

Memorandum

**TO: Board of Administration for the
Federated City Employees'
Retirement System ("FCERS")**

FROM: Sandra Castellano

**SUBJECT: Disability Medical Services RFP
Results**

DATE: August 21, 2025

Approved



Date August 21, 2025

RECOMMENDATION

Discussion and action on the results of the Request for Proposal ("RFP") for Disability Medical Services, including Board authorization for the CEO to negotiate and execute:

1. a six-year agreement with four one-year options to extend with ExamWorks for an amount not to exceed \$720,000, and
2. a six-year agreement with four one-year options to extend with MMRO for an amount not to exceed \$250,000.

BACKGROUND

In 2016, the Board of Administration for FCERS ("Board") entered into agreements with ExamWorks and MedLink for Disability Medical Services. The contracts were both subsequently amended several times to increase compensation, extend the terms, and revise the rate schedules. Both agreements are set to expire on December 31, 2025.

Per the Board's Procurement Policy and to ensure continuity of services beyond this date, staff issued an RFP on May 30, 2025, with responses due July 11, 2025. Vendors were invited to bid on one or more components of the disability retirement process.

A summary of RFP responses and the components included in each proposal is outlined below:

RFP Responses	Components of the Disability Process included in Bid				
	Pre-Medical Evaluation Services	Examination Appointment Scheduling Services	Independent Medical Examiner Services	Post-Examination Services	Ad Hoc Services
ExamWorks, LLC	Yes	Yes	Yes	Yes	Yes

RFP Responses	Components of the Disability Process included in Bid				
	Pre-Medical Evaluation Services	Examination Appointment Scheduling Services	Independent Medical Examiner Services	Post-Examination Services	Ad Hoc Services
Managed Medical Review Organization, Inc (MMRO)	Yes	Yes	Yes	Yes	Yes

ExamWorks, LLC provides Independent Medical Examinations (“IME”) and related services in the United States, Canada, United Kingdom and Australia. Clients include California State Teachers’ Retirement System (CalSTRS), City of Fresno Retirement Systems (CFRS), and the California Public Employees’ Retirement System (CalPRS). ExamWorks has provided disability medical services to the Board since 2016.

MMRO, Inc provides IME and related services for state, county and municipal retirement systems across the United States. Clients include San Mateo County Employees’ Retirement Association (SamCERA), Orange County Employees Retirement System (OCERS), and Alameda County Employees’ Retirement Association (ACERA).

MedLink, who currently contracts with the Board for IME services, was invited to participate in the RFP, however, did not submit a bid.

The RFP evaluation team consisted of the Benefits Division Manager, Deputy Director, and Senior Disability Analyst.

ANALYSIS

After a thorough review of the proposals, staff recommends retaining both ExamWorks and MMRO to ensure continued service flexibility, timely processing, and access to a wide range of medical specialties.

Both vendors demonstrated strong qualifications and relevant experience. ExamWorks brings a proven track record with the Board, operational familiarity, and consistent service delivery. MMRO offers enhancements including access to a broader network of specialists (e.g., Psychiatry, Cardiology, Otolaryngology/ENT), internal nurse-led quality review of IME reports, and a real-time dashboard to track application progress.

An important distinction is that ExamWorks offers telehealth appointments, which many members prefer for convenience and accessibility. MMRO, by contrast, only offers telehealth for Psychiatry. This limitation may reduce scheduling flexibility for members in other specialties and increase wait times for in-person appointments. For this reason, staff recommends that ExamWorks remain the primary vendor for most disability applications, with MMRO utilized primarily for Psychiatry and other specialty cases that cannot be accommodated by ExamWorks’ physician panel or are only available through ExamWorks on a limited basis.

Both vendors submitted competitive pricing, with ExamWorks offering lower rates in some areas and MMRO bundling certain services at no additional cost. ExamWorks did not propose any rate increases over the contract term, while MMRO included a 3% annual increase beginning in year four.

Primary Services	Estimate for 1 Claim of 500 Pages of Medical Records Based on ExamWorks Cost Proposal (Year 1)	Estimate for 1 Claim of 500 Pages of Medical Records Based on MMRO Cost Proposal (Year 1)
Sort & Organize Records	\$0	\$405 per claim (up to 1,000 pages)
Prepare Records Summary Report	\$0	\$870 for 500 pages
Recommend Medical Specialist	\$250 for 1.0 hour	\$0
IME Examination (Range based on medical specialty)	\$3,750-\$5,750 (incl 400 pages medical file review)	\$3,950-\$4,950 (incl 300 pages medical file review)
IME Examination Excess Medical Records Over Minimum	\$650 for 1.0 hour (100 pages in excess of 400 pg minimum)	\$500 for 200 pages in excess of 300 pg minimum
Prepare IME Report	\$1,300 for 2.0 hours	included with exam
Estimated Total	\$5,950 - \$7,950	\$5,600 - \$6,725

Contract Amounts

Staff recommends a not-to-exceed amount of \$720,000 for ExamWorks and \$250,000 for MMRO over the six-year term. Under this arrangement, ExamWorks will handle most disability cases (estimated at 90), while MMRO will focus on approximately 36 cases requiring specific specialties.

Vendor	Estimated Disabilities for 6 Year Contract Term	Estimated Per Unit Cost (Average over Term of Contract)	Contract Amount
ExamWorks	~ 90 (15/year)	\$7,950	\$720,000
MMRO	~ 36 (6/year)	\$6,931*	\$250,000
TOTALS	126 (21/year)	---	\$970,000

*MMRO's estimated per unit cost is an average over the 6-year term of the contract, including a 3% annual increase beginning in the fourth year. ExamWorks did not include an increase over the term of the contract.

CONCLUSION

Under the current arrangement, ExamWorks serves as the primary Disability Medical Services provider, while MedLink supplements services by covering specialty cases. This model has proven effective, and staff proposes continuing a similar structure with ExamWorks and MMRO. This approach ensures access

to a broad range of medical expertise, preserves member choice and convenience, and maintains the timely processing of disability retirement applications.

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