

CareSpot Express Healthcare- 2017

Employee Physicals and Physician Services - BDB RMDX-180029-GD - Information request

City of Gainesville- Clarification Questions and Responses

1. Charges shall only be made for completed exams. The City shall only be responsible for completed portions of the exams. Our system cannot generate a bill on services not input into the system. If a portion is not done, it is because it was not added into the system initially for that individual visit. We scan your authorization for services with every patient, it protects both parties. If there is a question, we will both have access to the digital record.
2. If a component of an examination is not completed properly by Contractor, is omitted, or must be repeated for any reason, such repeated component shall not be charged to the City. If a service is omitted, the City would not be charged in the first place because our system will not allow it to be charged. We would simply ask if the employee could be sent back in for completion. At that point we would charge the City. CareSpot would never charge you twice for any service, especially if it was not done initially. If a service must be repeated, we would charge for the first service and not the second one.
3. The successful bidder must be thoroughly familiar with US and State of Florida Department of Transportation Rules and Regulations pertaining to the physical condition of safety sensitive employees in covered positions. CareSpot has invested extensively in DOT compliance, both Federal and State programs. All providers are a part of the National Registry. Each must have completed a course of study and successfully completed an exam demonstrating their mastery of the DOT. If we hire a new provider, each must complete this within the first 90 days of employment, if they are not already a part of the Registry. Our team is informed of any and all changes made to the regulation and when those are made we react accordingly company wide. It is our intention to help protect your liability.