

**GUAM MEMORIAL HOSPITAL AUTHORITY
850 GOV. CARLOS G. CAMACHO ROAD
TAMUNING, GUAM 96913
PHONE: 671-647-2165
EMAIL: materials.mgmt@gmha.org**

TRANSMITTAL SHEET

TO: Prospective Bidder

FROM: Hospital Materials Management Administrator

DATE: December 18, 2025

SUBJECT: **GMHA RFP 001-2026 Revenue Cycle Management Services
Amendment No. 7**

PAGES: 6 including cover sheet and attachment

NOTES:

An acknowledgement via a return email would be appreciated as soon as possible.

DATE / VENDOR ACKNOWLEDGEMENT

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GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÅT ESPETÅT MIMURIÅT GUÅHÅN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913
Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



AMENDMENT #7
GMHA RFP 001-2026
REVENUE CYCLE MANAGEMENT SERVICES
December 17, 2025

This amendment is in response to the clarifications submitted from DIJINATION LLC.

PLEASE SEE REFERENCE EXCEL ATTACHMENT – FOUR (4) PAGES

Please acknowledge receipt of this amendment by signing and sending back to Materials Management by email to materials.mgmt@gmha.org.

If you have any questions, please feel free to address your letter to Joleen M. Aguon, MD and email to the materials.mgmt@gmha.org.

Sincerely;

DOLORES PANGELINAN

Hospital Materials Management Department

ACKNOWLEDGMENT:

PRINT NAME

SIGNATURE

DATE

CLARIFICATION RESPONSE FOR GMHA RFP 001-2026

Page No.	RFP Section	Clarification Question
10-12	Scope of Work – Charge Capture	Can GMHA provide average monthly charges submitted (gross charges) and % change year-over-year to help estimate revenue cycle complexity? GMHA's average monthly gross charges are approximately \$25.0 million. Year-over-year monthly average gross charges are as follows: FY2023: \$26M, FY2024: \$24.1M, FY2025: \$25.3M.
10-15	Scope of Work – Coding	Please provide annual coding volumes by type (IP, OP, ED, Pro-fee) and current coder productivity standards. IP 80%, OP 20%
10-17	Scope of Work – Patient Access	What is the total annual patient encounter volume broken down by inpatient admissions, outpatient visits, ER visits, and clinic visits? GMHA's total annual patient encounter volume is as follows: Inpatient admissions: 8,207, Outpatient visits: 8,482, Emergency Room visits: 16,290, Clinic visits: None .
10-17	Scope – Admissions / Registration	What is GMHA's current registration accuracy rate, insurance verification error rate, and average daily registration volume? GMHA's current registration accuracy rate is approximately 98%. The insurance verification accuracy rate is approximately 96%. Average daily registration volume ranges between 90 and 100 registrations per day.
10-17	Scope – Denials Management	Please provide the most recent denial rate, top 10 denial codes, and average monthly denial volume to help size the denial workload. 1. Billing (Medical Necessity, Bundle, Routine) 24% 2. Coding Error (Documentation/ Downcoded) 6% 3. Aberrant Days 6% 4. MPPR 2%
15-20	Scope – Patient Accounting	What are GMHA's current Days in AR, AR aging distribution, and average monthly cash collections? Days in AR-181 , Average monthly cash collection \$9-10M
15-20	Scope – Patient Accounting	Please confirm whether the vendor is expected to take responsibility for legacy AR (existing \$85,800 accounts) in addition to all new receivables.

CLARIFICATION RESPONSE FOR GMHA RFP 001-2026

Page No.	RFP Section	Clarification Question
		Yes
15–20	Scope – Bad Debt / Self-Pay	Does GMHA have an existing early-out collections partner, or must the selected vendor manage early-out and bad debt placement?
		Yes. Currently, GMHA utilizes the Guam Department of Revenue and Taxation to process tax refund garnishments.
21	Submission of Proposals	Will GMHA accept secure file-transfer submissions for large files exceeding email size limits?
		Yes. The instructions will be sent to everyone.
	Not Specified	What practice management, EMR/EHR, clearinghouse, and coding platforms does GMHA currently use?
		E.H.R- Medsphere CareVue, Coding- Solventum, Billing- Optimum, Clearing House- Inovalon.
	Not Specified	Will the vendor be granted full system access, including registration, coding, billing, AR follow-up, reporting, and denial workflows?
		Yes. The selected vendor will be granted full system access, including registration, coding, billing, accounts receivable follow-up, reporting, and denial management workflows, shortly after contract signing, in accordance with GMHA's access and security protocols.
	Not Specified	Does GMHA use any RPA or automation tools, and should vendors plan to replace or integrate with them?
		GMHA currently does not utilize any RPA (Robotic Process Automation) or advanced automation tools for revenue cycle operations. Vendors should propose solutions that enhance efficiency and support GMHA's current workflows.
	Not Specified	Does GMHA expect the vendor to provide on-site staff, or is a fully remote model acceptable?
		GMHA is open to both on-site and fully remote models. The vendor should propose solutions that enhance current processes and identify what is needed to best support GMHA's RCM operations.

CLARIFICATION RESPONSE FOR GMHA RFP 001-2026

Page No.	RFP Section	Clarification Question
	Not Specified	For rebadging, does GMHA expect the vendor to assume all 90 staff positions or only selected departments?
		GMHA requests that the vendor prepare a detailed plan or proposition outlining how rebadging would be handled, including whether all 90 staff positions or only selected departments would be assumed. The plan should clearly describe the proposed approach, timelines, and any operational impacts for GMHA's consideration.
	Not Specified	Can GMHA specify current system constraints and technology gaps the vendor is expected to resolve?
		Yes, GMHA can specify current system constraints and technology gaps. Presently, the system has manual workflows, fragmented data, limited interoperability, and outdated reporting. The vendor is expected to provide solutions that streamline processes, integrate data, and enhance reporting capabilities.
	Not Specified	What is GMHA's current monthly claim submission volume by payer category?
		GMHA's current monthly claim submission volume by payer category is as follows: Commercial: 76 claims, 3Ms: 3,619 claims, HMO: 2,498 claims, Miscellaneous: 479 claims.
	Not Specified	Please provide annual write-off volumes including charity care, bad debt, and contractual adjustments.
		At this time, no write-off submissions have been made. Charity care and sliding fee discounts were initiated this year, and contractual adjustments are reflected in our financial statements, which are available on GMHA's website.
	Not Specified	Is the vendor expected to manage provider enrollment/credentialing?
		The vendor may provide assistance or guidance to support the provider enrollment and credentialing process alongside the credentialing team.
	Not Specified	Are there TEFRA-specific reporting or audit requirements?
		Yes, GMHA requires compliance with TEFRA-specific reporting and audit requirements. The vendor must support accurate reporting, record retention, and audit readiness to ensure full compliance with federal and state guidelines.

CLARIFICATION RESPONSE FOR GMHA RFP 001-2026

Page No.	RFP Section	Clarification Question
	Not Specified	What SLAs/KPIs will GMHA require?
	Not Specified	GMHA will require SLAs for the RCM system, including system uptime, issue resolution times, data accuracy, and timely reporting. Recommended HFMA-based KPIs include Days in A/R, Clean Claim Rate, Denial Rate, Net Collection Rate, and Cost-to-Collect Ratio. Specific targets will be defined during contract discussions.