

VENDOR QUESTIONS AND ANSWERS
External Quality Review Services for Medicaid Managed Care
R-89-07-0931

Q & A period: February 7, 2008-February 21, 2008

Final Question and Answer Document

February 15, 2008

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Q1. In regard to this solicitation, I seek information regarding the incumbent.
Incumbent vendor: Contract Amount: Contract Duration:

A1. The incumbent vendor is Health Services Advisory Group, Inc. (HSAG). The current contract duration is through June 30, 2008. ODJFS will not provide specific information on the current contract. Vendors do not need this information in order to review the requirements and propose a cost-effective response that meets the guidelines of this RFP. Vendors interested in obtaining a copy of the current contract amount may submit a Public Records Request (PRR). Please refer to Section 1.7, Internet Question & Answer Period; RFP Clarification Opportunity, of the RFP for guidelines pertaining to PRRs.

Q2. Additionally, I am wondering if there is a specific point of contact for this solicitation?

A2. ODJFS will not provide this information as it relates to prohibited communications. Please refer to Section 1.9, Communication Prohibitions, of the RFP for guidelines pertaining to this RFP project and/or obtaining information on specific ODJFS contracts.

February 20, 2008

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Q3. What is the anticipated dollar value of the contract resulting from this RFP?

A3. ODJFS will not provide this information. Responding vendors are to review the requirements and propose a cost-effective response that meets the guidelines of the RFP. Information on the amount of funding available is not required by vendors for the development of their cost proposals. However, ODJFS does anticipate the need for Controlling Board approval to enter into a contract with a vendor selected through this RFP process.

Q4. Activity A.1. Page 14-- Activities a-e are required to be conducted quarterly. Are these reviews done as a desk review or an on-site review at each MCP? If the reviews are conducted as a desk review, can the interviews, if required, be completed by conference call?

- A4. Activities a-e may primarily be completed as desk reviews; however, on-site reviews may be requested at ODJFS' discretion. The desk reviews may include telephone interviews, file reviews and a review of other supporting documentation (e.g., MCP policies and procedures) in order to obtain additional information.**
- Q5.** Activity A.1. Page 14-- Activities f-k are required to be conducted annually. Are these reviews done as a desk review or an on-site review at each MCP? If the reviews are conducted as a desk review, can the interviews, if required, be completed by conference call?
- A5. Activities f-k will be a combined on-site and desk review audit. The desk reviews may include telephone interviews, file reviews and a review of other supporting documentation (e.g., MCP policies and procedures) in order to obtain additional information.**
- Q6.** Activity A.1. Page 14-- The RFP states that the evaluation may also include the audit of MCP records and/or files—will the vendor be required to audit samples for example, grievances, appeals, denials, credentialing, re-credentialing, case management, etc. as part of the quarterly/annual evaluation or just for the comprehensive review?
- A6. The vendor will be required to audit samples as part of the quarterly/annual evaluation and the comprehensive review.**
- Q7.** Activity A.2. Page 14-- Does the Validation of the Managed Care Provider Network Submissions include a review of the CFC and ABD provider panel requirements as stated in the Provider Agreements?
- A7. Yes.**
- Q8.** Activity B. Page 16-- The selected vendor will: 3. if approved, provide technical assistance to ODJFS to implement the proposal: Approximately how many hours of technical assistance does ODJFS believe will be necessary to implement this task if approved?
- A8. ODJFS estimates that 25 hours of technical assistance would be needed to implement this task.**
- Q9.** Activity B.4. Page 16-- The RFP states “Demonstrate knowledge of ODJFS' current administrative compliance assessment system and compare/contrast with other states.” For this activity does ODJFS require a review of other states that deem standards that are comparable to ODJFS standards?
- A9. Yes. In addition, ODJFS will also require a review of other states with standards that are deemed different from ODJFS'.**
- Q10.** Activity C. Page 16-- Deliverable: How often are the MCP-Specific Reports required – quarterly or annual?
- A10. The MCP-specific report would be delivered to BMHC quarterly in response to the review of an MCP's submission of their pharmacy program revisions for review and ODJFS approval.**
- Q11.** Activity D. Page 17-- Is the vendor assessment of the current process mentioned in paragraph 2 a “desk review?” Is there an existing flow diagram depicting the process(es)?
- A11. The vendor assessment will be a series of desk reviews and staff interviews to better understand the current process for handling state hearing forms and related documents. There is no existing**

flow diagram depicting the process(es). Vendors can look at the state hearing forms at the following site: <http://www.odjfs.state.oh.us/forms/inter.asp>.

In addition to viewing the form numbers, 04043 (Notice of Denial, Reduction, or Termination of Medical Services by Your Managed Care Plan) or 04046 (Notice of Denial of Payment for Medical Services by Your Managed Care Plan), vendors may also review the program requirements related to state hearings in the Ohio Administrative Code and the Provider Agreements available via the Vendors Library, Section 1.8.

- Q12.** Activity D. Page 17-- How does ODJFS define “electronic submission” in paragraph 2? Please clarify the methods to be supported (i.e. upload of a document image to a site, faxing w/image capture, secure email with an image attachment, online form submittal with an electronic signature, or some other preferred method).
- A12.** **An acceptable solution would allow MCPs to submit an electronic copy of each state hearing form issued, since BMHC monitoring activities involve the review of these state hearing notices. BMHC is open to the method for electronic submission as long as the method of submission allows BMHC to review, organize, and tabulate the notices so that they can be retrieved as needed.**
- Q13.** Activity D. Page 17-- Under paragraph 3, Deliverable, what does ODJFS mean by transition? Does this mean provide a database/application that can be hosted elsewhere (by the vendor) but with full ODJFS access, does it mean provide a canned database/application that is installed on an ODJFS system, or does it mean provide a fully implemented “canned” hardware and software solution that is then physically implemented in the ODJFS data center?
- A13.** **For Activity D1, the vendor will be required to provide a database/application that can be supported by a Web Browser or Web Portal, and accessed fully by ODJFS.**
- Q14.** Activity D. Page 17-- In the event of transition of a database/application into ODJFS, what environment must the database run on (i.e. Windows Server/MS SQL; Linux/Oracle)?
- A14.** **At the present time, ODJFS cannot determine if, or when, the database will be transitioned to ODJFS. Please see the A13 response. The vendor should provide a cost estimate for 2009 through 2013 for Activity D1.**
- Q15.** Activity D.1./D.2. Page 17-- What level of employee is expected to use the State Hearing Tracking Database?
- A15.** **The vendor should expect program staff and managers with varying skill levels to use the State Hearing Tracking Database.**
- Q16.** Activity D.1./D.2. Page 17-- What are the current computing technologies available to employees who will use the proposed State Hearing Tracking Database? For example:
1. What operating system is being used?
 2. Will employees have access to the internet or an intranet?
 3. What software applications are implemented on employee’s machines (e.g., Access)?
- A16.** **Current computing technologies available to typical ODJFS users includes the following:**
- **Operation system: MS Window XP**
 - **CPU: Pentium (R) 4 (2.80 GHz)**
 - **RAM: 1 GB**
 - **Disk Drive: 40 GB**

-Microsoft Office Applications (e.g., Access, Excel, PowerPoint)

-Access to Microsoft Internet Explorer

-Employees may have access to shared drive(s) space depending on usage need (a typical shared drive is about 533GB for a group of 60 users).

Q17. Activity D.1./D.2. Page 17-- Outside of the reports built into the State Hearing Tracking Database and Public Inquiries Tracking Database, will the state require to the vendor to complete any ad hoc analyses based on the data being collected?

A17. No. The vendor will not be required to complete any ad-hoc analyses based on the data being collected. Instead, the vendor will be required to ensure that there is data query and report production functions built in to the Web Browser or Portal which can be adapted easily to meet the needs of ODJFS.

Q18. Activity D.2. Page 18-- Under paragraph 2 of this section, reference is made to “hyperlinks to correspondence”. Is the vendor to assume that it will provide the centralized tracking database AND the image repository for correspondence? Is there an existing correspondence repository? If so, will the vendor have access to that repository, by what method, and in what format(s) are the images stored?

A18. The vendor will only provide the centralized tracking database to ODJFS. ODJFS currently maintains the correspondence repository which consists of documents stored in Microsoft Word and PDF files. The vendor will not have direct access to the repository. The vendor should build a function into the database that would allow for ‘hyperlinks’ for easy access to documents contained within ODJFS’ system.

Q19. Activity D.1. Page 17-- Will the vendor be expected to provide technical assistance to ODJFS during the implementation/transition phase of this task including training and development of a User Manual?

A19. Yes.

Q20. Activity D.2. Page 17 Paragraph 1-- Should the vendor plan on conducting one training session, or will multiple training sessions be expected to facilitate multiple departments? How many staff does ODJFS anticipate needing training? Will training be conducted at a single point in time, or will training be ongoing as new staff are hired or assigned to these tasks? Is there a preferred venue for training to take place—i.e., onsite at ODJFS, vendor’s office, etc.?

A20. The vendor should plan on providing two to three training sessions to ODJFS during the first year of implementation. The vendor should anticipate training a total of 70 staff at ODJFS’ offices in Columbus, Ohio. ODJFS is interested in various approaches offered by the vendor to ensure the training can be offered to staff hired or assigned to new tasks after the first year of implementation.

Q21. Activity D.1. Page 17 Deliverable-- Once the database has been transitioned to ODJFS during SFY 2009, will the vendor be responsible for maintenance, enhancements, and modifications based on program changes in subsequent contract years?

A21. When the state hearing tracking system is transitioned to ODJFS, the vendor will not be responsible for maintenance, enhancement, and modifications based on program changes in subsequent contract years.

- Q22.** Activity D.2. Page 17-18-- The RFP states “The database will be developed and transitioned to ODJFS by 9/30/08 (SFY 2009)”. What activity/deliverable should be budgeted on Attachment F, Cost Proposal Form, in the Cost 2011 column?
- A22. Please see the revised Attachment F, Cost Proposal Form.**
- Q23.** Activity D.2. Page 18 Deliverable-- Once the database has been transitioned to ODJFS during September of 2008, will the vendor be responsible for maintenance, enhancements, and modifications based on program changes in subsequent contract years?
- A23. See A 21.**
- Q24.** Activity D.2. Page 18 Deliverable-- Deliverable: The database will be developed and transitioned to ODJFS by September 30, 2008. Attachment F – Cost Proposal identifies a cost proposal for 2011 for this activity. Is the cost associated with the implementation phase, including training and development of a User Manual as identified on Page 18 of 55?
- A24. Please see the revised Attachment F – Cost Proposal Form.**
- Q25.** Activity E.1. Page 18 Paragraph 1-- What is the anticipated measurement period for the consumer-focused case studies? For example, will the baseline SFY 2009 study measurement period be July 1, 2007-June 30, 2008?
- A25. The study measurement period is to be determined by ODJFS.**
- Q26.** Activity E.1. Page 18 Paragraph 1-- Does the state have a preference for conducting the studies either administratively, with medical record review, or hybrid?
- A26. ODJFS prefers a hybrid approach.**
- Q27.** Activity E.1. Page 18 Paragraph 2-- Please confirm the following understanding:
1. A total of two consumer-focused case studies will be conducted during each identified year; one for the ABD and one for the CFC managed care populations.
 2. Consumer-focused case studies will be completed in SFY 2009, 2010, and 2012.
- A27. Yes.**
- Q28.** Activity E.1. Page 18-- The RFP states “Baseline study to be conducted in SFY 2009 and follow up studies to be conducted in SFYs 2010 and 2012.” What activity/deliverable should be budgeted on Attachment F, Cost Proposal Form, in the Cost 2013 column?
- A28. See A 22.**
- Q29.** Activity E.1. Page 18 Paragraph 2d-- Item D indicates that a representative sample must be selected that allows for results by respondent demographics, MCP, and statewide. However, the report sections suggest that results may also be stratified by geographic strata. Does this imply that representative sampling by region or county may also be requested?
- A29. Yes.**

- Q30.** Activity E.1. Page 18 Frequency-- Does the term “follow up study” (SFYs 2010 and 2012) refer to re-measurements of the baseline SFY 2009 study, include additional measures, and/or could they be used to target different operational or service areas?
- A30.** **A total of three studies will be conducted, one for each year (i.e., 2009, 2010 and 2012). The latter two studies may or may not be re-measurements of the 2009 study. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the various approaches should be included in the vendor’s proposal.**
- Q31.** Activity E.1. Page 18 Frequency-- Frequency: Is stated as SFY 2009, 2010 and 2012 on page 18 of the RFP, however, Attachment F – Cost Proposal Form identifies cost for 2009, 2010, 2012 and 2013? Is the vendor required to submit a cost proposal for this task for 2013?
- A31.** **See A 22.**
- Q32.** Activity E.1. Page 18 Deliverable--What is the difference in the content of the following two report sections: *Statewide Summary and Analysis of Geographic and/or Demographic Strata*, and *Results*.
- A32.** **The statewide summary section should include statewide summary level data and analysis of geographic and/or demographic strata, while the results section should include detailed findings and analysis of geographic and/or demographic strata.**
- Q33.** Activity E.2. Page 19 Paragraph 2d-- Item D indicates that a representative sample must be selected that allows for results by respondent demographics, MCP, and statewide. However, the report sections suggest that results may also be stratified by geographic strata. Does this imply that representative sampling by region or county may also be requested?
- A33.** **Yes.**
- Q34.** Activity E. Page 18 Attachment F-- On the Cost Proposal Form, should this activity be 2 units or 1 unit?
- A34.** **Items E1 and E2 are delineated on Attachment F.**
- Q35.** Activity F.1. Page 19 Paragraph 2-- What is the anticipated measurement period for the delivery payment EDV project? For example, will the measurement period in SFY 2009 be July 1, 2007-June 30, 2008?
- A35.** **The study measurement period is to be determined by ODJFS. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the various approaches should be included in the vendor’s proposal.**
- Q36.** Activity F.1. Page 19 Paragraph 2-- Since this activity is based on identifying the accuracy of delivery payments, does ODJFS expect to review a statistically valid sample of delivery payments, or the entire population of delivery payments?
- A36.** **ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the proposed methodology, including sampling and analysis plans, should be included in the vendor’s proposal.**

- Q37.** Activity F.1. Page 19 Deliverable-- Since only MCP-specific reports are required for this activity, please confirm that a comparative analysis among MCPs will not be required?
- A37. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the various approaches to data analysis should be included in the vendor's proposal.**
- Q38.** Activity F.2. Page 20 Paragraph 2-- Does ODJFS have a preference for conducting this EDV study administratively, with medical record/financial record review, or both?
- A38. ODJFS prefers a hybrid approach.**
- Q39.** Activity F.2. Page 20 Paragraph 2-- What is the anticipated measurement period for the payment accuracy EDV study? For example will the measurement period in SFY 2009 be July 1, 2007-June 30, 2008?
- A39. The study measurement period is to be determined by ODJFS. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the various approaches should be included in the vendor's proposal.**
- Q40.** Activity F.2. Page 20 Paragraph 2-- In addition to validating key payment fields, is ODJFS interested in examining the quality of other encounter data fields—e.g., date of service, servicing provider ID, enrollee ID, diagnosis code(s), procedure code(s), revenue code(s), units?
- A40. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. This should be included in the vendor's proposal.**
- Q41.** Activity F.2. Page 20 Deliverable-- Please clarify what is meant by “one MCP-specific report included in the study”? Does this mean that the vendor will produce one report per MCP, or a single statewide report with MCP-specific results and comparisons?
- A41. The vendor will produce one report for each MCP included in the study.**
- Q42.** Activity F.2. Page 20 Deliverable-- Please confirm that MCPs that provide services to both the ABD and CFC managed care populations will be reported as a single entity in the study. In other words, please confirm that the results for this activity will not be stratified by managed care program type.
- A42. The vendor will produce one report for each MCP included in the study.**
- Q43.** Activity F.3. Page 20 Paragraph 1-- Are the technical assistance hours in this activity independent of the 2,000 hours of technical assistance outlined in Activity Q?
- A43. Yes.**
- Q44.** Activity F.3. Page 20-- Where should the technical assistance be budgeted on Attachment F, Cost Proposal Form?
- A44. The technical assistance should be factored into the total cost for Activity F.3.**

- Q45.** Activity G.1. Page 20-- Will the EQRO have to obtain the HEDIS data from the MCPs or will ODJFS provide the HEDIS data from the MCPs to the EQRO?
- A45.** **At the present time, the vendor will have to obtain the HEDIS data from ODJFS. However, the vendor should demonstrate flexibility as this approach could change based on program redesign.**
- Q46.** Activity G.2. Page 21-- What is the expected date that ODJFS requires the annual reports for SFY 2009?
- A46.** **ODJFS cannot specify a date at this time.**
- Q47.** Activity G.2. Page 22-- The Deliverables state that the vendor will produce reports in SFY 2009, SFY 2010 and SFY 2011. What activity/deliverable should be budgeted on Attachment F, Cost Proposal Form, in the Cost 2012 and Cost 2013 columns?
- A47.** **Please refer to the revised Attachment F – Cost Proposal Form.**
- Q48.** Activity G.2. Page 21 Attachment F-- On the Cost Proposal Form, how are the units measured for this activity?
- A48.** **Please refer to the revised Attachment F – Cost Proposal Form.**
- Q49.** Activity G.1./G.3. Page 20 & 22 Attachment F-- On the Cost Proposal Form, should this activity be 8 units or 1 unit?
- A49.** **The cost for G1 is per MCP. The cost for G3 is per report. The vendor should refer to the RFP for the number of expected reports per fiscal year.**
- Q50.** Activity H.1. Page 24-- Frequency: Is stated “as identified by ODJFS”, however, Attachment F – Cost Proposal Form identifies a cost for SFY 2009 through 2013. Is the vendor required to propose a cost for this activity for each year as identified on the cost proposal form?
- A50.** **Attachment F has been revised to reflect that the vendor should estimate the cost for Activity H.1 for 3 MCPs per year.**
- Q51.** Activity H.2. Page 24-- Frequency: Is stated “prior to an MCP signing a provider agreement with ODJFS”. Attachment F – Cost Proposal Form identifies a cost for SFY 2009 through 2013. Is the vendor required to propose a cost for this activity for each year as identified on the cost proposal form?
- A51.** **Attachment F has been revised for Activity H.2. Vendor should plan to review 2 MCPs per year.**
- Q52.** Activity J. Page 25-- The RFP references the development and implementation of a standardized PIP project that will address a clinical and non-clinical area of importance. Will there be one PIP addressing either a clinical or non-clinical area, or will there be two collaborative PIPs addressing each area?
- A52.** **There will be one Performance Improvement Project which address a clinical and non-clinical area of importance.**
- Q53.** Activity J. Page 25-- Page 25 describes that the vendor will implement the collaborative model, facilitate the meetings, produce written reports. Should the cost for these activities be included in the SFY 2009 on the Cost Proposal Form?
- A53.** **Please refer to the revised Attachment F – Cost Proposal Form.**

- Q54.** Activity J. Page 25-- The RFP references that the EQRO will validate the collaborative PIP project for each MCP. Please confirm whether the collaborative PIP will be one of the three PIPs validated as outlined in Activity I?
- A54. The vendor should include the cost for validating 4 PIPs in Activity I. This includes the three-required PIPs and the one PIP resulting from Activity J.**
- Q55.** Activity J. Page 25-- Where should the cost for the validation of the Collaborative PIP be identified on the Cost Proposal Form or is the validation included as one of the three PIPs identified in Activity J?
- A55. This should be included in Activity I.**
- Q56.** Activity J. Page 25-- The RFP states that a written collaborative PIP strategy will be due by September 30th with implementation completed by December 30th. Could you please clarify the timeline and implementation expectations to be completed by December 30th?
- A56. The design phase of the PIPs should be completed by December 30, 2008.**
- Q57.** Activity J. Page 25 Attachment F-- On the Cost Proposal Form, how are the units measured for this activity?
- A57. Please refer to the revised Attachment F – Cost Proposal Form.**
- Q58.** Activity K. Page 25 Attachment F-- On the Cost Proposal Form, are the units the number of plans or the number of populations surveyed?
- A58. Please refer to the revised Attachment F – Cost Proposal Form.**
- Q59.** Activity L.1. Page 29 Deliverable-- Although the Activity L1 report is generated on a quarterly basis, will plan performance be reported by month?
- A59. ODJFS cannot specify this at the present time.**
- Q60.** Activity L.1. Page 29 Deliverable-- Please clarify what is meant by “one report summarizing each plan’s compliance...”? Does this mean that the vendor will produce one report per MCP, or a single statewide report with MCP-specific results and comparisons to standards?
- A60. The vendor will produce a single quarterly statewide report with MCP-specific results and comparisons to standards.**
- Q61.** Activity L.1. Page 29-- Deliverable L.1. – Is described on page 29 as one report summarizing each plans compliance. The summary of reports table on page 37 identifies L.1. as quarterly and MCP-Specific. Please clarify if the deliverable is one report quarterly or one MCP-Specific report quarterly?
- A61. See A60.**
- Q62.** Activity L.2. Page 29-- L.2. describes the development of a User’s Manual. The Summary of Reports table on page 37 identifies the frequency of the User’s Manual as annual. Should the cost proposal include the development of the User’s Manual in SFY 2009 and include revisions and updates to the User’s Manual in subsequent years?

A62. Yes.

Q63. Activity L.2. Page 29-- Under item f, in addition to auto-alerting for authenticated ODJFS staff within the dashboard, do you desire email notifications to specific staff for specific types of alerts?

A63. Yes.

Q64. Activity L.2. Page 29-- Can you clarify any of the specifications under item h regarding performance, downtime, and emergency availability?

A64. At a minimum, the specifications under item h must meet industry standards. Any further ODJFS specifications are to be determined. ODJFS is relying upon the vendor's expertise and experience to suggest a sound approach to meet the needs of ODJFS in accomplishing this task. This should be included in the vendor's proposal.

Q65. Activity L.1. Page 28 Attachment F-- On the Cost Proposal Form, should this activity be 4 units or 8 units?

A65. Please refer to the revised Attachment F – Cost Proposal Form.

Q66. Activity M. Page 30-- The RFP states the vendor should prepare an estimate for (10) meetings per year. Will all these meetings be face to face meetings in Columbus, Ohio, or can some of these meetings be conducted using Webinar technology?

A66. ODJFS prefers face-to-face meetings for Activity M. The meetings are to be held in Columbus, Ohio.

Q67. Activity Q. Page 31 Attachment F-- On the Cost Proposal Form, this activity states “per hour basis.” Should this be an hourly rate or a rate per plan?

A67. Per hour.

Q68. Activity R. Page 32-- Will the activities described in the EQR Technical Report include activities and findings for the ABD population?

A68. Yes.

Q69. Activity S. Page 32-- The RFP states on page 32, the vendor may be required to produce the progress report in multiple formats depending on the audience for the report. Please clarify “multiple formats” and describe the different audiences for the report?

A69. The vendor is expected to produce the report in formats as specified by ODJFS in order to meet the needs of key stakeholders. The vendor should demonstrate this flexibility in the proposal. An example of a report format could be a color, spiral-bound report with graphics and narrative summary. Alternatively, the vendor may be required to create a one-page, black and white document in a PDF format.

Q70. Activity S. Page 32-- Does ODJFS currently produce an Annual Managed Care Program progress report? If so, can ODJFS provide a copy of the report?

A70. No. ODJFS does not currently produce an annual progress report.

- Q71.** Activity T. Page 32-- Can ODJFS provide a copy of the current strategy and/or performance measures for ensuring access?
- A71.** **Please review the ODJFS Provider Agreements accessible through the URL in Section 1.8.**
- Q72.** Activity U.1. Page 33-- With respect to the data sources listed in items a thru c, the data sets are very large, can and will ODJFS support a VPN connection for secure download of those data sets and files?
- A72.** **ODJFS support for a VPN connection cannot be determined at this time. If ODJFS cannot support a VPN connection, ODJFS will establish an alternative data device such as tape or hard drive.**

February 21, 2008

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- Q73.** Section II 2.3 Staff Experience and Capabilities, p. 11 F. Medical Director

The RFP states that it is preferred that the Medical Director have at least three (3) years of experience with behavioral health care. The RFP, however, does not appear to be significantly involved with behavioral health issues. Please clarify if the behavioral health focus is for behavioral health/medical integration or if behavioral health managed care plans are anticipated in the future.

- A73.** **Medicaid managed care members often have complex health care conditions, including physical and behavioral health issues. Any relevant behavioral health care experience should be noted in the proposal, including diagnosis/treatment of behavioral health conditions, managed health care administrative experience related to behavioral health, implementation of public programs, or behavioral/physical health integration.**

- Q74.** 2.3 Staff Experience and Capabilities, p. 11 K. Key management positions must be identified and located in Ohio.

Would ODJFS allow for key management positions initially to be located in another state on a temporary basis until a satellite office is located in Ohio?

- A74.** **No. The vendor must be physically located in Ohio by the contract start date.**

- Q75.** Section III 3.4 Specifications of Deliverables Activity A: Evaluation of Administrative Processes and Compliance 1. Evaluation of MCP Compliance, p. 13 - 14

In the Note it is mentioned that "the vendor may be required to travel out of state to conduct the on-site component of the administrative review." Of the eight health plans, how many have out of state sites needing on-site review and where are the locations of their facilities located?

- A75.** **As of March 2008, of the eight plans, four have out of state sites needing an on-site review. The locations are in Virginia, Indiana, Pennsylvania and Florida.**

Q76. Section III 3.4 Specifications of Deliverables Activity A: Evaluation of Administrative Processes and Compliance

Regulatory provisions and operational areas a. through e. are required to be reviewed quarterly. Does this imply that an on-site review be conducted each quarter? Or, would ODJFS allow work to be conducted by desk review after an initial on-site review each year? CMS also requires that compliance reviews be conducted every three years. May the on-site reviews be staggered across the eight health plans over the three years?

A76. See A4 and A5. The vendor should anticipate desk reviews may be completed for Activities a through e on a quarterly basis; however, on site reviews may be requested at ODJFS' discretion. The comprehensive on-site reviews will occur consecutively until completed for all managed care plans.

Q77. Section III 3.4 Specifications of Deliverables Activity A: Evaluation of Administrative Processes and Compliance--Reporting of Compliance with Call Center Standards p. 15

The RFP comments, "For any departments that receive customer calls transferred from the member services and twenty-four hour call-in systems, performance must be included in the monthly MCP report." Many health plan departments such as prior authorization and case management do not have telephone systems available for monitoring performance. Does ODJFS already specify the performance standards required by departments receiving transferred calls from either member services or twenty-four hour call-in departments? If so, could those standards be provided to potential RFP responders?

A77. Call center standards are listed in the Provider Agreements available via the ODJFS website.

Q78. Section III 3.4 Specifications of Deliverables--Activity B. Evaluation of External Quality Review Administrative Compliance Assessments, p. 15

Of the eight health plans, how many currently have NCQA accreditation and in what areas are they accredited?

A78. Two of the managed care plans are NCQA accredited. Three of the managed care plans are seeking NCQA accreditation. Two of the managed care plans are URAC accredited. This information is current as of February 2008 and is subject to change at any time.

Q79. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Are there any specific technologies that the State would like us to use or avoid?

A79. For Activity D1, ODJFS is interested in the state hearing tracking database being accessed via a Web Browser or Web Portal application.

Q80. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Should our proposal include any hardware to run the system, or should we assume that ODJFS already has suitable hardware?

A80. The vendor should assume that ODJFS has suitable hardware to support a Web Browser or Web Portal application. Please see response to Q16.

Q81. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: If ODJFS has the hardware, can you please provide the technical specifications for the hardware?

A81. Please see A16.

Q82. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Would the State prefer a Web based solution?

A82. Yes.

Q83. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: What are the system uptime expectations? (i.e. does this system require load balancing/failover?)

A83. At a minimum, the system uptime expectations must meet industry standards. Any further ODJFS specifications are to be determined.

Q84. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: How many simultaneous users will the system be expected to support?

A84. The application should support 70 simultaneous users.

Q85. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: If the State has a workflow diagram or narrative for the current process, could the State please provide that?

A85. The managed care plans currently submit a copy of each state hearing form to ODJFS via fax, and a copy of the form is maintained on site at ODJFS. Forms may be reviewed by ODJFS staff to ensure that MCPs are providing the required hearing rights to members and are not denying Medicaid-covered services inappropriately. High level summary information of the state hearings requested by consumers as a result of an MCP decision is collected in an Excel spreadsheet.

Q86. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Could the State be more specific about the number and type of statistical reports that the system will require?

A86. No, however, the vendor must allow for the state hearing tracking system to produce ‘canned’ reports and ad hoc reports as specified by ODJFS staff.

Q87. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Will the winning vendor be required to provide training and documentation on the system? If yes, how many people/locations are to be trained?

A87. Yes. The vendor should plan to provide training to 70 ODJFS users and provide training on-site at ODJFS.

Q88. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the State Hearing Tracking Database: Does the State have an anticipated date that it would like the system delivered?

A88. The system should be delivered with 4-6 months of contract commencement.

Q89. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: Are there any specific technologies that the State would like us to use or avoid?

A89. The vendor should use Microsoft applications which are compatible with ODJFS hardware.

Q90. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: Should our proposal include any hardware to run the system, or should we assume that ODJFS already has suitable hardware?

A90. No, the proposal should not include hardware to run the system.

Q91. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: If ODJFS has the hardware, can you please provide the technical specifications for the hardware?

A91. Please see A16.

Q92. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: Would the State prefer a Web based solution?

A92. No.

Q93. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: What are the system uptime expectations? (I.E. Does this system require load balancing/failover?)

A93. At a minimum, the system uptime expectations must meet industry standards. Any further ODJFS specifications are to be determined.

Q94. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: How many simultaneous users will the system be expected to support?

A94. There could be up to 70 simultaneous users.

Q95. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: If the State has a workflow diagram or narrative for the current process, could the State please provide that?

A95. Multiple sections within ODJFS populate data fields in separate Microsoft Access database or Excel spreadsheet s which are used to track public inquiries from initiation to resolution. Each section may produce different reports from the separate tracking databases depending on the information request.

Q96. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: How many people/locations are to be trained?

A96. The vendor should plan on training 70 ODJFS employees on site at ODJFS in Columbus, Ohio.

Q97. Section III 3.4 Specifications of Deliverables--Activity D. Tracking System Development and Implementation, p. 17 – 18

For the Public Inquiries Tracking Database: Based on the anticipated timetable on page 4, the winning vendor will not be able to begin work until July 1, 2008. Page 18 of the RFP states that the Public Inquires Tracking Database will be developed and transitioned to ODJFS by September 30, 2008. This leaves 90 days to engage stakeholders, gather and document requirements, design the system, receive State approval on the design, build, test and deploy the system. While the system does not appear to be a large one, 90 days is an aggressive timeline. Does the State have flexibility on the September 20, 2008 delivery date?

A97. No.

Q98. Section III 3.4 Specifications of Deliverables-- Activity E. Consumer-focused Case Studies and Quality of Life Studies, p. 18

Regarding tasks E1 and E2, so that you may compare apples to apples on cost, how many studies should bidders assume in budgeting?

- A98. E1: A total of three studies will be conducted, one for each year (i.e., 2009, 2010 and 2012). The latter two studies may or may not be re-measurements of 2009.
E2: a total of two studies will be conducted, one for each year (i.e., 2009 and 2011). The 2011 study will be a re-measurement of 2009.**

- Q99.** Section III 3.4 Specifications of Deliverables-- Activity E. Consumer-focused Case Studies and Quality of Life Studies, p. 18

Regarding tasks E1 and E2, please provide a brief description of the number and types of studies that have been conducted in the last three year review cycle? Of particular interest is how many studies require data collection from an external data source (i.e., chart reviews, surveys) and the volume of data collected (i.e., number of charts reviewed, consumers surveyed).

- A99. These are new studies. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task. A high level discussion of the various approaches should be included in the vendor's proposal.**

- Q100.** Section III 3.4 Specifications of Deliverables-- Activity H. Validation of MCP Information Systems, p. 23 - 24

Does the State want the review of the MCP's information systems to be comprehensive and include areas such as disaster recovery, physical security, backup procedures, etc?

- A100. ODJFS is relying upon the vendor's expertise and experience to suggest a sound approach to meet the needs of ODJFS in accomplishing this task. The suggested approach should be included in the vendor's proposal.**

- Q101.** Section III 3.4 Specifications of Deliverables-- Activity H. Validation of MCP Information Systems, p. 23 - 24

Can the State provide a copy of the ISCAT that it currently uses?

- A101. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches in the proposal to meet the needs of ODJFS in accomplishing this task.**

- Q102.** Section III 3.4 Specifications of Deliverables-- Activity K. Consumer Satisfaction Surveys, p. 26

Task 5 (data collection and data preparation) states that the selected vendor should use computer assisted telephone interviews (CATI). Will the State supply the CATI software, or will the winning vendor be expected to supply it?

- A102. The vendor will need to supply the CATI software.**

- Q103.** Section III 3.4 Specifications of Deliverables-- Activity K. Consumer Satisfaction Surveys, p. 26

Is there a particular CATI software that the State would prefer the winning vendor to use?

- A103. No.**

Q104. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

Are there any specific technologies that the State would like us to use or avoid?

A104. The dashboard will be a web based browser. ODJFS is relying upon the vendor's expertise and experience to suggest an appropriate technology to meet the needs of ODJFS in accomplishing this task. Please add this sentence here: The suggested technology should be included in the vendor's proposal.

Q105. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

Should our proposal include any hardware to run the system, or should we assume that ODJFS already has suitable hardware?

A105. The vendor will host the finished systems as well as software/ hardware needed to run the systems. ODJFS staff currently has standard PC equipment and internet access.

Q106. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

If ODJFS has the hardware, can you please provide the technical specifications for the hardware?

A106. See A105.

Q107. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

Is the State going to host the finished system, or will the State expect the winning vendor to host the finished system?

A107. See A105.

Q108. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

What are the system uptime expectations? (i.e., does this system require load balancing/failover?)

A108. At a minimum, the system uptime expectations must meet industry standards. Any further ODJFS specifications are to be determined.

Q109. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

How many simultaneous users will the system be expected to support?

A109. Approximately 70 users.

Q110. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

How many people/locations are to be trained?

A110. Approximately 70 in one location.

Q111. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

Does the State have an anticipated date that it would like the system delivered?

A111. Within 4-6 months of contract commencement.

Q112. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

For the potential data sources (encounter data reports, external quality review activities, provider panel reports, compliance assessment log, consumer complaints and grievances, etc.) to feed the dashboard, how does the State envision importing each source?

A112. The majority of the data will be in the form of raw data (e.g., encounter data). Some data may be summary level data (e.g., Prompt pay report). ODJFS will provide the vendor with data files in the event direct access to source data cannot be established. Other activities requested in this RFP may also be considered as potential data sources. ODJFS is relying upon the vendor's expertise and experience to suggest various approaches to meet the needs of ODJFS in accomplishing this task.

Q113. Section III 3.4 Specifications of Deliverables-- Activity L. Performance Reports, Performance Dashboard..., Task 2 (Managed Care Plan Performance Dashboard), p. 29:

Does the State envision the dashboard using raw data to produce key indicators of interest, or would the key indicators be produced outside the system and uploaded as a complete report for display by the dashboard? (I.E. Is the dashboard just a mechanism for storing and viewing completed reports or will it be responsible for pulling the data in real time to produce the desired reports?)

A113. See A112.

Q114. Section III 3.4 Specifications of Deliverables-- Activity M. Collaborative Meetings with Stakeholders, p. 30

Does ODJFS have an expectation for a date for the strategy for the collaborative model to be delivered?

A114. Within 4-6 months of contract commencement.

Q115. Section V. Proposal Format & Submission--5.1 Proposal Submission Information, p. 44

CFR 438.356 allows the State to contract with more than one EQR entity for the specified activities required as long as both/all EQROs meet independence requirements, are selected through competitive procurement and one EQRO is designated as the "Master EQRO" and summarizes all EQR activities in an annual Master EQR report. The work of both/all EQROs is eligible for enhanced match. We are very interested in bidding but want to be sure that additional work we undertake can be done in a manner that ensures timely, high quality deliverables. Given the expanded scope of the RFP and the aggressive timeline for certain deliverables, would ODJFS consider selecting more than one EQRO to complete the scope and allow bidders to submit proposals for some but not all activities listed in Section 3.4 of the RFP?

If the answer is "yes", are there certain Activities from Section 3.4 of the RFP that both/all EQROs would be required to complete (i.e., Activities M, Q, U, V)?

If the answer is "yes", which of the activities in Section 3.4 would require a presence in Ohio?

A115. No. However, the selected vendor could subcontract the work as specified in Section 4.9 on page 40 of the RFP.

Q116. Section V. Proposal Format & Submission--5.1 Proposal Submission Information, p. 44

Based on the extensive scope of this RFP, is ODJFS willing to extend the due date by at least two weeks?

A116. Yes. See amended timetable at: http://jfs.ohio.gov/rfp/R89070931/R89070931_EQR_Svs_RFP.stm.

**Pam Conrad, Business Development Director
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Q117. 3.4 Activity H: Validation of MCP Information Systems (p. 23) - The RFP requires the contractor to use the Information Systems Capabilities Assessment Tool (ISCAT). Is the contractor at liberty to propose additional questions to be used to be included in the review process, if those questions have been proven in past managed care assessments to elicit important information about MCP system capabilities?

A117. Yes. However, ODJFS expects the tool to be developed in partnership with ODJFS to ensure our needs our met.

Q118. 3.4 Activity H: Validation of MCP Information Systems (p. 24) - The RFP indicates that the frequency of Activity H is as specified by ODJFS (in the case of current MCPs) and prior to an MCP signing provider agreement with ODJFS (for new MCPs). This presumes that JFS expects the bidders to price this activity on a "per MCP" unit basis. Without a total number of assessments to perform, it would be impossible to propose a total accumulated price. Yet the Attachment F form appears to require the bidder to produce a total annual price. Would JFS provide an estimate of the total number of such assessments to be performed, or provide alternate guidance as to how the work is to be priced?

A118. See A22.

Q119. 3.4 Activity U: Data Management and Collection Specification for Vendor (p. 33) - Item 1.d indicates that JFS will provide Case Management System File (CAMS) data. Can JFS provide additional information about the content of this data file and its size? This file does not appear to be listed in any of the appendices.

A119. Vendor should refer to the Vendor's Library for the URL to the data file specifications.

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Q120. Section 4.8. Minority Business Enterprise - Reference page 40

Approximately what percentage of the work was allocated to MBEs during the past contract period.

A120. Please refer to A1.

Q121. Since there is no pre-bid conference, how can we identify potential prime contractors so that we can pursue subcontracting work?

A121. ODJFS will provide this information via a Public Records Request. ODJFS only includes the names of entities that have submitted questions for this project in the Official Q&A Document for all vendors to view. This Q&A is offered for the purpose of clarification of information contained in this RFP. Any vendors meeting qualifications in the RFP are encouraged to respond, not just those included on a vendor notification list used by ODJFS.

Q122. Please identify the current contractor on this project?

A122. The incumbent vendor is Health Services Advisory Group, Inc. (HSAG).

**THIS CONCLUDES THE QUESTION & ANSWER DOCUMENT
FOR ODJFS RFP#: R-89-07-0931.**