



***REVISED***  
***TECHNICAL PROPOSAL PACKET***  
***710-25-008***

# RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:			
Address:			
City:		State:	Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.			
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>			
REQUIRED CERTIFICATIONS			
By signing and submitting a response to this Solicitation, Prospective Contractor represents, warrants, and certifies that they are not a Scrutinized Company, and they do not currently and shall not for the aggregate term of a resultant contract:			
<ul style="list-style-type: none"> <li>Boycott Israel.</li> <li>Knowingly employ or contract with illegal immigrants.</li> <li>Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.</li> <li>Employ a Scrutinized Company as a contractor.</li> </ul>			
Prospective Contractor represents, warrants, and certifies that it shall not become a Scrutinized Company during the aggregate term of a contract resulting from this Solicitation. The Prospective Contractor further represents warrants and certifies in all other respects comply with the laws, rules, and executive orders of the state that apply to the Contractor's performance during the aggregate term of a contract resulting from this Solicitation.			

**An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's response to be rejected.

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Printed/Typed Name: \_\_\_\_\_ Date: \_\_\_\_\_

# PROPOSED SUBCONTRACTORS FORM

• **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP

**Prospective contractor does not propose to use subcontractors under a resulting contract.**

# SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: \_\_\_\_\_

Printed/Typed Name: \_\_\_\_\_ Date: \_\_\_\_\_

# DOCUMENTATION CHECKLIST

*As outlined in section 2.3 Minimum Qualifications in the solicitation document, please provide the following:*

- Signed Response Signature Page.
- Signed Agreement and Compliance Page.
- Signed Addenda, if applicable.
- E.O. 98-04 – Contract Grant and Disclosure Form (Attachment A)
- Copy of Prospective Contractor’s Equal Opportunity Policy.
- Proposed Subcontractors Form.
- Active registration from the Arkansas Secretary of State’s Office, or other state approved documentation
- Copy of accreditation by a national organization such as Utilization Review Accreditation (URAC) or National Committee for Quality Assurance (NCQA)
- Copy of Quality Improvement Organization designation
- Letter of Bondability from an admitted Surety Insurer
- Official Bid Price Sheet and Cost Proposal Template (sealed separately)
- Technical Proposal response to the Information for Evaluation section of the Technical Proposal Packet.

# INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- **Do not** include additional information if not pertinent to the itemized request.

	<b>Maximum RAW Score Available</b>
<b>E.1 IMPLEMENTATION</b>	<b>30</b>
A. Provide a preliminary implementation plan including the following:	
1. Reporting Plan	5 points
2. Communication Plan	5 points
3. Training Plan that describes availability, quality, one on one support for providers that need assistance, and ad hoc training.	5 points
4. Describe your proposed plan of action to Transition of appeals functions from existing Contractors	5 points
5. End-of-Contract Transition Plan	5 points
B. What core risks does the Respondent identify in the requirements specified in this RFP? How does the Respondent propose to mitigate these risks?	5 points
<b>E.2 PRIOR AUTHORIZATION</b>	<b>75</b>
A. How does the Respondent propose to meet prior authorization requirements as specified in Section 2.4.2 (A-I) of the solicitation.	5 points
B. How does the Respondent propose to use the authorization process to manage program utilization?	5 points
C. How does the Respondent propose to analyze this management process and report its effectiveness to the State?	5 points
D. How does the Respondent propose to provide the following:	
1. Trend Analyses?	5 points
2. Predictive Analyses and/or Forecasting?	5 points
3. Policy Recommendations?	5 points
4. Other types of relevant analyses?	5 points
E. What additional analytic capabilities would the Respondent be able to provide for future work if requested by the agency?	5 points
F. How does the Respondent propose to establish and maintain transparent, consistent prior authorization processes?	5 points
G. What specific documentation does the Respondent propose requiring providers to submit for each prior authorization type? Please provide a proposed list of documentation requirements for each review type.	5 points
H. How does the Respondent propose to communicate these requirements and processes to providers?	5 points

I. How does the Respondent propose to offer customer service support for these processes to providers? Specifically, how will providers be informed of the reasons for an administrative rejection and the corresponding steps/information to correct the provider's submission?	5 points
J. How does the respondent propose maintaining compliance with the transparency requirements of Arkansas Prior Authorization Transparency requirements (A.C.A 23-99-1101 et seq., including all subsequent amendments)?	5 points
K. What common issues has the Respondent historically encountered or potential issues the Respondent has identified in the RFP Requirements for Vision Service Reviews? What solutions does the Respondent propose implementing to address these issues?	5 points
L. DHS intends to perform an assessment of the methods employed for reviews of vision services one-year into the contract to ensure compliance, best practices, and cost effectiveness of the review process. The Awarded Contractor will provide recommendations for revising the review methodology. How does the Respondent propose to approach and support this assessment effort?	5 points
<b>E.3 CONTINUATION OF NEED REVIEWS AND EXTENSION OF BENEFITS</b>	<b>25</b>
A. How does the Respondent propose to meet RFP requirements 2.4.2 (Q-R)?	5 points
B. How does the Respondent propose to make a determination of whether a hospital stay has met the level of care for an acute inpatient hospital stay?	5 points
C. How does the Respondent propose to accommodate changes to State and/or Federal policy during the contract term? Specifically, how does the Respondent propose maintaining services, performing all necessary administrative functions, and limiting the impact to cost?	5 points
D. How does the Respondent propose to use the authorization process for CON and EOB to manage program utilization?	5 points
E. How does the Respondent propose to analyze this management process and report its effectiveness to the State?	5 points
<b>E.4 RETROSPECTIVE REVIEWS AND PROGRAM COMPLIANCE AUDIT OF MEDICAID SERVICES</b>	<b>45</b>
A. How does the Respondent propose to meet RFP requirements 2.4.3 (A – I)?	5 points
B. What specific documentation does the Respondent propose requiring each provider type to submit for Retrospective Reviews? Please provide a list of proposed required documentation for each provider type.	5 points
C. How does the Respondent propose to communicate these requirements and processes to providers?	5 points
D. How does the Respondent propose to meet prior authorization transparency requirements?	5 points
E. Describe your approach to bringing quality of care concerns to the State.	5 points
F. How does the Respondent propose identifying patterns of quality-of-care concerns and assembling associated documentation to provide to the designated agency representative for potential referral to the State Program Integrity unit?	5 points
G. Describe the Respondent's proposed approach to performing clinical chart/desk reviews per RFP section 2.4 C.8.	5 points
H. What method does the Respondent propose to provide Retrospective Reviews for Dental Services?	5 points
I. What common issues has the Respondent historically encountered or potential issues the Respondent has identified in the RFP Requirements for Dental Service Retrospective Reviews? What solutions does the Respondent propose implementing to address these issues?	5 points
<b>E.5 MEDICAL REVIEW CONSULTATION SERVICES</b>	<b>25</b>

A. How does the Respondent propose to meet RFP requirements 2.4.4 (A-D)?	5 points
B. How does the Respondent propose ensuring that specialists are routed to reviewers with the appropriate expertise and within the time frames specified in the RFP?	5 points
C. How does the Respondent propose to identify the need (e.g., in the case of a conflict of interest) for third-party/out-of-state referrals reviewers? How does the Respondent propose to obtain third party/out-of-state reviewers when approved by the State?	5 points
D. How does the Respondent propose to maintain accessibility of Review Staff in the case of an after-business-hours or emergency need?	5 points
E. DHS intends to phase out Medicaid Spend Down services (RFP Section 2.4.4 (E-G)) approximately six months after contract start date. Describe how the Respondent proposes phasing out this program including administrative activities and structuring the corresponding reduction in cost.	5 points
<b>E.6 APPEALS AND RECONSIDERATIONS</b>	<b>10</b>
A. How does the Respondent propose to meet RFP requirements 2.4.6 and 2.4.7?	5 points
B. How does the Respondent propose to make expert testimony available for appeals?	5 points
<b>E.7 STAFFING AND TRAINING</b>	<b>55</b>
A. How does the Respondent propose to meet RFP requirements 2.4.5 and 2.4.8?	5 points
B. Propose a method for gathering ongoing or emerging provider concerns as well as any DHS concerns.	5 points
C. When concerns have been identified by DHS or Providers that require additional training /resources, how do you propose to incorporate/communicate these?	5 points
D. Describe how Prospective Contractor proposes to secure second level reviewer positions licensed in the state of Arkansas.	5 points
E. Describe the Prospective Contractor's strategy for ensuring there is no lapse in service due to staff vacancy.	5 points
F. Provide an Organizational chart showing proposed staffing, including experience, education level, for each function. This should also identify embedded staff who will be housed in an Arkansas office.	5 points
G. Provide a staffing management plan for the Respondent's proposed services including the following:	
1. Hiring key staff including, <ul style="list-style-type: none"> <li>a. Account Lead/Contract Manager</li> <li>b. Medical Director</li> <li>c. Behavioral health Clinicians</li> <li>d. Family Physician</li> <li>e. Psychiatrist</li> <li>f. Pediatrician</li> <li>g. Geriatric APRN</li> </ul>	5 points
2. Proposed staffing levels of key and non-key staff for completing the activities described within RFP Section 2.	5 points
3. Staff turnover and replacement approach, specifically, describe the Prospective Contractor's strategy for ensuring there is no lapse in service due to staff vacancy.	5 points
H. How does the Respondent propose to initially train staff on the correct use of the Arkansas MMIS portal?	5 points
I. How does the Respondent propose to maintain ongoing staff accuracy in the use of the Arkansas MMIS portal?	5 points
<b>E.8 DATA MANAGEMENT AND REPORTING</b>	<b>55</b>
A. How does the Respondent propose to meet RFP requirements 2.4.9?	5 points
B. How does the Respondent propose using Artificial Intelligence and other analytical tools to:	
1. Analyze patterns and anomalies in payment data to identify and prevent improper payments, reducing financial waste, and improving authorization data?	5 points

2. Analyze patterns and anomalies in service data to identify service provision outliers?	5 points
3. Analyze large data sets to provide insight into program effectiveness, identify areas for improvement, and inform policy decisions?	5 points
C. What reporting functionality does the Respondent propose to support each service area including the following:	
1. Pre-Payment	5 points
2. Post Payment	5 points
3. Additional Types of Work	5 points
4. Appeals and Reconsiderations	5 points
5. Provider Training	5 points
D. How does the Respondent propose to make use of contract data to maintain the cost effectiveness of the Risk Corridor model?	5 points
E. How does the Respondent intend to identify the need for and make recommendations on revisions to notice templates based on requirements changes or logistical changes, other considerations.	5 points
<b>E.9 PROJECT AND CONTRACT MANAGEMENT</b>	<b>30</b>
A. Describe the Prospective Contractor approach and methodology to managing performance standards and deliverables.	5 points
B. Describe the Prospective Contractor's procedures to identify quality of care issues during the first level reviews for each type of review performed.	5 points
C. Methods, policies, and procedures for conducting medical record reviews including the development of review tools, methods of identifying and selecting medical records for review, reporting and analytic mechanisms	5 points
D. How does the Respondent propose to offer client review management, including receiving, tracking, and resolving provider questions and peer-to-peer conversations.	5 points
E. Describe your proposed complaint Resolution Process, including: <ul style="list-style-type: none"> <li>• timeliness of response,</li> <li>• escalation process,</li> <li>• platform,</li> <li>• reporting on complaint statistics to the state.</li> </ul> Please specify which components the Respondent intends employ technological solutions to automate or otherwise limit staffing requirements necessary to maintain an effective and efficient complaint resolution process.	5 points
F. Provide a Business Continuity Plan that describes how the Respondent propose to meet all required review deadlines in the event of business continuity challenges.	5 points