



REQUEST FOR CONTRACTED SERVICE PROPOSALS

# Study of Missouri Hospital System Policies on Debt Collection and Impacts on Access to Care



**Missouri Foundation  
for Health**

*a catalyst for change*



Missouri Foundation for Health (MFH) would like to better understand Missouri hospital and health system policies and practices regarding debt collection and how these practices affect patient care and experience. MFH requests proposals from qualified contractors to conduct this research, which is intended to complement qualitative and quantitative data already collected through the [Medical Debt Statewide Focus Group Project](#) and the Medical Debt Statewide Survey Project. The objective is to provide a comprehensive compilation of hospital and health system policies regarding debt collection and a comparison of these policies to results of the aforementioned projects.

Key Application Dates	
Close Date	May 29, 2024, Noon, CT
Anticipated Award Notification	Late June 2024

## Description of Services

MFH is seeking a contractor to collect and analyze information on Missouri hospital policies and practices as they relate to medical debt. This includes but is not limited to: debt collection policies on the part of a hospital as facilitated by the hospital directly or a third party on behalf of the hospital; policies surrounding scheduling care when a patient has debt existing within a hospital system; and financial assistance programs and policies. This data should then be analyzed in cross-reference to findings highlighted in the previously conducted Medical Debt Statewide Focus Group Project and Medical Debt Statewide Survey Project, which represent the first and second steps of the medical debt project at MFH (this data will be provided to the contractor, if chosen). The contractor should analyze these three sets of data in comparison to document overarching trends, while also highlighting outliers in policy from various systems.

## Proposal Submission

Proposals must be submitted online by noon Central on May 29, 2024.

To begin a proposal, [click here](#).

To return to a proposal in progress, log in to your [Account](#).

## Proposal Requirements

- Submission acknowledgment.** Complete and submit the [one-page acknowledgement form](#).
- Proposal narrative.** Address each of the sections below
  - **Approach to services.** Provide a brief description of the approach to services and address each of the following:
    - What methods of fact-finding will be used for this project—specifically, how will you approach finding the information sought?
    - Are there any particular challenges you foresee in conducting this research in Missouri? How might you address them and, if you have conducted similar research elsewhere, provide examples of how you overcame these challenges?



- Please describe your experience with the issue of medical debt from a research standpoint. For this project, some of the overarching topics we are aiming to gain a better understanding of are as follows:
  - Does the hospital provide financial aid to patients? If so, how is that aid determined, how is availability of aid communicated to patients, and what is the policy on scheduling care if a patient does not qualify? Is insurance considered and/or out-of-pocket costs determined when scheduling care?
  - How are hospitals handling medical debt in Missouri? Are any systems using an assignment to pursue legal action?
  - How does the data gathered here compare to the data collected in the Medical Debt Statewide Focus Group Project and the Medical Debt Statewide Survey Project? Are there overarching trends seen, or specific outliers in terms of the aforementioned policies? How do patient experiences as expressed in the focus groups and survey compare to what is described in the hospital policies?
  - Are there policies and practices in place that disproportionately affect people by race, ethnicity, disability, income, or other similar identifying characteristics?
- **Deliverables and proposed timeline.** Provide a work plan and timeline that identifies activities and deliverables.
- **Organization history and qualifications.** Provide a summary of the experience and qualifications of the organization's staff as well as any proposed subcontractors. Include bios of key personnel. Provide information and examples demonstrating how your organization shares [MFH values and critical concerns](#) as described below.
- Cost proposal.** Provide a detailed cost proposal and justification for: professional services (hourly rate and number of hours), travel specifically related to the project, subcontractor fees (attach proposal or contract), and other direct costs that can be tracked specifically to the project. Overhead/indirect expense can only be applied to other direct costs. Respondents should submit a cost proposal that aligns with the scope of the project and supports required deliverables. MFH reserves the right to negotiate proposed costs.
- Intellectual property list.** If applicable, attach a list of [intellectual property](#) that may be used in performing the services.
- Additional required documents:**
  - The names and contact information of 2 – 3 individuals or organizations MFH can contact to verify past work.
  - Completed [W-9 form](#)
  - Completed [Conflicts of Interest Disclosure form](#)



## Proposal Review and Evaluation

Proposals will be reviewed in accordance with the requirements of this RFP. Only those proposals that meet all the mandatory criteria in the RFP will be given consideration. Proposals that demonstrate experience collecting this type of information is preferred, but not required.

A respondent's submission of a proposal in no way guarantees procurement. MFH will not reimburse a respondent for the cost of developing or presenting a proposal in response to this RFP. The proposal will be considered confidential.

## Right to Reject

MFH reserves the right to:

- Reject any or all proposals submitted
- Request additional information from any or all respondents
- Conduct discussions with respondents to ensure full understanding of and responsiveness to the solicitation requirements
- Negotiate modifications to a respondent's proposal prior to final award for the purpose of obtaining best and final offers
- Approve subcontractors proposed or used in carrying out the work

## Contact Provisions

The agreement will be up to six months in duration. If selected, the contractor will be required to enter into a Service Agreement with MFH. To review the terms of the agreement, [click here](#).

## Contact and Deadline

If you have questions please contact Samantha Schrage Bunk, Health Policy Strategist, at [sbunk@mffh.org](mailto:sbunk@mffh.org) or (314) 345-5539. Proposals must be received by noon Central on May 29, 2024.

For more information on the online submission process, [click here](#). If there are additional questions, please contact Wendy Rohrbach, Project Coordinator, at [wrohrbach@mffh.org](mailto:wrohrbach@mffh.org) or (314) 345-5504.



## MFH Values and Critical Concerns

MFH is committed to engaging partners who share and demonstrate our values of equity, integrity, humility, and commitment. In addition, MFH has identified advancing equity and inclusion, promoting human dignity, and making environmentally conscious decisions as critical concerns. The organization will be asked to affirm that:

- Employment practices of your organization ensure that there is no discrimination in hiring and promotion practices. This includes discrimination based on gender, age, race, disability, veteran status, religious affiliation, or sexual identification.
- No part of your organization's operations or communication with the public discriminate against any individual or group based upon any of the factors listed above.
- Any violation of this provision shall be considered a violation of the material provision of this procurement and shall be grounds for cancellation, termination, or suspension in whole or in part of any related agreement by the MFH.

## About Missouri Foundation for Health

Missouri Foundation for Health is building a more equitable future through collaboration, convening, knowledge sharing, and strategic investment. Working in partnership with communities and nonprofits, MFH is transforming systems to eliminate inequities within all aspects of health and addressing the social and economic factors that shape health outcomes. To learn more please visit [mffh.org](http://mffh.org).

Communications from our online portal are sent from [mail@grantapplication.com](mailto:mail@grantapplication.com). To ensure that you receive all information and notifications, please add this email address to your safe senders list and contacts. If you need help ensuring that our emails are not routed to your spam folder, follow these instructions for [Google](#) or [Outlook](#) email clients.