

# RFP# 305PUR-DHHRFP-DENTAL-PAHP-MVA

## Addendum #5

### CHANGES TO RFP & Appendices

Department of Health and Hospitals

Bureau of Health Services Financing

Dental Benefit Management Program

Change #	Page	Section #	Original	Revised
1	139	IV	<p>M. Revised Proposal Format</p> <p>1. An item-by-item response to the Request for Proposals is requested.</p>	<p>M. Revised Proposal Format</p> <p>1. An item-by-item response to the Request for Proposals is requested detailing specific requirements of Attachment VI DBP Proposal Submission and Evaluation Requirements. The Requirements include mandatory and general technical requirements as well as queries requiring a written response.</p>
2	140	IV	<p>O. Revised Proposal Content</p> <p>1. Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The Department shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, and give details on how the services will be provided. Work samples may be included as part of the proposal.</p> <p>2. Proposals should address how the proposer intends to assume complete responsibility for timely performance of all contractual responsibilities in accordance with federal and state laws, regulations, policies, and procedures.</p>	<p>O. Revised Proposal Content</p> <p>1. Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The Department shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. <del>The proposal should describe the background and capabilities of the proposer, and give details on how the services will be provided. Work samples may be included as part of the proposal.</del></p> <p>2. All information included in a Proposal should be relevant to a specific requirement detailed in Attachment VI, the DBP Proposal Submission and Evaluation Requirements. All information should be incorporated into a response to a specific requirement and clearly referenced. For each response the Proposer should include both the section and number of the requirement and the text of the requirement from Attachment VI. <del>Proposals should address how the proposer intends to assume complete responsibility for timely performance of all contractual responsibilities in accordance with federal and state laws, regulations, policies, and procedures.</del></p>

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			<p>3. Proposals should define proposer’s functional approach in providing services and identify the tasks necessary to meet the RFP requirements of the provision of services.</p>	<p>3. The response to the Mandatory Requirements Section (Section A) of Attachment VI should be in a separate binder and clearly labeled with contents. The Proposer should duplicate the DBP Proposal Submission and Evaluation Requirements, Section A and use as the Table of Contents. The response to each subsection should be clearly tabbed. <del>Proposals should define proposer’s functional approach in providing services and identify the tasks necessary to meet the RFP requirements of the provision of services.</del></p>

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			<p>4. Introduction/Administrative Data</p> <p>a. The introductory section should contain summary information about the proposer's organization. This section should state proposer's knowledge and understanding of the needs and objectives of DHH/Bureau of Health Services Financing as related to the scope of this RFP. It should further cite its ability to satisfy provisions of the Request for Proposal.</p> <p>b. This introductory section should include a description of how the proposer's organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should contain a brief summary setting out the proposer's management philosophy including, but not limited to, the role of Quality Control, Professional Practices, Supervision, Distribution of Work and Communication Systems. This section should include an organizational chart displaying the proposer's overall structure.</p> <p>c. This section should also include the following information: i.-ix.</p> <p>d. The following information <b>must</b> be included in the proposal:</p> <p style="padding-left: 40px;">i. Certification Statement: The proposer must sign and submit an original Certification Statement (See Attachment II).</p>	<p>4. The response to the Technical Requirements Sections (Sections B-R) of Attachment VI should be in separate binder(s) and clearly labeled with contents. The Proposer should duplicate the DBP Proposal Submission and Evaluation Requirements, Section B-R and use as the Table of Contents. The response to each subsection (B through R) should be individually tabbed and labeled.</p> <p><b>Introduction/Administrative Data</b></p> <p><del>a. The introductory section should contain summary information about the proposer's organization. This section should state proposer's knowledge and understanding of the needs and objectives of DHH/Bureau of Health Services Financing as related to the scope of this RFP. It should further cite its ability to satisfy provisions of the Request for Proposal.</del></p> <p><del>b. This introductory section should include a description of how the proposer's organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should contain a brief summary setting out the proposer's management philosophy including, but not limited to, the role of Quality Control, Professional Practices, Supervision, Distribution of Work and Communication Systems. This section should include an organizational chart displaying the proposer's overall structure.</del></p> <p><del>c. This section should also include the following information: i.-ix.</del></p> <p><del>d. The following information <b>must</b> be included in the proposal:</del></p> <p style="padding-left: 40px;"><del>i. Certification Statement: The proposer must sign and submit an original Certification Statement (See Attachment II).</del></p>

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3	117	III	<p>B.5.1 I. Report Submissions Table</p> <p>The report submission table below contains a summarized list of reports or files to be submitted by the DBPM, DHH and the FI. The established format and/or layout requirements for each report or file are located in the Systems Companion Guide, Quality Companion Guide, Appendices of this RFP, or are in development (TBD). Proposers are encouraged to submit samples of existing reports for consideration by DHH for those reports identified in the report chart as TBD.</p>	<p>B.5.1 I. Report Submissions Table</p> <p>The report submission table below contains a summarized list of reports or files to be submitted by the DBPM, DHH and the FI. The established format and/or layout requirements for each report or file are located in the Systems Companion Guide, <b>Quality Companion Guide</b>, Appendices of this RFP, or are in development (TBD). Proposers are encouraged to submit samples of existing reports for consideration by DHH for those reports identified in the report chart as TBD.</p>																
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6	134	III	<p><b>L.31.i</b> <b>i. Order of Precedence</b> In the event of any inconsistency or conflict among the document elements of this Contract, such inconsistency or conflict shall be resolved by giving precedence to the document elements in the following order:</p> <ul style="list-style-type: none"> <li>• The body of the Contract with exhibits and attachments excluding the RFP and the contractor’s proposal;</li> <li>• This RFP and any addenda and appendices; and</li> <li>• DBP Systems Companion Guide;</li> <li>• The Proposal submitted by the DBPM in response to this RFP</li> </ul>	<p>L.31.i iii. Order of Precedence In the event of any inconsistency or conflict among the document elements of this Contract, such inconsistency or conflict shall be resolved by giving precedence to the document elements in the following order:</p> <ul style="list-style-type: none"> <li>• The body of the Contract with exhibits and attachments excluding the RFP and the contractor’s proposal;</li> <li>• This RFP and any addenda and appendices; <del>and</del></li> <li>• <del>DBP Systems Companion Guide; and</del></li> <li>• The Proposal submitted by the DBPM in response to this RFP</li> </ul>												
7	61	III	<p>B.3.11.j.i ii. General Guidelines</p> <ul style="list-style-type: none"> <li>• All member education materials and activities shall comply with the requirements in 42 CFR §438.10 and the DHH requirements set forth in this RFP and the Dental Benefit Program Companion Guide.</li> </ul>	<p>B.3.11.j.i ii. General Guidelines</p> <ul style="list-style-type: none"> <li>• All member education materials and activities shall comply with the requirements in 42 CFR §438.10 and the DHH requirements set forth in this RFP. <del>and the Dental Benefit Program Companion Guide.</del></li> </ul>												

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8	62	III	<p>B.3.11.j.iii</p> <p>iii. Member Education Materials Approval Process</p> <ul style="list-style-type: none"> <li>• The DBPM must obtain prior written approval from DHH for all member education materials as outlined in the Dental Benefit Program Companion Guide. This includes, but is not limited to, print, television and radio advertisements; handbooks, and provider directories; DBPM website screen shots; promotional items; brochures; letters and mass mailings and emails. Neither the DBPM nor its subcontractors may distribute any DBPM member education materials without DHH consent.</li> </ul>	<p>B.3.11.j.iii</p> <p>iii. <b>Revised</b> Member Education Materials Approval Process</p> <ul style="list-style-type: none"> <li>• The DBPM must obtain prior written approval from DHH for all member education materials as outlined in <del>the Dental Benefit Program Companion Guide</del> this RFP. This includes, but is not limited to, print, television and radio advertisements; handbooks, and provider directories; DBPM website screen shots; promotional items; brochures; letters and mass mailings and emails. Neither the DBPM nor its subcontractors may distribute any DBPM member education materials without DHH consent.</li> </ul>
9	62	III	<p>B.3.11.j.iv</p> <p>iv. Member Education – Required Materials and Services</p> <ul style="list-style-type: none"> <li>• Member Orientation <ul style="list-style-type: none"> <li>○ The DBPM shall submit a copy of the procedures to be used to contact DBPM members for initial member education to DHH for approval within thirty (30) days following the date the Contract is signed by the DBPM, but no later than prior to the Readiness Review. These procedures shall adhere to the process and procedures outlined in this RFP, the Dental Benefit Program Companion Guide and the Contract</li> </ul> </li> </ul>	<p>B.3.11.j.iv</p> <p>iv. Member Education – Required Materials and Services</p> <ul style="list-style-type: none"> <li>• Member Orientation <ul style="list-style-type: none"> <li>○ The DBPM shall submit a copy of the procedures to be used to contact DBPM members for initial member education to DHH for approval within thirty (30) days following the date the Contract is signed by the DBPM, but no later than prior to the Readiness Review. These procedures shall adhere to the process and procedures outlined in this RFP, <del>the Dental Benefit Program Companion Guide</del> and the Contract</li> </ul> </li> </ul>

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9	63	III	<p>B.3.11.j.iv</p> <p>The DBPM shall send a welcome packet to new members within ten (10) business days from the date of receipt of the Member File from the FI. During the transition of the DBP Program from the FFS Program, the DBPM may have up to twenty-one (21) days to provide welcome packets.</p> <p>o The DBPM must mail a welcome packet to each new member. When the name of the responsible party for the new member is associated with two (2) or more new members, the DBPM is only required to send one welcome packet.</p> <p>o All contents of the welcome packet are considered member education materials and, as such, shall be reviewed and approved in writing by DHH prior to distribution according to the provisions described in this RFP and the Dental Benefit Program Companion Guide. Contents of the welcome packets shall include those items specified in the Contract. The welcome packet shall include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• <input type="checkbox"/> A welcome letter highlighting major program features and contact information for the DBPM; and</li> <li>• <input type="checkbox"/> A Provider Directory when specifically requested by the member (also must be available in searchable format on-line).</li> </ul> <p>o The DBPM shall adhere to the requirements for the Provider Directory as specified in this RFP, the Dental Benefit Program Companion Guide, its attachments, and in accordance with 42 CFR §438.10 (f)(6)</p>	<p>B.3.11.j.iv</p> <p>The DBPM shall send a welcome packet to new members within ten (10) business days from the date of receipt of the Member File from the FI. During the transition of the DBP Program from the FFS Program, the DBPM may have up to twenty-one (21) days to provide welcome packets.</p> <p>o The DBPM must mail a welcome packet to each new member. When the name of the responsible party for the new member is associated with two (2) or more new members, the DBPM is only required to send one welcome packet.</p> <p>o All contents of the welcome packet are considered member education materials and, as such, shall be reviewed and approved in writing by DHH prior to distribution according to the provisions described in this <del>RFP and the Dental Benefit Program Companion Guide</del>. Contents of the welcome packets shall include those items specified in the Contract. The welcome packet shall include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• A welcome letter highlighting major program features and contact information for the DBPM; <del>and</del></li> <li>• A Provider Directory when specifically requested by the member (also must be available in searchable format on-line); <del>and</del></li> <li>• <del>The member's right to file grievances and appeals and information on how to file.</del></li> </ul> <p>o The DBPM shall adhere to the requirements for the Provider Directory as specified in this RFP, <del>the Dental Benefit Program Companion Guide</del>, its attachments, and in accordance with 42 CFR §438.10 (f)(6)</p>

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10	32	III	<p>B.3.10.a.vi.</p> <p>The provisions of this RFP do not prohibit the DBPM from limiting provider participation to the extent necessary to meet the needs of the DBPM’s members. This provision also does not interfere with measures established by the DBPM to control costs and quality consistent with its responsibilities under this contract nor does it preclude the DBPM from using reimbursement amounts that are less or greater than the published Medicaid fee schedule for different specialists or for different practitioners in the same specialty [42 CFR §438.12(b)(1)].</p>	<p>B.3.10.a.vi.</p> <p>The provisions of this RFP do not prohibit the DBPM from limiting provider participation to the extent necessary to meet the needs of the DBPM’s members. This provision also does not interfere with measures established by the DBPM to control costs and quality consistent with its responsibilities under this contract nor does it preclude the DBPM from using reimbursement amounts that are <del>less</del> <del>or</del> greater than the published Medicaid fee schedule for different specialists or for different practitioners in the same specialty [42 CFR §438.12(b)(1)].</p>
11	92	III	<p>J.3.b.</p> <p>b) If the Contract is not terminated by written notification as provided in 22.3.1 above, the DBPM shall propose a Turnover Plan six months prior to the end of the Contract period, including any extensions to such period. The Plan shall address the possible turnover of the records and information maintained to either DHH or a third party designated by DHH. The Turnover Plan must be a comprehensive document detailing the proposed schedule, activities, and resource requirements associated with the turnover tasks. The Turnover Plan must be approved by DHH.</p>	<p>J.3.b.</p> <p>b) If the Contract is not terminated by written notification as provided in <del>22.3.1</del> Section III.J.3.a above, the DBPM shall propose a Turnover Plan six months prior to the end of the Contract period, including any extensions to such period. The Plan shall address the possible turnover of the records and information maintained to either DHH or a third party designated by DHH. The Turnover Plan must be a comprehensive document detailing the proposed schedule, activities, and resource requirements associated with the turnover tasks. The Turnover Plan must be approved by DHH.</p>
12	50	III	<p>B.3.11.g.v.</p> <p>v. Claims Processing Requirements</p> <ul style="list-style-type: none"> <li>At a minimum, the DBPM shall run one (1) provider payment cycle per week, on the same day each week, as determined by the DBPM. The DBPM and its subcontractors may, but mutual agreement, establish an alternative payment schedule.</li> </ul>	<p>B.3.11.g.v.</p> <p>v. Claims Processing Requirements</p> <ul style="list-style-type: none"> <li>At a minimum, the DBPM shall run one (1) provider payment cycle per week, on the same day each week, as determined by the DBPM. The DBPM and its subcontractors may, <del>but</del> by mutual agreement, establish an alternative payment schedule.</li> </ul>



## Appendix Q – Member’s Bill of Rights Revised

An electronic copy of Addendum - Appendix Q – Member’s Bill of Rights will be posted at the following web address:

<http://new.dhh.louisiana.gov/index.cfm/page/1663/n/383>.

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			<ul style="list-style-type: none"><li>To receive assistance from both DHH and the Enrollment Broker in understanding the requirements and benefits of the DBP.</li></ul>	<ul style="list-style-type: none"><li>To receive assistance from both DHH <del>and the Enrollment Broker</del> in understanding the requirements and benefits of the DBP.</li></ul>