



**PROPOSAL
FOR
WORKERS' COMPENSATION CLAIMS MANAGEMENT
AND MANAGED CARE SERVICES FOR
OLD FUND WORKERS' COMPENSATION CLAIMS
RFQ #INS07-073**

DUE: 1/9/07 – 1:30 P.M.

Presented to:

STATE OF WEST VIRGINIA

**Contact Information:
Russell Whitmarsh
Chief Operating Officer
NovaPro Risk Solutions, LP
610 W. Ash Street, Suite 1900
San Diego, CA 92101
(619) 557-2777**

TECHNICAL PROPOSAL - ORIGINAL



January 5, 2007

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ #INS07-073

**Proposal to Provide Workers' Compensation
Claims Management and Managed Care Services for Old Fund
Workers' Compensation Claims**


Dear Evaluation Committee:

On behalf of NovaPro Risk Solutions, LP and our Parent Company, US Risk Insurance Group, Inc., it is with great pride that I submit the enclosed proposal for Claims Administration and Managed Care Services for the State of West Virginia's Old Fund Workers' Compensation Claims Program.

As long-time specialists in providing claims administration services to the Public Entity marketplace, we fully understand that the evaluation process upon which you are embarking is a complex, detailed, exhausting, and high-stakes endeavor. The choices your Evaluation Committee makes will impact not only the State's finances, but the goodwill and morale of your injured worker's as well. Accordingly, the purpose of this cover letter is to provide you with a brief overview as to why **NovaPro Risk Solutions is the clear best choice for the State of West Virginia.**

NovaPro possesses unique qualifications to support our claim that we are the right firm for the State. These qualifications include:

- ◆ **Experience.** NovaPro specializes in the Public Entity marketplace, including claims handling for some of the largest municipalities in the country. We currently serve over 50 public entity clients in the United States and have had extensive experience transitioning very large new and run-off programs. NovaPro and Spectrum Managed Care, LP, a wholly owned subsidiary, have fully integrated and electronically interfaced services, offering efficiencies for your run-off program
- ◆ **Systems.** NovaPro owns a proprietary comprehensive Claims Management software application, "ACMS." Conversion to the ACMS system will provide the State with a platform which allows you online access to claims data, customized reporting, and analytics - all of which contribute to reducing claim costs.



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- ◆ **Quality.** NovaPro has invested heavily in internal and external audit programs to support our commitment to quality claims handling and Best Practices processes. These programs include a SAS 70 Type II audit and the establishment of a Corporate Quality Control Department to review claims processes and procedures over and above our standard branch self-audit procedures. We share our internal and external audit results with our clients, as part of the ongoing commitment to continual improvement and full and transparent communication.

NovaPro's experience with large public entities enables us to bring added value to the State of West Virginia. Through our consultative approach to our business, we have worked with many clients to help solve unique problems that they faced and we are eager to assist the State in the same manner.

Thank you for this opportunity and we look forward to participating in the selection process.

Sincerely,

NOVAPRO RISK SOLUTIONS, LP



Russell Whitmarsh
Chief Operating Officer



JOE MANCHIN III
GOVERNOR

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET EAST
P.O. BOX 50130
CHARLESTON, WEST VIRGINIA 25305-0130

ROBERT W. FERGUSON JR
CABINET SECRETARY

DAVID TINCHER
DIRECTOR

MEMORANDUM

TO: Vendors

FROM: Ron Price, Buyer Supervisor *R.P.*
Purchasing Division

RE: INS07073

DATE: January 9, 2007

The "Request for Proposals" will not be scanned on the Internet due to the volume. Vendors may view the "Request for Proposals" at the office of the WV State Purchasing Division, 2019 Washington Street, East, Charleston, WV 25311. You may call me for an appointment at (304) 558-0492, fax: (304)558-4115 or e-mail rprice@wvadmin.gov.

Request for Proposals received from the following:

Cambridge Integrated Services
Frank Gates Higher Ground
Gallagher Bassett Services, Inc.
International Solutions, Inc.
NovaPro Risk Solutions, LP
Sedgwick CMS
The Health Plan of the Upper Ohio Valley, Inc

Attenta Smart Risk Management: **No Bid**
BC Life & Health **No Bid**
CompServices, Inc. **No Bid**

RP/wf

cc: File