

Bureau of Health Services Financing
RFP # 3000009473

Addendum #1

Questions and Answers

Proposal Due Date/Time: April 5, 2018 4:00 p.m. CT

Question Number	Document Reference	Section Number	Section Heading	Page Number in Referenced Document	Question	Response
1	RFP SOW	3.2.3.2.16	General Requirements	18		LDH hereby corrects the hyperlink to the LDH Procurement Library.
2	Proposals	4.11.1	Online Procurement Library	54		LDH hereby corrects the hyperlink to Louisiana Procurement and Contract Network.
3	RFP SOW	3.2.4.2.1	Automatic Reenrollment	22		LDH hereby revises the provision to align with Medicaid eligibility rules. because he or she loses Medicaid eligibility for a period of two <u>three</u> months or less.
4	RFP SOW	3.9.7	Subcontracting	46		LDH hereby adds provision 3.9.7. <u>The Contractor shall affirm that all subcontracting requirements are met on a form prescribed by LDH. The Contractor shall submit all subcontracts for the provision of any services under this RFP to LDH for prior review and approval. LDH shall have the right to review and approve or disapprove any and all subcontracts entered into for the provision of any services under this RFP.</u>

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5	RFP SOW	3.2.4.3.9.1.1.4	Voluntary Disenrollment	23		LDH hereby revises the provision. or lack of access to providers experienced in dealing with the enrollee's care needs; <u>and or</u>
6	RFP SOW	3.2.4.3.9.1.4	Voluntary Disenrollment	23		LDH hereby adds provision 3.2.4.3.9.1.4. <u>LDH reserves the right to add, amend, and/or remove disenrollment reasons. Edits shall be incorporated into the disenrollment process within sixty (60) days notification by LDH.</u>
7	RFP SOW	3.2.4.7.1.2	Information Requirements	30		LDH hereby revises the provision. Contractor must develop and operate a web site <u>that appears in English and Spanish</u> <u>and</u> that provides information directly and links to the LDH and individual MCO websites.
8	RFP SOW	3.2.4.6.5	Beneficiary Support System	26		LDH hereby revises the provision. The Contractor shall be responsible for identifying any barriers, <u>including language</u> , which hinder the enrollee....

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9	RFP SOW	3.5.4	Program Integrity	39		<p>LDH hereby adds provision 3.5.4</p> <p><u>The Contractor shall implement and maintain a process to validate that enrollments are appropriate. The Contractor shall perform regular and ad hoc queries using all available eligibility and enrollment data to identify inappropriate MCO enrollments such as, but not limited to, overlapping MCO enrollment, overlapping incarceration segments, deceased members, and duplicated members. The Contractor shall notify LDH of any findings in writing within three (3) business days or through standing reports. The Contractor shall correct enrollment within thirty (30) calendar days and system logics and/or processes within sixty (60) calendar days of identification. LDH reserves the right to request regular and/or ad hoc queries.</u></p>

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10	RFP SOW	3.2.4.3.3	Disenrollment Process	22	<p>The requirement states, “The Contractor shall create an automated workflow inclusive of tasks, decision points, and documents which is made available to LDH staff and the agency’s designees for purposes of processing disenrollment requests.”</p> <p>Will the State please confirm automated workflow means an upload and download of information to LDH SharePoint site?</p>	An upload and download of information to LDH SharePoint site does not meet the requirement. As provided for in this section, automated workflow shall mean an automated and electronic system to process a disenrollment request from receipt to final disposition, to be maintained by the Contractor.
11	RFP SOW	3.2.4.3.10.1.3	Involuntary Disenrollment Requested by MCO or LDH	24	Would the LDH please provide volumes for disenrollment notifications?	See Exhibit 1.
12	RFP SOW	3.2.4.3.10.1.3	Involuntary Disenrollment Requested by MCO or LDH	24	Would the LDH please provide volumes for State Fair Hearings for disenrollments?	See Exhibit 2.
13	RFP SOW	3.2.4.3.10.1.3	Involuntary Disenrollment Requested by MCO or LDH	24	Would the LDH please confirm when it states, “The Contractor shall ensure timely access to a State Fair Hearing,” it is referring to the notice of disenrollment determinations? Are there additional actions that may require a State Fair Hearing?	Yes, LDH is referring to the notice of disenrollment determinations. A member may request a State Fair Hearing within 30 days after notice of an adverse action. Therefore, notice of adverse action must be timely. Denial of a disenrollment request is the only appealable action under this scope of services.

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14	RFP SOW	3.2.4.6.8.4	Quality Assurance and Reporting	30	Will the State please confirm that the definition of recording a web session means vendors are tracking number of enrollments submitted, without error, with Terms and Conditions accepted by the beneficiary?	As provided for in this section, recording of a web session shall mean any web based communications with an enrollee or potential enrollee which may include solutions such as web chat.
15	RFP SOW	3.4.2	Liquidated Damages	36	As per industry standard, would the State consider a monthly SLA instead of a daily SLA?	No.
16	RFP	4.7.2.1	Determination of Responsibility	53	Does the proposer have an obligation to provide audited financial statements for variable interest entities associated with the proposing entity, but may, for whatever reason not have been consolidated under the proposers bidding entity?	LDH expects the Proposer to provide audited financial statements that demonstrate compliance with GAAP.
17	RFP	4.7.2.1	Determination of Responsibility	53	Does a qualified audit opinion necessarily disqualify a bidder from pursuing this work?	No.
18	RFP	4.14.3	Proposal Format	56	Will the required Proposal Matrix count towards page counts?	No.
19	RFP	4.16.4.3.4	Introduction/Administrative Data	57	Are principals defined in this requirement also required to disclose any instances of criminal conviction, fraud, indictment or pending litigation?	Yes. Refer to Section 3.8.13.1 of the RFP.

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20	RFP	5.2.1	On Site Presentation	63	Will the LDH provide vendors with the size / dimensions of the On-Site Presentation room?	The dimensions of the proposed presentation room are 34' X 22'. The room is equipped with a podium, microphone, computer, Wi-Fi, conference phone, and a moveable video wall.
21	RFP	5.2.7	On Site Presentation	63	Will the LDH consider giving Vendors at minimum one week notice of any changes to the presentation elements and/or allotted time?	Yes, LDH will provide at minimum one week notice of any changes.
22	RFP	5.2.2	On Site Presentation	63	Will there be a questions and answers period after the two hour allotted time for presentations? If so, how much time will be allocated to the questions and answer period?	No, there will not be a question and answers period after the allotted two hours. The Proposer may incorporate a question and answers period into their presentation time.
23	RFP and Appendix E	Appendix E: Cost Worksheet	Appendix E: Cost Worksheet	84	Would the LDH please consider fixing the column B, Year 2 cost date to read "(7/1/19-6/30/20)" instead of (7/1/19-6/30/120)?	LDH hereby revises column B header, term. YEAR 2 (7/1/19-6/30/20)
24	RFP and Appendix E	Appendix E: Cost Worksheet	Appendix E: Cost Worksheet	84	Would the LDH please consider fixing the column B, Year 2 cost date to read "1,632,943" instead of 1,632.943?	LDH hereby revises cell B7, projected linkages. 1,632,943
25	RFP and Appendix E	Appendix E: Cost Worksheet	Appendix E: Cost Worksheet	84	Would the LDH please consider fixing the column D, "Proposed PMPM Rate" formula to read "(D6 / D7)" instead of (D6 / D7g .)?	LDH hereby revises cell D8, proposed PMPM rate. (D6 / D7)

Appendix 1 – Volume of Disenrollment Request

Reporting Period	Requests Outside 90 Day Grace Period
Feb-17	277
Mar-17	341
Apr-17	264
May-17	256
Jun-17	308
Jul-17	81
Aug-17	56
Sep-17	328
Oct-17	314
Nov-17	277
Dec-17	203
Jan-18	228
Feb-18	

Appendix 2- State Fair Hearings for Disenrollments

Reporting Period	Hearings
Feb-17	
Mar-17	3
Apr-17	2
May-17	
Jun-17	
Jul-17	
Aug-17	
Sep-17	
Oct-17	1
Nov-17	
Dec-17	
Jan-18	2
Feb-18	1