



Q1. What would be the vendor's relationship to the regional claims center supervisor?

R1. The supervisor of the Regional Claims Center is a DHR employee who is responsible for ensuring that claims are established timely and correctly and that all related activities are accomplished. The supervisor will monitor work product/performance and will monitor staff presence on the job. Communication between the supervisor and contractor is imperative to ensure that the program operates smoothly. The supervisor will provide requested documentation of staff activities and presence on the job in a manner acceptable to provider and the state. However, most contact with the vendor will be with State Office staff rather than Regional Claims Center staff.

Q2. Will there be an administrative fee for administering the program?

R2. Not more than 10% of the subtotal of personnel salaries (not including fringes), if there are no direct charges for space, supplies, equipment, etc.