

Proposer:

United Healthcare of Louisiana

Pre-Paid or Shared:

S

GSA: C**Team 1 Review of CCN Proposals:**

| Section: | Proposer's Page #: | Possible Points: | Total Possible Points: | Included or Not | Awarded Score: | Comments: |
|--|---------------------------|-------------------------|-------------------------------|-------------------------------------|-----------------------|--|
| B1 Legal Name, Form of Business | 5 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | UnitedHealthcare of Louisiana are part of UnitedHealthcare Community & State, a business segment of UnitedHealth Group Inc. Office in Metairie. |
| B2 Mergers, Acquisitions or Sales | 7 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | In 1996 the Community Health Network of Louisiana was acquired by UnitedHealthcare, Inc in May 1994. The Parent company has been involved in a signification number of mergers, acquisitions and sale transactions of the past ten years. No ownership changes affecting UnitedHealthcare Community Plan are planned at this time. |
| B3 Convictions | | 0 to -25 | 0 | <input type="checkbox"/> | 0 | To the best of their knowledge and belief, neither UnitedHealthcare nor any of its employees, vendors, or providers in whom it has a controlling interest or who has a controlling interest in it, has ever been convicted of a crime related to, or been terminated from, a federally assisted or state-assisted medical program. |
| B4 Litigations | 9 | 0 to -25 | 0 | <input type="checkbox"/> | -10 | UnitedHealthcare of Louisiana does not currently have any open or pending litigation against it. In the past 5 year it has been involved as a defendant in only six matters. 4 lawsuits and 2 arbitration cases. 2 related to coordination of benefits and four related to contract payments. All matters have been settled. For affiliated there are 318 lawsuits or arbitration in the last five years. Majority are provider/vendor disputes regarding the payment of claims and benefit disputes. Parent Compnay has matters incidental to providing mgmt of health care services. Also a defenden in connection with the Company's historic stock option practices. |
| B5 Bankruptcy | 10 | 0 to -25 | 0 | <input type="checkbox"/> | 0 | Neither UnitedHealthcare Communtiy Plan nor its parent organizations has ever filed a bankruptcy or insolvency proceeding. |
| B6 10K Annual Report | 10 | 0 to -25 | 0 | <input type="checkbox"/> | -5 | Attachment B6: United Healthgroup 10K provided - Unqualified Opinion Entered into a settlement with SEC on its historical stock option practice. Currently no current or pending investigations. |
| B7 Parent Financial Statements | 11 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | Attachment B6: United Healthgroup 10K provided |
| B8 Employees, Client Base and Locations | 11 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | 87,000 at UnitedHealth Group, 3,680 at UnitedHealthcare Community & State. They have contracts with 24 States and DC covering 3.4 million members. They also provide full-risk, long term care programs in AZ, FL, HA, MA, NM, TX |
| B9 Project Team | 13 | 15 | 15 | <input type="checkbox"/> | 15 | Executive Southeast Regional Executive Team will assume many of the key positions. After permanent replacements are named, SE Region President & his team will continue to have oversight and accountability over operations for the plan. Organization chart provided. |
| B10 Personnel Rosters | 14 | 40 | 40 | <input type="checkbox"/> | 40 | Resume's provided. Blaine Bergeson will be acting CEO until a permanent CEO is named. Resumes provided for 12 key staff. For the resumes many just hired or less than 10 years of experience. |

Monday, July 18, 2011

United Healthcare of Louisiana Shared: GSA: C

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|-----|-------------------------|----|-----------------------|----|-------------------------------------|-----|--|
| B11 | Subcontractors | 16 | 10 | 10 | <input type="checkbox"/> | 10 | <p>Sub contractors are affiliates.</p> <p>OptumHealth Care Solutions - Chronic Care/Disease Management programs in DC and 19 states. OptumInsight: Fraud Waste and Abins in 25 Community & State Markets.</p> <p>They describe how they will monitor their contractors activities.</p> |
| B12 | Compliance Program | 24 | 15 | 15 | <input type="checkbox"/> | 15 | <p>CEO will provide oversight to Compliance officer who will work closely with the Parent companies Chief Medicaid Compliance Officer.</p> <p>They describe their compliance program. Written Standards, Policies and Procedures; High Level oversight; Effective Training and Education, Reporting Mechanisms, Enforcement, auditing and Monitoring, Fraud waste and abuse program.</p> |
| B13 | Press Releases | 32 | 10 | 10 | <input type="checkbox"/> | 10 | Attachment B13: 8 press releases |
| B14 | Performance Bonds | 32 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | Currently have in place all of the required policies. Currently has a fidelity bond in place and will procure a bond from an approved surety once they are awarded the contract. |
| B15 | Financial Ratio's | 33 | 20 | 20 | <input type="checkbox"/> | 20 | <p>Attachment B15: UHC of LA Qtr1, 2011 Working Capital: \$6 million Current Ratio: 543% Networth: \$7 million Debt to Worth Ratio: 20%</p> |
| B16 | Managed Care Contracts | 33 | 75 | 75 | <input type="checkbox"/> | 75 | Attachment B16 - Public Funded: New Jersey, Arizona, Pennsylvania, Michigan, New York, Tennessee, Wisconsin, Maryland. |
| B17 | Terminated Contracts | 33 | Included/Not Included | 0 | <input checked="" type="checkbox"/> | 0 | Not aware of terminations or non-renewal of contract where performance was cited as the reason. Contracts in Washington, Georgia and Texas not renewed due to funding issues. |
| B18 | Corrective Actions | 34 | 0 to -25 | 0 | <input type="checkbox"/> | 0 | Not Applicable; they are not aware of terminations or non-renewals of contracts for which our or an affiliate's performance was specifically cited as the reason for termination or non-renewal with the past five years. |
| B19 | Current Ratings | 34 | 0 to -25 | 0 | <input type="checkbox"/> | 0 | A & B's The AM Best ratings were downgraded from an a- to bbb+ January 29, 2008, otherwise the ratings above reflect our standings for the past three years. |
| B20 | Breach of Contract | 34 | 0 to -25 | 0 | <input type="checkbox"/> | 0 | They are not aware of any instance where there have been any formal allegation of breach of contract as part of our public employee contracts or for non-public sector contracts. |
| B21 | Quality Reviews | 35 | 25 | 25 | <input type="checkbox"/> | 25 | Attachment B21 - Provided 3 from the state of Tennessee. Very minor issues identified. |
| B22 | Regulatory Actions | 35 | 0 to -50 | 0 | <input type="checkbox"/> | -10 | Attachment B22 - 25 pages of actions. Majority from Tennessee. |
| B23 | Criminal Investigations | 35 | 0 to -25 | 0 | <input type="checkbox"/> | -5 | Louisiana Department of Insurance is currently investigating UnitedHealthcare of Louisiana regarding the definition of chiropractic services in the commercial certificate of coverage. Texas OIG requeste infor. Hawaii US Attorney requested info. None impacts UnitedHealthcare of Louisiana performance in a contract under this RFP |

Florida Health Kids Corporation
 Tennessee TennCare
 Michigan - Managed Care Plan Division
 Arizona Health Care Cost Containment System
 New York State Dept of Health - Had some compliance issues, but they were corrected.

No Negative Comments.

B25 Websites

37

Included/Not Included

0

☒

0

Included

B26 Bank & Credit References

38

50

50

☐

45

Bank References: JP Morgan,
 Credit Reference: From Dunn & Bradstreet instead of a vendor
 Certificate of Insurance Provided
 Line of Credit: The will have a restricted deposit at the time of award.

B27 Financial Statements

39

50

50

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50

Appendix 27: Audits for United Healthcare of LA - Unqualified Opinions

Total Possible Points:

340

304

Points Awarded:

DHH Review Committee's Approval:

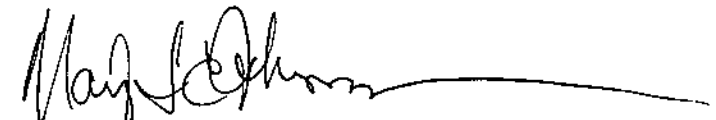

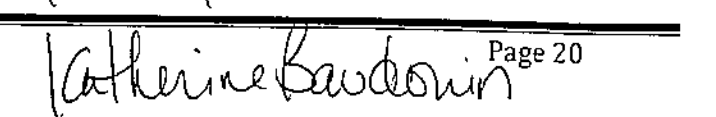
United Healthcare of Louisiana


 W. Jeff Reynolds


 Derek Stafford


 Steve Annison

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C)* | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|----------------------------------|--|---|-----------------------|-------|--------------|
| | | Section C: Planned Approach to Project: | 100 | 81 | |
| | | <p>C.1 Describe how you will launch a network and set up operations capable of supporting its membership and meeting the requirements of the RFP by January 1, 2012 for GSA "A", March 1 of 2012 for GSA "B", or May 1 of 2012 for GSA "C".</p> <p>Discuss your approach for meeting the implementation requirements and include:</p> <ul style="list-style-type: none"> A detailed description of your project management methodology. The methodology should address, at a minimum, the following: <ul style="list-style-type: none"> Issue identification, assessment, alternatives analysis and resolution; Resource allocation and deployment; Reporting of status and other regular communications with DHH, including a description of your proposed method for ensuring adequate and timely reporting of information to DHH project personnel and executive management; and Automated tools, including use of specific software applications. | 15 | 15 | |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C)* | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|--|--|-----------------------------|-------|-------------------|
| | | <p>C.2 Provide a work plan for the implementation of the Louisiana Medicaid CCN Program. At a minimum the work plan should include the following:</p> <ul style="list-style-type: none"> • Tasks associated with your establishment of a "project office" or similar organization by which you will manage the implementation of the CCN Program; • An itemization of activities that you will undertake during the period between the awarding of this procurement and the start date of the CCN Program. These activities shall have established deadlines and timeframes and as needed conform to the timelines established under this RFP for deliverables. <ul style="list-style-type: none"> ◦ All activities to prepare for and participate in the Readiness Review Process; and ◦ All activities necessary to obtain required contracts for mandatory health care providers as specified in this RFP. • An estimate of person-hours associated with each activity in the Work Plan; • Identification of interdependencies between activities in the Work Plan; and • Identification of your expectations regarding participation by DHH and/or its agents in the activities in the Work Plan and dependencies between these activities and implementation activities for which DHH will be responsible. (In responding the CCN shall understand DHH shall not be obligated to meet the CCN's expectation.) | 30 | 26 | interdependencies |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C)* | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|--|--|-----------------------------|-------|--------------|
| | | <p>C.3 Describe your Risk Management Plan.</p> <ul style="list-style-type: none"> At a minimum address the following contingency scenarios that could be encountered during implementation of the program: <ul style="list-style-type: none"> Delays in building the appropriate Provider Network as stipulated in this RFP; Delays in building and/or configuring and testing the information systems within your organization's Span of Control required to implement the CCN program; Delays in hiring and training of the staff required to operate program functions; Delays in the construction and/or acquisition of office space and the delivery of office equipment for staff required to operate program functions; Delays in enrollment processing during the implementation of CCN; and Delays in the publication of marketing and related materials and/or the delivery of these materials to DHH and/or its agents. For each contingency scenario identified in the Proposal, at a minimum the Risk Management Plan must include the following: <ul style="list-style-type: none"> Risk identification and mitigation strategies; Risk management implementation plans; and Proposed or recommended monitoring and tracking tools. | 25 | 25 | |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B, and/or C)* | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|---|--|-----------------------------|-------|-------------------------------|
| | | C.4 Provide a copy of the Work Plan, generated in Microsoft Project or similar software product that includes the aforementioned implementation activities along with the timeframes, person-hours, and dependencies associated with these activities. | 20 | 10 | person hours and dependencies |
| | | C.5 Provide a roster of the members of the proposed implementation team including the group that will be responsible for finalizing the Provider network. | 5 | 5 | |
| | | C.6 Provide the resume of the Implementation Manager (the primary person responsible for coordinating implementation activities and for allocating implementation team resources). | 5 | 0 | Resume not included |

Umming-Dick *James Wiggins* *Daniel Lee*

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|----------------------------------|---|--|-----------------------|-------|--|
| | | Section D: Member Enrollment and Disenrollment (Section 10 of the RFP) | 25 | 20 | |
| | | D.1 Describe your enrollment procedure requirements, including how you will ensure that you will coordinate with DHH and its Agent. | 5 | 5 | <i>detected technical</i> |
| | | D.2 Describe the types of interventions you will use prior to seeking to disenroll a Member as described in CCN Initiated Member Disenrollment, Section 12 of this RFP. If applicable, provide an example of a case in which you have successfully intervened to avert requesting the disenrollment of a member. | 15 | 11.5 | <i>• No interventions discussed; no disenrollment past 3 years</i> |
| | | D.3 Describe the steps you will take to assign a member to a different Provider in the event a PCP requests the Member be assigned elsewhere. | 5 | 3.5 | <i>• No discussion of intervention</i> |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B, and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|--|--|-----------------------------|-------|--------------|
| | | Section E: Chronic Care/Disease Management (Section 7 of RFP) | 100 | | |
| | | E.1 Describe existing (other state Medicaid or CHIP contracts) and planned Chronic Care/Disease Management programs for the Louisiana CCN Program that are designed to improve health care outcomes for members with one or more chronic illnesses. Describe how the Chronic Care/Disease Management programs' data are analyzed and the results utilized by your organization to improve member outcomes. | 50 | 48 | |
| | | E.2 Describe how recipients will be identified for inclusion into the Chronic Care/Disease Management program. Identify which disease states/ recipient types will be targeted for the Chronic Care/Disease Management program. Describe how the Chronic Care/Disease Management program will coordinate information and services with the PCP. | 50 | 47 | |

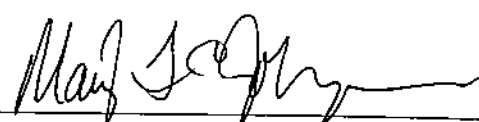
Chadbourne Pittman
Rodney Wise

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|---|---|-----------------------------|----------|--------------|
| | | Section F: Service Coordination (Section 7 of RFP) | 160 | | |
| | | <p>F.1 DHH intends to provide CCNs with two years of historic claims data for members enrolled in the CCN effective the start date of operations. Describe how you will ensure the continuation of medically necessary services for members with special health needs who are enrolled in your CCN effective the start date of operations. The description should include:</p> <ul style="list-style-type: none"> • How you will identify these enrollees, and how you will use this information to identify these enrollees, including enrollees who are receiving regular ongoing services; • What additional information you will request from DHH, if any, to assist you in ensuring continuation of services; • How you will ensure continuation of services, including prior authorization requirements, use of non-contract providers, and transportation; • What information, education, and training you will provide to your providers to ensure continuation of services; and • What information you will provide your members to assist with the transition of care. | 10 | 9 | |

Dr. Scorsone P. Hays
Rodney Lane

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B, and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|--|--|--------------------------------------|--------------|---------------------|
| | | <p>F.2 Describe your approach to CCN case management. In particular, describe the following:</p> <ul style="list-style-type: none"> • Characteristics of members that you will target for CCN case management services; • How you identify these members; • How you encourage member participation; • How you assess member needs; • How you develop and implement individualized plans of care, including coordination with providers and support services; • How you coordinate your disease management and CCN case management programs; • How you will coordinate your case management services with the PCP; • How you will assist in providing access to specialist for medically necessary services; and • How you will incorporate provider input into strategies to influence behavior of members. | 85 | 82 | |
| | | <p>F.3 Describe your approach for coordinating Louisiana Medicaid State Plan services which will continue to be provided by the Medicaid fee-for-service program.</p> | 5 | 4.5 | |

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| | | F.4 Aside from transportation, what specific measures will you take to assist members in rural parishes are able to access specialty care? Also address specifically how will you ensure members with disabilities have access? | 10 | 9.5 | |
| | | F.5 Detail the strategies you will use to influence the behavior of members to access health care resources appropriately and adapt healthier lifestyles. Include examples from your other Medicaid/CHIP managed care contracts as well as your plan for Louisiana Medicaid CCN members. | 40 | 36 | |
| | | F.6 Many faith based, social and civic groups, resident associations, and other community-based and governmental organizations now feature health education and outreach activities, incorporate health education in their events, and provide direct medical services (e.g., through visiting nurses, etc.). Describe what specific ways would you leverage these resources to support the health and wellness of your members. | 10 | 9.5 | |

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| | | Section G: Provider Network (Section 9 of RFP) | 110 | 110 | |
| | | <p>G.1 Provide a listing of the proposed providers network, including those providers with whom you have obtained a signed LOI or executed subcontract. LOIs and signed subcontracts will receive equal consideration. LOIs and subcontracts should NOT be submitted with the proposal. DHH may verify any or all referenced LOIs or contracts. Along with the provider listing, provide the number of potential linkages per PCP.</p> <p>Using providers, with whom you have signed letters of intent or executed contracts, provide individual GeoAccess maps and coding by GSA. You should provide individual maps as well as overlay maps to demonstrate distance relationships between provider types, if applicable.</p> <p>The CCN should provide an Excel spreadsheet of their proposed provider network and include the following information: (Sample spreadsheet is available in the Procurement Library)</p> <ol style="list-style-type: none"> 1. Practitioner Last Name, First Name and Title - For types of service such as primary care providers and specialist, list the practitioner's name and practitioner title such as MD, NP (Nurse Practitioner), PA (Physician Assistant), etc. 2. Practice Name/Provider Name - Indicate the name of the provider. For practitioners indicate the professional association/group name, if applicable. | 25 | 25 |  |

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| | | <p>3. Business Location Address - Indicate the business location address where services are provided including but not limited to, 1st line of address, 2nd line of address, City, State, and Postal Code.</p> <p>4. Provider Type and Specialty Code - Indicate the practitioner's specialty using Medicaid Provider Type and Specialty Codes.</p> <p>5. New Patient - Indicate whether or not the provider is accepting new patients.</p> <p>6. Age Restriction - Indicate any age restrictions for the provider's practice. For instance, if a physician only sees patients up to age 19, indicate < 19; if a physician only sees patients age 13 or above, indicate > 13.</p> <p>7. If PCP - the number of potential linkages.</p> <p>8. If LOI or contract executed.</p> <p>9. Designate if Significant Traditional Provider.</p> <p>10. GEO coding for this location.</p> | | | |
| | | G.2 Describe how you will handle the potential loss of a large PCP group or practice.. | 5 | 5 | |

G.3 omitted on Evaluation form but included in total points

10 10 auto assigned to all

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
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| | | G.4 Describe your process for monitoring and ensuring adherence to DHH's requirements regarding appointments and wait times. | 5 | 5 | |
| | | G.5 Describe your PCP assignment process and the measures taken to ensure that every member in your CCN is assigned a PCP in a timely manner. Include your process for permitting members with chronic conditions to select a specialist as their PCP and whether you allow specialists to be credentialed to act as PCPs. | 5 | 5 | |
| | | G.6 Describe your plan for working with PCPs to obtain NCQA medical home recognition or JCAHO Primary Home accreditation and meeting the requirements of Section 14. | 5 | 5 | |
| | | G.7 Describe how you will monitor providers and ensure compliance with provider subcontracts. In addition to a general description of your approach, address each of the following: <ul style="list-style-type: none"> o Compliance with cost sharing requirements (see, Sections 19); o Compliance with medical record documentation standards; (Section 15) o Compliance with conflict of interest requirements (see, Sections 19); o Compliance with lobbying requirements (Sections 19); o Compliance with disclosure requirements in (Section 19); and o Compliance with marketing requirements (Section 11). | 5 | 5 | |

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| | | G.8 Provide an example from your previous experience of how you have handled provider noncompliance with contract requirements, if applicable | 5 | 5 | |
| | | G.9 Describe in detail how you will educate and train providers about billing requirements, including both initial education and training prior to the start date of operations and ongoing education and training for current and new providers. Describe how you will educate and train providers that join your network after program implementation. Identify the key requirements that will be addressed | 10 | 10 | |
| | | <p>G.10 Describe your practice of profiling the quality of care delivered by network PCPs, and any other acute care providers (e.g., high volume specialists, hospitals), including the methodology for determining which and how many Providers will be profiled.</p> <ul style="list-style-type: none"> o Submit sample quality profile reports used by you, or proposed for future use (identify which). o Describe the rationale for selecting the performance measures presented in the sample profile reports. o Describe the proposed frequency with which you will distribute such reports to network providers. | 15 | 15 | |

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| | | G.11 Describe the process for accepting and managing provider inquiries, complaints, and requests for information that are received outside the provider grievance and appeal process. | 10 | 10 | |
| | | G.12 Describe how Louisiana-based providers will be will be involved in the operations and decision making of the CCN decision making. This includes medical as well as financial operations such as medical decisions and savings distribution. | 10 | 10 | |

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|---|---|--|-----------------------------|-------|--------------|
| | | Section H: Utilization Management (UM) (Section 7 of RFP) | 80 | | |
| | | H.1 Describe how you will ensure that services are not arbitrarily or inappropriately denied or reduced in amount, duration or scope as specified in the Louisiana Medicaid State Plan. | 30 | 28 | |
| | | H.2 If the UM guidelines were developed internally, describe the process by which they were developed and when they were developed or last revised. | 10 | 9 | |
| | | H.3 Regarding your utilization management (UM) staff: <ul style="list-style-type: none"> • Provide a detailed description of the training you provide your UM staff; • Describe any differences between your UM phone line and your provider services line • If your UM phone line will handle both Louisiana CCN and non-Louisiana CCN calls, <ul style="list-style-type: none"> ○ explain how you will track CCN calls separately; and ○ how you will ensure that applicable DHH timeframes for prior authorization decisions are met. | 20 | 18.5 | |

MyScore 18.5 - 28.5 = 47

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| | | H.4 Describe how utilization data is gathered, analyzed, and reported. Include the process for monitoring and evaluating the utilization of services when a variance has been identified (both under- and over- utilization) in the utilization pattern of a provider and a member. Provide an example of how your analysis of data resulted in successful interventions to alter unfavorable utilization patterns in the system. | 20 | 17 | |

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| | | Section I: EPSDT (Section 7 of RFP) | 25 | | |
| | | I.1 Describe your system for tracking each member's screening, diagnosis, and treatment including, at minimum, the components of the system, the key features of each component, the use of technology, and the data sources for populating the system. | 5 | 4.8 | |
| | | <p>I.2 Describe your approach to member education and outreach regarding EPSDT including the use of the tracking system described in I.1 above and any innovative/non-traditional mechanisms. Include:</p> <ul style="list-style-type: none"> • How you will conduct member education and outreach regarding EPSDT including any innovative/non-traditional methods that go beyond the standard methods; • How you will work with members to improve compliance with the periodicity schedule, including how you will motivate parents/members and what steps you will take to identify and reach out to members (or their parents) who have missed screening appointments (highlighting any innovative/non-traditional approaches); and <p>How you will design and monitor your education and outreach program to ensure compliance with the RFP.</p> | 10 | 10 | |
| | | I.3 Describe your approach to ensuring that providers deliver and document all required components of EPSDT screening. | 5 | 4.7 | |
| | | I.4 Describe how you will ensure that needs identified in a screening are met with | 5 | 4.8 | |

| | | timely and appropriate services. | | | |
|---|---|---|-----------------------------|-------|--------------|
| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
| | | Section J: Quality Management (Section 7 of RFP) | 115 | | |
| | | <p>J.1 Document experience in other States to positively impact the healthcare status of Medicaid and or CHIP populations. Examples of areas of interest include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Management of high risk pregnancy • Reductions in low birth weight babies • Pediatric Obesity (children under the age of 19) • Reduction of inappropriate utilization of emergent services • EPSDT • Children with special health care needs • Asthma • Diabetes • Cardiovascular diseases • Reduction in racial and ethnic health care disparities to improve health status • Hospital readmissions and avoidable hospitalizations | 30 | 29 | |

URS CORP

P. Hays

Reddy Wise

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|---|---|-----------------------------|-------|--------------|
| | | J.2 Describe how you will identify quality improvement opportunities. Describe the process that will be utilized to select a performance improvement project, and the process to be utilized to improve care or services. Include information on how interventions will be evaluated for effectiveness. Identify proposed members of the Quality Assessment Committee. | 15 | 13 | |
| | | J.3 Provide a description of focus studies performed, quality improvement projects, and any improvements you have implemented and their outcomes. Such outcomes should include cost savings realized, process efficiencies, and improvements to member health status. Such descriptions should address such activities since 2001 and how issues and root causes were identified, and what was changed. | 15 | 14 | |

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| | | <p>J.4 Describe your proposed Quality Assessment and Performance Improvement (QAPI). Such description should address:</p> <ul style="list-style-type: none"> • The Performance Improvement Projects (PIPs) proposed to be implemented during the term of the contract. • How the proposed PIPs will expand quality improvement services. • How the proposed PIPs will improve the health care status of the Louisiana Medicaid population. • Rationale for selecting the particular PIPs including the identification of particular health care problems and issues identified within the Louisiana Medicaid population that each program will address and the underlying cause(s) of such problems and issues. • How your will keep DHH informed of PIPs actions, recommendations and outcomes on an ongoing and timely manner. • How the proposed PIPs may include, but is not necessarily, limited to the following: <ul style="list-style-type: none"> ◦ New innovative programs and processes. ◦ Contracts and/or partnerships being established to enhance the delivery of health care such as contracts/partnerships with school districts and/or School Based Health Clinics. | 20 | 19 | |
| | | <p>J.5 Describe how feedback (complaints, survey results, CCN Consumer/Provider Committee, etc.) from members and providers will be used to drive changes and/or improvements to your operations. Provide a member and a provider example of how feedback has been used by you to drive change in other Medicaid managed care contracts.</p> | 10 | 8.5 | |

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| | | <p>J.6 Provide, in Excel format, the Proposer's results for the HEDIS measures specified below for the last three measurement years (2007, 2008, and 2009) for each of your State Medicaid contracts.</p> <ul style="list-style-type: none"> • If you do not have results for a particular measure or year, provide the results that you do have. • If you do not have results for your Medicaid product line in a state where you have a Medicaid contract, provide the commercial product line results with an indicator stating the product line. • If you do not have Medicaid HEDIS results for at least five states, provide your commercial HEDIS measures for your largest contracts for up to five states (e.g., if you have HEDIS results for the three states where you have a Medicaid contract, you only have Medicare HEDIS for one other state, provide commercial HEDIS results for another state). • If you do not have HEDIS results for five states, provide the results that you do have. • In addition to the spreadsheet, please provide an explanation of how you selected the states, contracts, product lines, etc. that are included in the spreadsheet and explain any missing information (measure, year, or Medicaid contract). Include the Proposer's parent organization, affiliates, and subsidiaries. <p>Provide results for the following HEDIS measures:</p> <ul style="list-style-type: none"> • Adults' Access to Preventive/ Ambulatory Health Services • Comprehensive Diabetes Care- HgbA1C component | 25 | 22.5 | |

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|--|--|---|--|--|--|
| | | <ul style="list-style-type: none">• Chlamydia Screening in Women• Well-Child Visits in the 3,4,5,6 years of life• Adolescent well-Care.• Ambulatory Care - ER utilization• Childhood Immunization status• Breast Cancer Screening• Prenatal and Postpartum Care (Timeliness of Prenatal Care and Postpartum Care)• Weight Assessment and Counseling for Nutrition and Physical Activity in Children/ Adolescents | | | |
|--|--|---|--|--|--|

Winning bid Susan W. Davis Doreen Green

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| | | Section K: Member Materials (Section 11 of RFP) | 50 | 45.5 | |
| | | K.1 Describe proposed content for your member educational materials) and attach examples used with Medicaid or CHIP populations in other states. | 15 | 14 | <ul style="list-style-type: none"> • Focus groups • Medicaid's detailed • Will tailored to population |
| | | K.2 Describe how you will ensure that all written materials meet the language requirements and which reference material you anticipate you will use to meet the sixth (6 th) grade reading level requirement. | 5 | 4 | <ul style="list-style-type: none"> • trans perfect • 200+ numbers |
| | | K.3 Describe your process for producing Member ID cards and information that will accompany the card. Include a layout of the card front and back. Explain how you will ensure that a Member receives a new Member ID Card whenever there has been a change in any of the information appearing on the Member ID Card. | 10 | 8 | done 8/10/2014 <i>all sw</i> |
| | | K.4 Describe your strategy for ensuring the information in your provider directory is accurate and up to date, including the types and frequency of monitoring activities and how often the directory is updated. | 10 | 10 | <ul style="list-style-type: none"> • on demand • find a doc • single source |

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| | | <p>K.5 Describe how you will fulfill Internet presence and Web site requirements, including:</p> <ul style="list-style-type: none"> • Your procedures for up-dating information on the Web site; • Your procedures for monitoring e-mail inquiries and providing accurate and timely responses; and • The procedures, tools and reports you will use to track all interactions and transactions conducted via the Web site activity including the timeliness of response and resolution of said interaction/transaction. | 10 | 9.5 | <ul style="list-style-type: none"> • webtrends • e-mail time frame |

Winning Bidder: Susan Wilkerson *Dawn Zee*

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|----------------------------------|--|--|-----------------------|-------|---|
| | | Section L: Customer Service (Section 11 of RFP) | 100 | 89 | |
| | | <p>L.1 Provide a narrative with details regarding your member services line including:</p> <ul style="list-style-type: none"> o Training of customer service staff (both initial and ongoing); o Process for routing calls to appropriate persons, including escalation; The type of information that is available to customer service staff and how this is provided (e.g., hard copy at the person's desk or on-line search capacity); o Process for handling calls from members with Limited English Proficiency and persons who are hearing impaired; o Monitoring process for ensuring the quality and accuracy of information provided to members; o Monitoring process for ensuring adherence to performance standards; o How your customer service line will interact with other customer service lines maintained by state, parish, or city organizations (e.g Partners for Healthy Babies, WIC, housing assistance, and homeless shelters); and o After hours procedures. | 25 | 25 | <ul style="list-style-type: none"> • bilingual reps • efficient • 4 weeks of training • public asst. employees • compliance helpdesk |
| | | L.2 Provide member hotline telephone reports for your Medicaid or CHIP managed care contract with the largest enrollment as of January 1, 2011 for the most recent four (4) quarters, with data that show the monthly call volume, the trends for average speed of answer (where answer is defined by reaching a live voice, not an automated call system) and the monthly trends for the abandonment rate, if applicable. | 25 | 23 | |

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| | | <p>L3 Describe the procedures a Member Services representative will follow to respond to the following situations:</p> <ul style="list-style-type: none"> o A member has received a bill for payment of covered services from a network provider or out-of-network provider; o A member is unable to reach her PCP after normal business hours; o A Member is having difficulty scheduling an appointment for preventive care with her PCP; and o A Member becomes ill while traveling outside of the GSA. | 20 | 15 | <ul style="list-style-type: none"> • what happens @ CDG point - need more detail • wanted follow up details |
| | | L4 Describe how you will ensure culturally competent services to people of all cultures, races, ethnic backgrounds, and religions as well as those with disabilities in a manner that recognizes values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each. | 15 | 14 | <ul style="list-style-type: none"> • national relay • local upr • storefronts |
| | | L5 Describe how you will ensure that covered services are provided in an appropriate manner to members with Limited English proficiency and members who are hearing impaired, including the provision of interpreter services. | 15 | 12 | <ul style="list-style-type: none"> • interpreter svcs. • bilingual staff |

Veronica Dink *Danah Wicks* *Daron Lee*

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
|---|---|--|-----------------------------|-------|--|
| | | Section M: Emergency Management Plan (Section 3 of RFP) | 25 | 23 | |
| | | <p>M.1 Describe your emergency response continuity of operations plan. Attach a copy of your plan or, at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness and natural disaster recovery:</p> <ul style="list-style-type: none"> Employee training; Identified essential business functions and key employees within your organization necessary to carry them out; Contingency plans for covering essential business functions in the event key employees are incapacitated or the primary workplace is unavailable; Communication with staff and suppliers when normal systems are unavailable; Specifically address your plans to ensure continuity of services to providers and members; and How your plan will be tested. | 15 | 13 | <ul style="list-style-type: none"> • experience • training @ new hire • remote access from home • virtual network • test annually |
| | | <p>M.2 Describe your plan in the following Emergency Management Plan scenario for being responsive to DHH, to members who evacuate, to network providers, and to the community.</p> <ul style="list-style-type: none"> You have thirty thousand (30,000) or more CCN members residing in hurricane prone parishes. All three GSAs include coastal parish and inland parishes subject to mandatory evacuation orders during a major hurricane. A | 10 | 10 | <ul style="list-style-type: none"> • remove earts • mental health support • virtual contact center |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
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| | | <p>category 5 hurricane is approaching, with landfall predicted in 72 hours and parishes within the GSA are under a mandatory evacuation order. State assisted evacuations and self evacuations are underway. Members are evacuated to or have evacuated themselves to not only all other areas of Louisiana, but to other States.</p> <ul style="list-style-type: none">• Your provider call center and member call center are both located in Baton Rouge and there is a high likelihood of high winds, major damage and power outages for 4 days or more in the Baton Rouge Area (reference Hurricane Gustav impact on Baton Rouge). It is expected that repatriation of the evacuated, should damages be minimal, will not occur for 14 days. If damage is extensive, there may be limited repatriation, while other members may be indefinitely relocated to other areas in Louisiana or other states. | | | |

Wesley J. Dent *James Wright* *Danah Lee*

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|---|--|---|-----------------------------|-------|---|
| | | Section N: Grievances (Section 12 of RFP) | 25 | 19 | |
| | | <p>N.1 Provide a flowchart (marked as Chart C) and comprehensive written description of your member grievance process, including your approach for meeting the general requirements and plan to:</p> <ul style="list-style-type: none"> o Ensure that the Grievance System policies and procedures, and all notices will be available in the Member's primary language and that reasonable assistance will be given to Members to file a Grievance or Appeal; o Ensure that individuals who make decisions on Grievances have the appropriate expertise and were not involved in any previous level of review; and o Ensure that an expedited process exists when taking the standard time could seriously jeopardize the Member's health. As part of this process, explain how you will determine when the expedited process is necessary. <p>Include in the description how data resulting from the grievance system will be used to improve your operational performance.</p> | 25 | 19 | <ul style="list-style-type: none"> • includes appeals, not applicable • non contracted providers included |

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|---|--|--|-----------------------------|-------|--------------|
| | | Section O: Fraud & Abuse (Section 15 of RFP) | 15 | 15 | |
| | | O.1 Describe your approach for meeting the program integrity requirements including a compliance plan for the prevention, detection, reporting, and corrective action for suspected cases of Fraud and Abuse in the administration and delivery of services. Discuss your approach for meeting the coordination with DHH and other agencies requirement. | 15 | 15 | |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B, and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
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| | | Section P: Claims Management (Section 14 of RFP) | 80 | 80 | |
| | | P.1 Describe the capabilities of your claims management systems as it relates to each of the requirements as specified in Electronic Claims Management Functionality Section and the Adherence to Key Claims Management Standards Section. In your response explain whether and how your systems meet (or exceed) each of these requirements. Cite at least three examples from similar contracts. | 30 | 30 | Further discussion regarding timeframes may be needed. |
| | | P.2 Describe your methodology for ensuring that claims payment accuracy standards will be achieved per, Adherence to Key Claims Management Standards Section. At a minimum address the following in your response: <ul style="list-style-type: none"> The process for auditing a sample of claims as described in Key Claims Management Standards Section; The sampling methodology itself; Documentation of the results of these audits; and The processes for implementing any necessary corrective actions resulting from an audit. | 25 | 25 | |
| | | P.3 Describe your methodology for ensuring that the requirements for claims processing, including adherence to all service authorization procedures, are met. | 25 | 25 | |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B and/or C) | PART II: TECHNICAL APPROACH | | Total Possible Points | Score | DHH Comments |
|----------------------------------|---|--|--|-----------------------|-------|--|
| | | Section Q: Information Systems (Section 13 of RFP) | | 95 DW 200 205 | 201 | |
| | | <p>Q.1 Describe your approach for implementing Management Information Systems in support of this RFP, including:</p> <ul style="list-style-type: none"> • Capability and capacity assessment to determine if new or upgraded systems, enhanced systems functionality and/or additional systems capacity are required to meet contract requirements; • Configuration of systems (e.g., business rules, valid values for critical data, data exchanges/interfaces) to accommodate contract requirements; • System setup for intake, processing and acceptance of one-time data feeds from the State and other sources, e.g., initial set of CCN enrollees, claims/service utilization history for the initial set of CCN enrollees, active/open service authorizations for the initial set CCN enrollees, etc.; and • Internal and joint (CCN and DHH) testing of one-time and ongoing exchanges of eligibility/enrollment, provider network, claims/encounters and other data. • Provide a Louisiana Medicaid CCN-Program-specific work plan that captures: <ul style="list-style-type: none"> ○ Key activities and timeframes and ○ Projected resource requirements from your organization for implementing information systems in support of this contract. | | 35 | 35 | <p>Clarification of UAT in 3/11</p> <p>End to end testing mid JAN.</p> |

| Proposal Section and Page Number | Specify Applicable GSA Area (A, B, and/or C) | PART II: TECHNICAL APPROACH | Total Possible Points | Score | DHH Comments |
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| | | <ul style="list-style-type: none"> Describe your historical data process including but not limited to: <ul style="list-style-type: none"> Number of years retained; How the data is stored; and How accessible it is. <p>The work plan should cover activities from contract award to the start date of operations.</p> | | | |
| | | <p>Q.2 Describe the ability within your systems to meet (or exceed) each of the requirements in Section 16 of the RFP and the CCN-P Systems Companion Guide. Address each requirement. If you are not able at present to meet a particular requirement contained in the aforementioned section, identify the applicable requirement and discuss the effort and time you will need to meet said requirement.</p> | 15 | 13 | <p>Didn't describe the ability.</p> |
| | | <p>Q.3 Describe in detail how your organization will ensure that the availability of its systems will, at a minimum, be equal to the standards set forth in the RFP. At a minimum your description should encompass: information and telecommunications systems architecture; business continuity/disaster recovery strategies; availability and/or recovery time objectives by major system; monitoring tools and resources; continuous testing of all applicable system functions, and periodic and ad-hoc testing of your business continuity/disaster recovery plan.</p> <p>Identify the timing of implementation of the mix of technologies and management strategies (policies and procedures) described in your response to (a), or indicate whether these technologies and management strategies are already in place.</p> <p>Elaborate, if applicable, on how you have successfully implemented the aforementioned mix of technologies and management strategies with other clients.</p> | 15 | 15 | |

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| | | <p>Q.4 Describe in detail:</p> <ul style="list-style-type: none"> How your <i>key production systems</i> are designed to <i>interoperate</i>. In your response address all of the following: <ul style="list-style-type: none"> How identical or closely related data elements in different systems are named, formatted and maintained: <ul style="list-style-type: none"> Are the data elements named consistently; Are the data elements formatted similarly (# of characters, type-text, numeric, etc.); Are the data elements updated/refreshed with the same frequency or in similar cycles; and Are the data elements updated/refreshed in the same manner (manual input, data exchange, automated function, etc.). All exchanges of data between key production systems. <ul style="list-style-type: none"> How each data exchange is triggered: a manually initiated process, an automated process, etc. The frequency/periodicity of each data exchange: "real-time" (through a live point to-point interface or an interface "engine"), daily/nightly as triggered by a system processing job, biweekly, monthly, etc. As part of your response, provide diagrams that illustrate: <ul style="list-style-type: none"> point-to-point interfaces, information flows, internal controls and the networking arrangement (AKA "network diagram") associated with the information systems profiled. <p>These diagrams should provide insight into how your Systems will be organized and interact with DHH systems for the purposes of exchanging Information and automating and/or facilitating specific functions associated with the Louisiana Medicaid CCN Program.</p> | 15 | 15 | |

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| | | <p>Q.5 Describe your ability to provide and store service/prior authorization data in accordance with the requirements in this RFP. In your response:</p> <ul style="list-style-type: none"> • Explain whether and how your systems meet (or exceed) each of these requirements. • Cite at least three currently-live instances where you are successfully providing service/prior authorization functions in accordance with DHH coding, data exchange format and transmission standards and specifications or similar standards and specifications. Explain how previous or current experience will apply to the Louisiana Medicaid CCN Program. • If you are not able at present to meet a particular requirement contained in the RFP, identify the applicable requirement and discuss the effort and time you will need to meet said requirement. Identify challenges and "lessons learned" from your implementation and operations experience in other states and describe how you will apply these lessons to this contract. | 15 | 14 | <p>Could have used more detail.</p> |
| | | <p>Q.6 Describe your ability to receive, process, and update eligibility/enrollment, provider data, and claims data to and from the Department and its agents; in accordance with the requirements in Section 14. In your response:</p> <ul style="list-style-type: none"> • Explain whether and how your systems meet (or exceed) each of these requirements. • Cite at least three currently-live instances where you are successfully | 15 | 15 | |

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| | | <p>receiving, processing and updating eligibility/enrollment data in accordance with DHH coding, data exchange format and transmission standards and specifications or similar standards and specifications. In elaborating on these instances, address all of the requirements in Section 14 and the Systems Companion Guide, as applicable. Also, explain how that experience will apply to the Louisiana Medicaid CCN Program.</p> <ul style="list-style-type: none"> If you are not able at present to meet a particular requirement contained in the aforementioned sections, identify the applicable requirement and discuss the effort and time you will need to meet said requirement. Identify challenges and "lessons learned" from implementation in other states and describe how you will apply these lessons to this contract. | | | |
| | | Q.7 Describe the ability within your systems to meet (or exceed) each of the requirements in Section 13 - System and Technical Requirements. Address each requirement. If you are not able at present to meet a particular requirement contained in the aforementioned section, identify the applicable requirement and discuss the effort and time you will need to meet said requirement. | 15 | 15 | Further clarification needed 13.2.3, 13.2.4, 13.5.1.1, 13.10.1, 13.10.2.2., 13.11.14 13.12.15. |
| | | Q.8 Describe your information systems change management and version control processes. In your description address your production control operations. | 10 | 10 | |
| | | Q.9 Describe your approach to demonstrating the readiness of your Management Information systems to DHH prior to the start date of operations. At a minimum your description must address: <ul style="list-style-type: none"> provider contract loads and associated business rules; eligibility/enrollment data loads and associated business rules; and claims processing and adjudication logic. | 15 | 15 | |

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| | | <p>Q.10 Describe your reporting and data analytic capabilities including:</p> <ul style="list-style-type: none"> • generation and provision to DHH of the management reports prescribed in the RFP; • generation and provision to the State of reports on request; • the ability in a secure, inquiry-only environment for authorized DHH staff to create and/or generate reports out of your systems on an <i>ad-hoc</i> basis; and • Reporting back to providers within the network. | 15 | 14 | DHH must have access |
| | | Q.11 Provide a detailed profile of the key information systems within your span of control. | 5 | 5 | |
| | | Q.12 Provide a profile of your current and proposed Information Systems (IS) organization. | 5 | 5 | |
| | | Q.13 Describe what you will do to promote and advance electronic claims submissions and assist providers to accept electronic funds transfers. | 5 | 5 | |
| | | Q.14 Indicate how many years your IT organization or software vendor has supported the current or proposed information system software version you are currently operating. If your software is vendor supported, include vendor name(s), address, contact person and version(s) being used. | Included/Not Included | Included | |

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| | | Q.15 Describe your plans and ability to support network providers' "meaningful use" of Electronic Health Records (EHR) and current and future IT Federal mandates. Describe your plans to utilizing ICD-10 and 5010. | 15 | 15 | |
| | | Q.16 Describe the procedures that will be used to protect the confidentiality of records in DHH databases, including records in databases that may be transmitted electronically via e-mail or the Internet. | 10 | 10 | |

Proposer:

United Healthcare of Louisiana

Pre-Paid or Shared:

S

GSA: C

Team 1 Review of CCN Proposals:

| <u>Section:</u> | | <u>Proposer's Page #:</u> | <u>Possible Points:</u> | <u>Total Possible Points:</u> | <u>Included or Not</u> | <u>Awarded Score:</u> | <u>Comments:</u> |
|--------------------------------|--|----------------------------------|--------------------------------------|--------------------------------------|-------------------------------|------------------------------|-------------------------------|
| R1 Provider Incentive Payments | | | 100 | 100 | <input type="checkbox"/> | 36 | Monthly Cost \$167,250 |
| | | | <u>Total Possible Points:</u> | | | 100 | 36 |
| | | | | | | | <u>Points Awarded:</u> |

DHH Review Committee's Approval:

United Healthcare of Louisiana


W. Jeff Reynolds


Derek Stafford


Steve Annison