

POLK COUNTY
Procurement Division
Fran McAskill
Procurement Director

NOTICE OF INTENT TO SOLE SOURCE

ISS 26-293, TPA for Off-Site Inmate Medical and Pharmacy Services

Polk County, a political subdivision of the State of Florida, needs a Third-Party Administrator (TPA) to provide comprehensive management of off-site inmate medical and pharmacy services for the Polk County Jail system.

TPA services include the administration of inmate off-site medical claims, management of on-site ancillary medical services, access to a network of providers, and pharmacy benefit management (PBM) for select institutional and specialty medications utilized within the Polk County Jail system as further outlined in the Scope of Work below.

It is the intent of Polk County to Sole Source these services with Heritage Health Care Solutions, Inc. for a five-year period.

SUMMARY:

Off-site medical services are to be provided through a network of providers contracted by the TPA. The TPA will adjudicate and pay all off-site provider claims, and those payments are reimbursed by the County.

TPA pharmacy services for bulk and institutional prescription drugs prescribed by onsite contracted vendor.

Based upon the prior 12-month period, the TPA will provide approximately 7,632 outpatient claims for emergency room, non-emergent hospital outpatient services, specialist physician services and ancillary services. The TPA is obligated to adjudicate inpatient claims for services received by Polk County inmates and/or those not eligible for Medical Assistance.

The PCSO on average housed 2699 inmates daily. They process 27,742 intakes annually.

The Polk County Sheriff's Office provides basic healthcare through an onsite medical service provider through a separate third-party vendor.

Inmates receive emergency and specialty care offsite through a contracted network managed by Heritage Health Solutions, Inc.

QUALIFICATIONS:

Mandatory Licensing, Accreditation, and Compliance Requirements

The TPA must currently hold/have the following to be considered an equivalent TPA provider to provide the desired services.

- **Licensure:**
 - TPA Administrator License
 - Florida Pharmacy/Wholesaler License
- **Accreditation:** Current URAC “Full” accreditation
- **Experience:**
 - Have experience providing similar size and scope work for corrections and or other governmental agency.
- **Current Contracts:**
 - Current correctional contract with all 5 hospitals within Polk County to provide emergency room and non-emergency hospital care.
 - Current contracted PPO correctional network with Polk County vendors to provide laboratory, radiology, ultrasound, dialysis, vision, dental, specialized respiratory therapies, etc. services.
- **IT Integration:**
 - Capability to interface with the PCSO’s Jail Management System (JMS) and Electronic Health Record (EHR) for eligibility verification and ordering.

SCOPE OF WORK:

The proposed sole source award encompasses the comprehensive administration and management of inmate medical and pharmacy services for the Polk County Jail system, including but not limited to:

- Processing and adjudication of off-site inmate medical claims and of on-site ancillary medical services (e.g., mobile radiology, ultrasound, dialysis, vision, specialized/respiratory therapy, and laboratory services), including adherence to prompt payment requirement and denial of pre-booking claims.
- Provide pharmacy services for bulk and institutional prescription medications not covered by the base compensation to the on-site medical provider; this includes, but is not limited to, HIV antiretroviral agents, immunosuppressants, renal and mineral metabolism agents, and erythropoiesis-stimulating agents (ESAs).

- Application of Medicare-based statutory repricing per Florida Statute 901.35 and House Bill 4059 (2026).
- Assuring availability of access to a contracted and credentialed correctional PPO provider network, including all Polk County hospitals, AdventHealth-Sebring, and ancillary service providers for both central and south county jail facilities.
- Provider contracting and relationship management to ensure network stability; provision of an in-house call center to handle provider inquiries, minimizing direct contact with the BOCC or PCSO.
- Utilization management and medical necessity review of precertification of outpatient facility testing and procedures.
- Financial administration, including claims payment services and a Zero-Balance Account (ZBA) funding model.
- Reporting and analytics, including inmate healthcare utilization forecasting, high dollar claims, quarterly executive report package, annual incurred but not-reported (IBNR) calculations, and full-year claims liability projections.
- Participate in quarterly inmate billing offsite review meetings with the Polk County Sheriff's Office.
- Integration with jail medical and records management systems.
- Claims subrogation, recovery services, and fraud prevention services.

Should any vendor wish to provide information to Polk County, that they meet the qualifications and are currently able to provide equivalent services as outlined in the Scope of work, they are to email detailed information to support their position to Divina Arroyo, Procurement Analyst at divinaarroyo@polkfl.gov.

All emails and detailed information in support of a vendor's ability to provide the services must be received by Wednesday, June 10, 2026, prior to 2:00 p.m., no exception.

Questions regarding this intent to sole source must be in writing and sent to Divina Arroyo, Procurement Analyst at divinaarroyo@polkfl.gov. **All questions must be received by Friday, June 5, 2026, prior to 4:00 p.m.**