

EQRO-QIO RFP # 8070001252 - Questions and Answers

Note: RFP section references have been updated from the original questions to correspond to the correct numbering in the updated documents.

Question #	RFP Section(s):	Entity Question	OHCA Answer
1	A.2.4	Does this Mandatory Provision mean that bidders must have experience providing both EQR AND utilization review or one of these two services?	<p><i>The OHCA is revising the RFP to allow bidders to respond either to the EQRO scope-of-work only, the QIO scope-of-work only, or both components. Bidders must meet the experience threshold associated with the specific scope-of-work being bid.</i></p> <p><i>See the revised RFP documents for the updated timeline, scope-of-work and submission requirements.</i></p> <p><i>Please note that the following RFP documents have been revised: Section A, Section C, Attachment 2, Attachment 3A, Attachment 4, Attachment 5A and Attachment 6. Other documents are unchanged.</i></p> <p><i>Please also note that the OHCA has revised the proposal due date and is allowing a second round of questions, as shown in the timeline in Section A. The OHCA also is requiring a non-binding letter-of-intent to be submitted by the date shown in the timeline as a condition for consideration in the proposal evaluation process.</i></p>
2	A.2.4	Please elaborate on how bidders should demonstrate meeting these mandatory provisions in a way that can be equitably evaluated.	<p><i>Bidders must meet all mandatory provisions to be considered responsive. Bidders must further demonstrate their qualifications through their responses to RFP submission requirements.</i></p>

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3	A.3.2	Will any members of the SoonerCare and SoonerCare Select populations overlap?	<i>SoonerCare is the name used for the entire Oklahoma Medicaid program while SoonerSelect is the name for the State's proposed risk-based managed care model. Most Medicaid eligibles will enroll in the managed care model; major exceptions include individuals who are dually eligible for Medicare and Medicaid and individuals whose eligibility is based on the Aged, Blind and Disabled (ABD) eligibility criteria. See the SoonerSelect RFP for additional detail regarding populations to be enrolled in SoonerSelect and populations excluded from enrollment.</i>
4	Section A Scope of Work, A.5 Contractor Requirements	What will be the role of the certified HEDIS auditor given that you indicated reducing overlap and duplication for NCQA accredited MCOs?	<i>The State is seeking to contract with an EQRO that has the qualifications to perform EQR activities for both accredited and unaccredited health plans. The Contractor will be responsible for conducting EQR activities in accordance with CMS Protocols and the contract requirements as specified in this RFP.</i>
5	A.5.1	Does OHCA require the Contractor to have both NCQA certifications (HEDIS Audit and CAHPS)? If so, it appears that only one organization meets this requirement, in which case please clarify the competitive status of the RFP.	<i>The OHCA is eliminating the mandatory NCQA certifications, but reserves the right to consider such certifications as a component of the evaluation.</i>
6	A.5.1	The Contractor requirements in this section do not seem consistent with those in A.2.4.a in that they specify the organization must meet the specifications of 42 CFR 438.354 (b) and (c), which relate to status and capabilities to conduct EQR activities. Please clarify.	<i>Both Sections A.2.4.a and A.5.1.a specify that Bidder and its subcontractors must meet the EQR requirements as delineated in 42 CFR 438.354.</i>

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7	A.5.1	Is it acceptable to subcontract with an NCQA certified HEDIS auditor and an NCQA-certified CAHPS vendor for applicable activities?	Yes.
8	A.5.2.b	Please provide additional information on this requirement. Typically, HEDIS auditors are not full-time staff, owing to EQR timeframes for review and reporting. They would not be based in Oklahoma on a full-time basis. Currently, there are no certified HEDIS Auditors who reside in Oklahoma.	<i>The OHCA has revised Section A.5.2.b. The OHCA recognizes that some functions may be performed by staff who are not located in Oklahoma.</i>
9	A.5.2.c	Can the roles of Medical Director and Dental Director be less than full-time?	Yes.
10	A.5.3	Please confirm there is no Section A.5.3.b	<i>This section includes the information listed under "Annual EQR and EQR Technical Report" and should read "b. Annual EQR and EQR Technical Report."</i>
11	A.5.3.c	Are MCEs and MCOs/DBM the same thing?	<i>Yes. The terms are used interchangeably.</i>
12	A.5.3.c	Would OHCA consider conducting review of grievance and appeal and subcontracting standards on an advisory basis prior to year 3? These areas are typically a concern during start-up and involve consumer protections.	<i>The OHCA anticipates that reviewing grievance and appeal and subcontracting standards as part of the readiness review process. The schedule of Protocol 3 compliance reviews presented in the RFP is preliminary; the OHCA requests that bidders prepare responses in accordance with this schedule. However, the OHCA is open to revising the schedule post-award if the OHCA determines that such modifications are in the best interests of the program.</i>

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13	A.5.3.c, Protocol 1	How many PIPs will each MCO and DBM entity be required to conduct and the EQRO to validate per year?	<p><i>Pursuant to Section 1.10.6 of the SoonerSelect Model Contract, each MCO shall conduct at least three PIPs annually. For Rating Period one, the MCO shall propose, subject to OHCA’s approval, one non-clinical, and two clinical PIPs: one that addresses physical health and one that addresses behavioral health. In subsequent years, PIP topics may be identified by CMS, the MCO, or OHCA. All PIPs are subject to final approval by OHCA.</i></p> <p><i>Pursuant to Section 1.9.6 of the SoonerSelect Dental Model Contract, each DBM is required to conduct at least two PIPs annually. For Rating Period one, the DBM shall propose, subject to OHCA’s approval, one non-clinical, and one clinical PIP. In subsequent years, PIP topics may be identified by CMS, the DBM, or OHCA. All PIPs are subject to final approval by OHCA.</i></p>
14	A.5.3.c, Protocol 2	How many performance measures will the EQRO need to validate for each MCO and DBM entity per year?	<i>Performance measures are listed in Section 1.10.5 of the SoonerSelect RFP and Section 1.9.5.1 of the SoonerSelect Dental RFP. Performance measures are subject to modification at the direction of CMS or the OHCA.</i>
15	A.5.3.c, Protocol 2	Will the performance measures to be validated only include HEDIS measures?	<i>Performance measures include both HEDIS and non-HEDIS measures.</i>
16	A.5.3.e	Please advise if completed ISCA-like tools for Medicare and/or private accreditations can be used to complete this review. Also, will OHCA deem part of this component for MCEs that use certified software?	<i>Yes, completed ISCA-like tools may be used to complete the review. Yes, the OHCA will deem for MCEs that use certified software.</i>

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17	A.5.3.g and Attachment 6 (Staffing and Pricing)	There is no line item (or line items) in Attachment 6 for the pricing of the five activities under A.5.3.g, Quality Improvement/Compliance Supports. Where should this pricing be included?	<i>Attachment 6 has been revised to include a line item for Quality Improvement/Compliance Supports.</i>
18	A.5.3.h	Does OHCA have a readiness review tool, or would the Contractor be responsible to develop one for OHCA review and approval?	<i>The OHCA is in the process of preparing a readiness tool. The OHCA may request Contractor's assistance to review the tool or ask for input regarding the scope of review for certain components of MCE operations.</i>
19	A.5.3.h and Attachment 6	There is no line item in Attachment 6 for the pricing of the development and monitoring of corrective action plans related to readiness reviews. Where should this pricing be included?	<i>Pricing for development of corrective action plans should be included in the proposed fees for the per MCE line-item, "Assist with MCO Readiness Reviews."</i>
20	A.5.4	Please share the criteria used to categorize quality concerns, e.g., Serious Risk or Gross and Flagrant.	<i>Please see definitions in Section A.2.7.o and A.2.7.cc. See also 42CFR 476.1 and the CMS QIO manual, chapter 5.</i>
21	A.5.4	Is postage included in the cost caps, or as a pass-through to the State?	<i>Postage should be included in the total proposed fees. The OHCA does not anticipate any pass-through expenses.</i>
22	A.5.4	Please provide estimates of volume for the PAM and S&I activities.	<i>Up to 200 per year. See Section A.5 for all retrospective review volume estimates.</i>
23	A.5.4	Does the Contractor participate in any re-review and/or response to CMS for PAM results?	<i>PAM reviews include an opportunity for reconsideration/re-review through the QIO. The Contractor is not responsible for and does not provide the response to CMS.</i>
24	A.5.4	To clarify, the Medical and Education Interventions, up to 5-10 per year refers to: a) individual providers/organization, b) individual questions/issues (which may include multiple providers), or a combination of a & b?	<i>Medical Education and Interventions with up to 10 medical providers/practitioners per year.</i>

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25	A.5.4	Does the utilization review, DRG Validation, focused review, and Payment Accuracy Measurement and State Audit and Inspector review work include an appeals process?	<i>DRG Validation and Payment Accuracy Measurement reviews include an opportunity for reconsideration reviews. State Audit and Inspector reviews do not include opportunity for reconsideration reviews.</i>
26	A.5.4	If the review work includes an appeal process, what is the anticipated annual appeal volume for each area of review?	<i>Approximately 14% of all denials resulted in reconsideration reviews over the last two years.</i>
27	A.5.6.f	Please provide examples of operational data to be reported monthly through reports and postings to an electronic dashboard.	<i>Operational data to be included in the dashboard should reflect all measures related to Contractor's performance and project status, including information related to volume, status and outcomes of project activities.</i>
28	A.5.6.f	Does the contractor need to develop an electronic dashboard, or does OHCA provide access to one?	<i>Preparation of the dashboard is the Contractor's responsibility and is subject to the OHCA's review and approval.</i>
29	C.1 GENERAL INFORMATION: 6.b "b. Bidders claiming any portion of their Proposal as proprietary or confidential shall specifically identify what documents or portions of documents they consider proprietary or confidential..."	Where should this information be included in bidders' responses - before Section One – Administrative Documents?	<i>Bidders may identify the documents or portions of their proposals to be considered proprietary or confidential as part of their response to Section One-Administrative Documents. Bidders also must submit an additional copy of the proposal with the information redacted.</i>

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30	C.6.10.d.ii	Since the cost proposal is to be provided for one Managed Care Entity and the total number of entities is unknown, are the not-to-exceed amounts reflective of work for one MCE and the UR activities?	<i>Please refer to the Instructions in Attachment 6 that state the following: "For purposes of the Pricing worksheet, bidders should assume a maximum of four MCEs, including one MCE for the specialty children population (Former Foster Children, Juvenile Justice Involved, in Foster Care and Children Receiving Adoption Assistance). Bidders also should assume a maximum of two DBMs. If the actual number of MCEs or DBMs is higher, the OHCA may reconsider the not-to-exceed amounts."</i>
31	Section D Evaluation and Award Instructions, D.2. Evaluation Process	Please identify the criteria you will be using in evaluating each attachment of Stage 2 of the proposal, specifically the weighting and factors.	<i>Section D describes the process by which proposals will be evaluated. The OHCA will not disclose the weights and specific factors to be used for its evaluation process.</i>
32	Section D Evaluation and Award Instructions, D.2. Evaluation Process	Please identify the criteria you will be using in evaluating the Attachment 6 of the proposal, specifically the weighting and factors.	<i>Section D describes the process by which proposals will be evaluated. The OHCA will not disclose the weights and specific factors to be used for its evaluation process.</i>
33	Attachment 4, Key Personnel	Where can the bidder provide resumes of staff not categorized as "key" but that are relevant to demonstrating experience and knowledge?	<i>Bidders may designate additional staff as key personnel in Attachment 4 and provide resumes.</i>