REQUEST FOR PROPOSALS (RFP)

AI-Enabled Medicaid Billing & Revenue Integrity Solution

Issued by:
UCAN
Chicago, Illinois

RFP Issue Date: January 15, 2026
Proposal Due Date: January 29, 2026 – 5:00 PM CST

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1. Organizational Background

UCAN is a Chicago-based nonprofit organization providing comprehensive behavioral health, clinical, residential, and community-based services to children, youth, adults, and families. UCAN operates multiple sites and programs funded through a combination of public and private sources.

UCAN processes approximately **$5 million annually in Illinois Medicaid billing**, including services overseen by the Illinois Department of Healthcare and Family Services (HFS).

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2. Purpose of This RFP

UCAN seeks proposals from qualified vendors to provide an **AI-enabled Medicaid billing and revenue integrity solution** that strengthens and modernizes the organization's revenue cycle by enhancing:

- Billing accuracy and speed to submission
- Compliance with Illinois Medicaid and HFS requirements
- Audit readiness and recoupment prevention
- Visibility across clinical, operational, and finance workflows
- Identification of unrealized or under-leveraged billable services

The selected solution must be fully implemented, tested, and operational within 90 calendar days of vendor selection, including system configuration, integrations, staff training, and go-live stabilization.

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3. Scope of Services

A. AI-Enabled Billing, Compliance & Revenue Optimization

The solution must provide advanced, AI-driven functionality that includes:

- Automated pre-submission review of Medicaid claims
- Validation of eligibility, authorizations, service documentation, and coding accuracy
- Identification of errors, omissions, and compliance risks prior to billing
- Predictive risk scoring and flagging of high-exposure or high-denial claims
- **Proactive identification of missed, under-billed, or non-optimized billable services**, including services supported by documentation but not fully captured in current billing workflows
- Insights to support improved capture of Medicaid-eligible services across programs and service lines

B. Illinois Medicaid / HFS Expertise

The solution must demonstrate deep, current expertise in Illinois Medicaid, including but not limited to:

- HFS billing rules, manuals, and guidance
- Managed Care Organization (MCO) requirements
- Fee-for-service and managed care environments
- Behavioral health, clinical, residential, and community-based services

The system must be designed to adapt to frequent policy updates, rate changes, and billing guidance issued by HFS and contracted MCOs.

C. Audit Readiness & Revenue Integrity

Required capabilities include:

- Pre-billing and post-billing audit functionality
- Denial prevention and root-cause trend analysis
- Identification and mitigation of recoupment risk
- Retrospective claim review and historical pattern detection
- Clear, defensible audit trails aligned with HFS documentation and record-retention standards

D. Workflow, Dashboards & Reporting

The solution must provide:

- Role-based dashboards for Finance, Compliance, Operations, and Executive Leadership
- Real-time alerts for documentation gaps, billing risks, and compliance issues

- Customizable reporting suitable for:
  - HFS audits
  - Managed care reviews
  - Internal quality assurance and governance

E. Training, Change Management & Support

Vendors must provide:

- Comprehensive training for billing, clinical, compliance, and leadership staff
- Support for workflow alignment and documentation standards
- Ongoing technical support, system enhancements, and regulatory updates

4. System Compatibility, Integration & Security Requirements

UCAN currently utilizes **Evolv** as its Electronic Medical Record (EMR).

Vendors must:

- Demonstrate the ability to **integrate and/or interface with Evolv (NetSmart)**
- Clearly describe the proposed integration architecture, including APIs, data flows, synchronization frequency, and data governance
- If direct integration is not currently available, provide a detailed roadmap and methodology for how the integration would be built, tested, and maintained

Additional requirements:

- HIPAA-compliant architecture
- Secure data storage and encrypted data transmission
- Role-based access controls
- Comprehensive system logging and monitoring

5. Implementation Requirements & Timeline

The solution must be **fully implemented within 90 days of vendor selection**, inclusive of configuration, integrations, testing, training, and go-live support.

Vendors must submit a detailed implementation plan that includes:

- Project governance and staffing
- System configuration and integration milestones
- Data validation and testing phases
- Staff training and change-management activities

- Go-live timeline and post-implementation stabilization

Projected Implementation Timeline (Subject to Contract Execution):

Milestone	Target Date
Vendor Selected	February 9, 2026
Project Kickoff	February 12, 2026
Configuration & Integration	February – April 2026
Testing & Training	March – April 2026
Go-Live	By May 10, 2026

6. Proposal Submission Requirements

Proposals must include the following sections:

- Executive Summary
- Company Overview and Relevant Experience
- Illinois Medicaid / HFS Experience
- Solution Description and AI Capabilities
- Revenue Optimization & Missed Billing Identification Approach
- System Integration & Security Model
- Implementation Plan and Timeline
- Training and Ongoing Support Model
- Pricing Structure (implementation and recurring costs)
- References (Illinois Medicaid clients preferred)

7. Evaluation Criteria

Proposals will be evaluated based on:

- Demonstrated Illinois Medicaid and HFS expertise
- Strength of AI-driven compliance, audit readiness, and revenue optimization capabilities
- Proven system integration experience, particularly with Evolv / NetSmart
- Ability to meet the 90-day implementation requirement
- Total cost of ownership
- Quality of references and ongoing client support

8. RFP Timeline

Milestone	Date
RFP Issued	January 15, 2026
Proposals Due	January 29, 2026
Vendor Interviews	February 5, 2026
Final Selection	February 9, 2026

9. Submission Instructions

Proposals must be submitted electronically in PDF format by **5:00 PM CST on January 29, 2026** to:

Terri Sharpp
Terri.Sharpp@ucanchicago.org

10. Additional Terms

UCAN reserves the right to reject any or all proposals, request clarifying information, and negotiate final terms to ensure alignment with organizational needs and regulatory requirements.