



Actuarial Services

TECHNICAL RESPONSE

Solicitation #710-25-063

November 6, 2025

PROVIDED TO:

State of Arkansas
Department of Human Services
Division of Medical Services
700 Main Street
Little Rock, Arkansas 72201

PROVIDED BY:

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Section 1 Response Signature Page

REDACTED

Section 2 Agreement and Compliance

REDACTED

Section 3 Signed Addenda**Signed Addenda One**

REDACTED

REDACTED

Section 4 E.O. 98-04 – Contract Grant and Disclosure Form**Guidehouse (Prime)****REDACTED**

REDACTED

(Subcontractor)

REDACTED

REDACTED

Section 5 Equal Opportunity Policy

REDACTED

Section 6 Proposed Subcontractors Form

REDACTED

Section 7 Other Documents**Minimum Qualifications**

REDACTED

Registration for State of Arkansas (§2.3.A)

REDACTED

Key Actuarial and Consulting Personnel (§2.3.B)

REDACTED

Professional Experience Analyzing and Developing Medicaid Programs (§2.3.C)

REDACTED

Client History Form (§2.3.C)

REDACTED

REDACTED

REDACTED

Client History Form Continued (§2.3.C)

*Following the RFP instructions, we have completed and signed RFP Attachment I above. The same experience is included in **Section E.1.D** for better readability.*

Certificate of Good Standing

REDACTED

Section 8 Technical Response

SE.1. BACKGROUND EXPERIENCE – Career experience of individual employees who will work on this contract, whether obtained at your firm or during other previous employment, may apply.

SE.1.A. Describe your firm's organization structure and attach an organizational chart. Provide a detailed staffing plan to demonstrate your understanding of the work for key individuals at each level.

REDACTED

REDACTED

REDACTED

REDACTED

SE.1.B. *How long has your firm been performing actuarial and financial consulting services?*

REDACTED

SE.1.C. *How much of that time has your firm been performing actuarial services for Medicaid?*

REDACTED

REDACTED

***SE.1.D.** What is the depth of your Medicaid experience?*

REDACTED

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SE.1.E. Detail your firm's experience with, and thorough understanding of:

- 1. The CMS 1915(b) waiver cost effectiveness requirements, including implementation of directed payments.*
- 2. The CMS 1915(c) waiver cost neutrality requirements.*
- 3. The CMS 1115(a) waiver budget neutrality requirements.*

REDACTED

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REDACTED

***SE.1.F.** What is your understanding of, and experience with, waiver support in the areas of design, development, and budget?*

REDACTED

REDACTED

SE.1.G. *What is your firm's understanding of, and experience with, consulting on policy and finance review and recommendations?*

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

SE.1.H. *What is your experience with budget tracking and forecasting?*

REDACTED

REDACTED

REDACTED

REDACTED

***SE.1.I.** What is your experience with rate development, such as hospital payment rate redesign, including transition from a per diem rate to a DRG?*

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SE.2. STAFFING AND CAPACITY

***SE.2.A.** If subcontractors will be used for any services provided to DHS, describe the specific services that would be subcontracted and how your firm would control the quality of services provided. If subcontractors will not be used, describe how your firm will ensure that all services will be provided by available staff (§2.3 Minimum Requirements)*

REDACTED

SE.2.B. For each key staffing position to be assigned to DHS including the primary actuary(lead) and all supporting actuaries, please provide the resumes (or biographies) that include the following information: (§2.3 Minimum Requirements).

1. Name and title.

2. Responsibilities within the firm.

3. Years of relevant public Medicaid experience.

4. Years with the firm.

5. Current credentials and experience working with similar public systems with specific reference to Medicaid systems.

REDACTED

REDACTED

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REDACTED

***SE.2.C.** Describe the internal controls that will be used during the contract duration to ensure that the work is performed timely and up to quality standards, including meeting contract performance standards.*

REDACTED

REDACTED

REDACTED

***SE.2.D.** How long has the proposed team of Primary and Senior Supporting Actuaries worked together as a team?*

REDACTED

REDACTED

§E.2.E. How will your firm provide resources to assist in meeting the needs of DHS during periods of peak work demands or concurrent projects?

REDACTED

SE.2.F. *What is your firm's transition plan to deal with the possible departure of any key staff?*
1. How will your firm ensure that the replacement can meet the same standards as outlined in a potential contract?

REDACTED

REDACTED

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SE.3. APPROACH / STRATEGY / WORK PRODUCT

SE.3.A. Describe Your firm's approach for account management for DHS.

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SE.3.B. Describe Your firm's approach to collaborative work with DHS and other DHS vendors.

REDACTED

REDACTED

SE.3.C. Describe Your firm's approach to engaging with DHS personnel.

REDACTED

REDACTED

SE.3.D. Describe Your firm's approach to compliance, including but not limited to existing regulations, future legislation, and industry trends.

REDACTED

REDACTED

REDACTED

REDACTED

SE.3.E. Describe Your firm's approach cost-saving measures and transparency.

REDACTED

REDACTED

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SE.3.F. Describe your firm's approach to Medicaid subject-matter expertise and consulting.

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

SE.3.G. *Provide a detailed description of how your firm has successfully addressed client concerns with your work products.*

- 1. Include company practices used to ensure the quality and accuracy of data and work product.*
- 2. Include details about processes, policies, or procedures used to resolve quality control issues.*
- 3. How are these practices and processes monitored and documented?*

REDACTED

REDACTED

SE.3.H. Describe how your firm controls costs, quality, and timeliness of its services, specifically the services required by this RFP.

REDACTED

REDACTED

***SE.3.I.** Provide samples of standard reports, rate studies, and presentations for providers and staff.*

REDACTED

***SE.3.J** What are your firm's communication policies or practices used to respond to client questions on work projects, billing, and errors in work product or billing?
1. Include policies and practices for responding during normal work hours, outside normal work hours, and for expedited and emergency requests.*

REDACTED

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***SE.3.K.** What is your firm's approach to a transition plan, specifically the process for making the transition to another actuary if the contract is not renewed in the future.*

REDACTED

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SE.4. SPECIALIZED MEDICAID EXPERIENCE

***SE.4.A.** Describe proposed staff expertise in Arkansas Medicaid Policy. If not included in E2B, also provide the resume, credentials, and/or biography of staff proposed to provide consulting expertise and guidance on actuarial impacts of Arkansas Medicaid Policy.*

REDACTED

***SE.4.B.** Describe proposed staff expertise in Medicaid Systems. If not included in E2B, also provide the resume, credentials, and/or biography of staff proposed to provide Medicaid Systems consulting expertise and guidance.*

REDACTED

REDACTED

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***SE.4.C.** Describe proposed staff expertise in Medicaid Commercial Insurance Options. If not included in E2B, provide the resume, credentials, and/or biography of staff proposed to provide consulting expertise and guidance on Commercial Insurance.*

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Appendix A Biographies of Proposed Guidehouse Team

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Appendix B Samples of Standard Reports (§E.3.I)

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Appendix C Reservation of Rights

Submission of this proposal by Guidehouse Inc. is in response to the Arkansas Department of Human Services' Request for Proposals pertaining to Actuarial Services and does not constitute a contract to perform services and cannot be used to award a unilateral agreement. Any engagement arising out of this proposal will be subject to negotiation of a mutually satisfactory vendor contractual agreement. Given our history of successfully negotiating mutually agreeable terms with the State of Arkansas, we do not anticipate any difficulty in reaching a contractual agreement that will enable us to provide the professional services which you are requesting, while protecting the interests of both parties.

Appendix D Proprietary Information Justification

Pursuant to Arkansas Code Annotated § 25-19-105(b)(9)(A), which exempts “files that, if disclosed, would give advantage to competitors or bidders,” Guidehouse respectfully submits this justification for redacting our bid proposal. Guidehouse’s proposal contains proprietary and confidential business information throughout, including but not limited to: (1) technical methodologies and implementation strategies, (2) intellectual property and trade secrets, and (3) strategic approaches that differentiate our competitive position. Disclosure of any portion of this proposal would compromise our competitive advantage and undermine the integrity of the procurement process. Because these elements are interwoven throughout the document, partial redaction is extremely difficult without exposing sensitive information.

However, as requested in the RFP, below please find detailed itemization and justification as to why disclosure of the redacted information would give advantage to competitors. Please let us know if any additional documentation or clarification is required.

1. Section 1 – Response Signature Page – This Section contains names and contact info (staff, signatories, references) and personal identifiers (emails, phone numbers, addresses, signature) and under **Arkansas Code Ann. § 25-19-105(b)(12)**, personal identifiers such as names, emails, phone numbers, addresses, and signatures are exempt from disclosure because releasing them would constitute a clearly unwarranted invasion of personal privacy without serving any public interest.
2. Section 2 – Agreement and Compliance – This Section contains personal identifiers (signatures) and, under **Arkansas Code Ann. § 25-19-105(b)(12)**, personal identifiers such as names, emails, phone numbers, addresses, and signatures are exempt from disclosure because releasing them would constitute a clearly unwarranted invasion of personal privacy without serving any public interest.
3. Section 3 – Signed Addenda - This Section contains internal processes and quality controls, Personal identifiers (signature) and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)** and **(b)(12)**, internal processes and quality controls are exempt to prevent competitive advantage, and signatures are protected to avoid an unwarranted invasion of personal privacy.
4. Section 4 - E.O. 98-04 – Contract Grant and Disclosure Form - This Section contains names and contact info (staff, signatories, references), personal identifiers (emails, phone numbers, addresses, signature), and subcontractor information and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)** and **(b)(12)**, names, contact details, personal identifiers (emails, phone numbers, addresses, signatures), and subcontractor information are exempt from disclosure because releasing them would provide a competitive advantage and constitute a clearly unwarranted invasion of personal privacy.
5. Section 5 – Equal Opportunity Policy - This Section contains internal processes, personal identifiers (signature) and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)** and **(b)(12)**, internal processes are exempt to prevent disclosure that could give competitors an unfair advantage, and signatures are protected to avoid a clearly unwarranted invasion of personal privacy.

6. Section 6 – Proposed Subcontractor Form - This Section contains subcontractor information and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)**, subcontractor information is exempt from disclosure because releasing details about subcontractors, including identities, roles, and agreements, would provide competitors with an unfair advantage and compromise the integrity of the procurement process.
7. Section 7 – Other Documents - This Section contains case studies, proprietary methods, models, or tools, personal identifiers (emails, phone numbers, addresses, signature), internal processes and quality controls and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)** and **(b)(12)**, case studies, proprietary methods, models, and tools, as well as internal processes and quality controls, are exempt because disclosure would give competitors an unfair advantage, while personal identifiers (emails, phone numbers, addresses, signatures) are protected to prevent a clearly unwarranted invasion of personal privacy.
8. Section 8 – Technical Response - This Section contains case studies, staff resumes and biographies, proprietary methods, models, or tools, internal processes and quality controls, confidential charts, org charts, staffing plans, sample reports with real or simulated data and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)**, case studies, staff resumes and biographies, proprietary methods, models, tools, internal processes, quality controls, confidential charts, organizational charts, staffing plans, and sample reports with real or simulated data are exempt because disclosure would provide competitors with an unfair advantage and compromise the integrity of the procurement process.
9. Appendix A – Biographies of Proposed Guidehouse Team - This Section contains staff resumes and biographies and, under **Arkansas Code Ann. § 25-19-105(b)(12)**, staff resumes and biographies are exempt from disclosure because they contain personal information, such as employment history, education, and potentially contact details, the release of which would constitute a clearly unwarranted invasion of personal privacy without serving a significant public interest.
10. Appendix B – Sample of Standard Reports - This Section contains case studies, sample reports with real or simulated data, proprietary methods, models, or tools, Internal processes and quality controls and, under **Arkansas Code Ann. § 25-19-105(b)(9)(A)**, case studies, sample reports containing real or simulated data, proprietary methods, models, tools, and internal processes or quality controls are exempt from disclosure because releasing these materials would provide competitors with an unfair advantage and compromise the integrity of the procurement process.

