QUESTION AND ANSWER DOCUMENT FOR LOCKBOX SERVICES
RFP 200910531
DIRIGO HEALTH AGENCY

1. **Are your items currently processed in-house or through a service bureau?**

   - Member payments are currently processed through a Lockbox Service Bureau.

   - Access payments are currently processed in-house.

2. **If it is a service bureau will the Dirigo Health disclose who the vendor is?**

The current vendor is Financial Institutions Service Corporation, Inc.

3. **Where are the current Lockboxes located?**

Lewiston, ME 04243-9471

4. **How far is the PO Box from the current processing center?**

The location of the PO Box and the processing center are in the same town – Lewiston, ME

5. **Would the Dirigo Health consider changing the PO Box?**

Yes, the Agency would consider changing the physical mailing address for the lockbox to another location within the State of Maine.

6. **Is it acceptable to the Agency if the processing location is not in the State of Maine, as long as the mailing address is in Maine?**

Yes, as long as the vendor can assure the Agency that deposits will be made no later than one day following payment receipt in the PO Box.

7. **Has Dirigo Health ever considered doing a Remote Capture solution for the lockbox items?**

The Agency would consider a remote capture solution.

8. **What format is the current lockbox file?**

ASCII Text, fixed length (position: length)

SEQUENCE	(0:20)	INTEGER
TRANSACTION	(20:4)	INTEGER
CHECK/STUB	(24:3)	CHAR (“C” or “S”)
ACCOUNT	(27:15)	VARCHAR
INVOICE NUMBER	(42:16)	VARCHAR
FIRM	(58:21)	VARCHAR
DOC ID / CHECK #	(79:19)	VARCHAR
DEPT CODE	(98:11)	VARCHAR
AMOUNT DUE	(109:16)	NUMBER (“99,999.99”)
APPLIED AMOUNT	(125:16)	NUMBER (“99,999.99”)
DIFFERENCE	(141:16)	NUMBER (“99,999.99”)

The Agency is willing to consider alternate formats / layouts and or transmission methodologies.

9. Where is the file transmitted to?

The file is e-mailed daily to the Agency.

10. What time is the file deadline?

The files should be received at the Agency by 3pm each weekday.

11. What time is the PO Box picked up now?

Currently, the processing company picks up mail at the post office daily at 6:30 am, 7:00 am, 8:00 am and 8:30am.
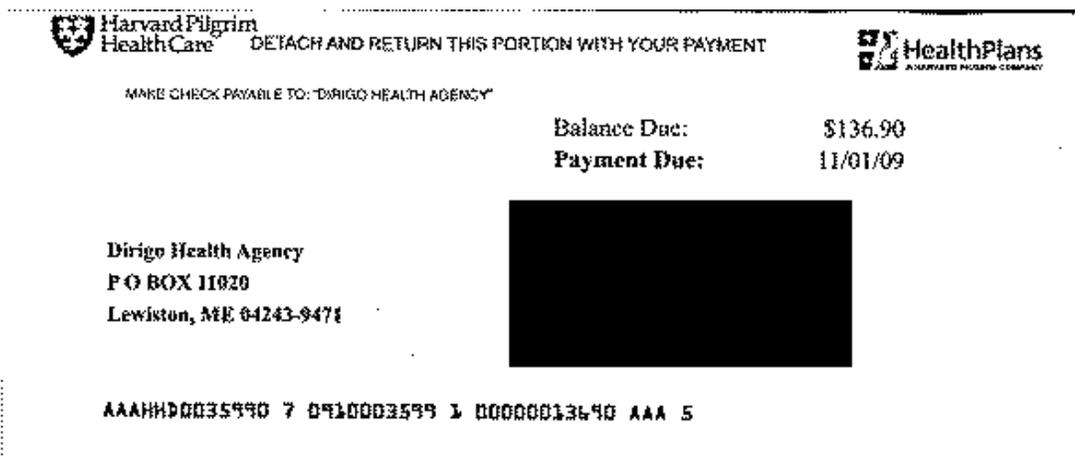
12. What days of the week/month are peak times and what are the peak volumes?

Invoices are typically sent around the 20th of the month and are due the 1st of the subsequent month. Peak volume days, therefore, are from around the 22nd of the month through the 5th of the subsequent month. There is no specific volume fluctuation associated with days of the week.

13. Do you currently have the ability to view coupons and checks the same day?

Yes

14. Can you provide samples of invoice stubs and remittance advice?

15. How do you currently handle unprocessed items? Would Dirigo Health consider automating the unprocessed items with a daily report and same day posting?

Current exception payments (i.e., the lockbox service cannot identify the account) are included on a separate section of the daily file as "Exception items" (payment amount is recorded, but account and applied amount are blank). These payments are posted.

The Agency then processes these "Exception items" internally using on-line access to check and coupon images to assign the receipts to the appropriate accounts.

16. What is White Paper?

"White Paper" refers to all correspondence included with the envelope other than the check made payable to the "Dirigo Health Agency" and the payment stub.

17. If you have access to image web viewing will you also need an electronic image file?

No.

18. In preference to mailing or couriering items to you would a spreadsheet and image file suffice for your copies and decision making?

No, the Agency requires that all "White Paper" be forwarded vie mail or courier directly to the Agency or to another address that the Agency specifies.

19. Can you provide the particular fields that the Agency requires the ability to query?

- Checking Account Number
- Bank Routing Number
- Check Number
- Check Amount
- Receipt Date

20. Will the Agency accept image access to the bank deposit slips?

Yes.