists working in our facility are 1099 employees. They do not work from home, but work in our facility and we pay Workers Compensation insurance on all of them. Is this permissible?**

**A. The Contractor may use 1099 employees working in the Contractor's secure facility provided the work is done under the direct supervision of the Contractor (RFP Section II.B.1 paragraph #2, page 12) and the 1099 employees meet the Transcription Staff criteria noted in the RFP Section II.B.7 (page 14).**

5. **Q. RFP Section II.B.9 (Page 14) - You specify that a copy of the medical reports is to be transmitted to OTDA's appropriate processing centers by fax. Would they be willing to have the reports sent to their individual centers utilizing an FTP program or is Fax the only means for transmittal at this point in time?**
- A. RFP Section II.B.5 (Page 13) - The present mode of transmission to OTDA's processing centers is by fax. In the future, OTDA may require an encrypted delivery to a secure OTDA website. The contractor must be prepared to transmit all documents using the mode of transmission established by OTDA.
6. **Q. RFP Section II.B.9 (Page 14) - Transmittal of completed work: Can multiple reports be faxed at one time? This paragraph mentions transmittal prior to 2 pm EST. May we send additional work after that time?**
- A. Multiple reports may be faxed at one time. Completed work must be transmitted to each Processing Center a minimum of once per day prior to 2 pm EST. Reports transmitted to the Processing Centers must include a daily log sheet. See question 7 below.
7. **Q. RFP Section II.B.12 (Page 14) - Does this mean you want a daily log each time we fax a batch of reports during the day or can we send one representing all completed reports sent on that day?**
- A. The daily log sheet must be attached to the reports being faxed to the Processing Center. The daily log sheet must contain a list of all reports completed on that calendar day.
8. **Q. RFP Section II.B.14 (Page 15) - What would be considered a repeating format entry?**
- A. Form 4035 has fixed text that is considered repeating formats. For example, the Processing Center addresses and telephone numbers at the top of Form 4035 and Claimant, Address, SSN, etc. (see Appendix B of the RFP) are all considered repeating formats. If the transcriptionist types the Claimant's name but does not type the address, only the line with the transcribed name would be considered for reimbursement. There would be no reimbursement for the address line. Reimbursement is only for transcribed lines.

**9. Q. RFP Section II.B.18 (Page 15) - You request 5,000 brochures. Are there thousands of doctors who will be dictating?**

**A.** DDD does not track the number of physicians. On average approximately 700 reports are dictated per month.

**10.Q. RFP Section III.A.6, (Page 18) Qualifications. Must references be for current firms we are transcribing for or can we include large contracts we previously transcribed for that we are not now transcribing reports for? Would a state DDS be considered a governmental source?**

**A.** The RFP states, "Three references for which your firm is supplying medical transcription services." Therefore, three references should be from firms for which the Contractor is currently providing Medical Transcription Services. The Contractor may supply additional references beyond these three including those of large contracts the Contractor previously transcribed for but is not currently working with. However, these additional references may not necessarily be contacted by OTDA/DDD.

A state DDS is considered a governmental source.

**11.Q. RFP Section II.B.14 (Page 15) Form 4035. What is the required format of additional pages of a transcribed report?**

**A.** All pages must meet the format specified in the RFP Section II.B.14 (page 15). A transcribed report must have Form 4035 as the first page. If the dictation requires additional pages each page would have a header including the page number, the claimant name and the name of the person dictating the report. The header must be in the format shown below.

Page 2  
John Smith, MD

Claimant: Mary Sample

**12.Q. Our company headquarters is located in Cleveland, OH., but we do have medical transcriptionists working for the company located outside of the country. Does all required work for this Contract have to be completed within the U.S.?**

**A.** Yes. All work performed under this Contract must be performed in territory governed by the laws of the United States. See RFP Section V.20.