

Addendum #7

Additional Questions and Answers

External Quality Management Organization

RFP # 305PUR-DHHRFP-EQRSMO-LBHP-OBH

Proposal Due Date: April 30, 2013 4:00 pm CDT

The following Questions and Answers were inadvertently omitted from Addendum #3, Questions and Answers.

Page No.	Section	Question	Response
24	IIA	<p>Has a quality assessment performed by Mercer Government Human Services Consulting (Mercer) been completed on the SMO since the SMO contract began?</p> <p>a. If yes, is a copy of this available for review to inform our scope of work?</p> <p>b. If no, in what year is this assessment scheduled to be completed?</p>	<p>No, the quality assessment has not been completed.</p> <p>b. It is scheduled to be conducted in May 2013 by Mercer.</p>
25	IIB, 3a	<p>How does the quality assessment performed by Mercer differ from the EQRO'S requirement to perform a review to determine the SMO's compliance with standards as per section 438.204(g)?</p>	<p>The quality assessment performed by Mercer will focus on compliance operations related to the Balanced Budget Act (BBA), and with CMS requirements. The EQRO will review the Mercer report and will review performance measures outlined in the SMO RFP, including validation of encounter data.</p>
24	IIA	<p>In our review of the original</p>	<p>The two PIPs selected for the first year of the contract are: 1) appointment access and 2)</p>

		SMO RFP, we noticed that at least two performance improvement projects are required each year. What were the PIPs initiated by the SMO in the first year of its contract?	number of CSoC treatment plans with service authorization at first review. The SMO is required to collect data during the first year of operations to establish a baseline performance.
24	IIA	What are the specific performance measures required to be reported by the SMO?	<p>Performance measures are listed in the SMO RFP</p> <p><b>J. Procurement Library/Resources Available To Proposer</b></p> <p>Relevant material related to this RFP will be posted at the following web address:  <a href="http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761">http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761</a></p> <p>It is the responsibility of the proposer to check this website for updates to existing materials or additions to the library.</p>
25	IIB, 3a	Is it the State's expectation that the EQRO will be a certified HEDIS auditor?	No, the state does not expect the EQRO to be a certified HEDIS auditor.
26	IIB, 3c	<p>The validation of encounter data and the validation of consumer or provider surveys are both listed as optional activities.</p> <p>a. How often are encounters submitted to the State/Mercer by the SMO?</p> <p>b. Have any consumer or provider surveys been administered to date?</p> <p>c. If both of these tasks are</p>	<p>a. Encounter data is sent from the SMO to the State's fiscal intermediary on a daily basis. No encounter data is sent to Mercer.</p> <p>b. The SMO will complete consumer and provider surveys during Q1 2013.</p> <p>c. The cost of the annual required activities should be stated and the cost of each optional</p>

		<p>optional, how should potential bidders factor in the cost to validate these elements in the Cost and Pricing Template on page 56?</p> <p>d. Specifically, as per page 41, the cost evaluation is primarily based on the total cost in the first year. Should bidders factor in the cost to validate encounters and surveys in the first year?</p>	<p>activity should be priced separately. See Revised Cost Template Addendum #8.</p> <p>d. Yes.</p>
37	III N	<p>Would attaching another EQR report submitted to CMS for another state Medicaid agency constitute “documentation of CMS certification or acceptance as EQRO”, or is Louisiana looking for a document from CMS to the EQRO?</p>	<p>Yes, an EQR report submitted by the proposer to CMS for another state Medicaid agency would be acceptable documentation, as long as the proposer also documents that the report was accepted and approved by CMS.</p>
40	III 0, 8	<p>Is there a specific format that you are expecting the proposer’s All Hazards Response Plan?</p>	<p>DHH recommends using the FEMA guide on developing an All Hazards Response Plan. The Louisiana Emergency Operations Plan may also be used as a reference document - <a href="http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761">http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761</a></p>
56	N/A	<p>Should potential bidders submit a price for each item listed for each year assuming all items will be required each year?</p>	<p>Yes. Page 41 of the RFP states: Cost and Pricing Analysis</p> <p>a. Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal. Proposers shall submit the breakdown in a similar format to the attached sample cost</p>

			template form (See Attachment V) for each year of the contract to demonstrate how cost was determined.
24	<p>II. SCOPE OF WORK.</p> <p>A. Project Overview</p>	<p>In terms of the compliance review of the SMO's operations, please clarify activities to be conducted by Mercer and by the EQR.</p>	<p>The quality assessment performed by Mercer will focus on compliance operations related to the Balanced Budget Act (BBA), and with CMS requirements. The EQRO will review the Mercer report and will review performance measures outlined in the SMO RFP, including validation of encounter data.</p> <p>The EQRO must be able to work in cooperation with Mercer who in collaboration with the State will perform the following sections of the quality review: review of accreditation reports; conducting the BBA compliance review; development of any required corrective action plans; and evaluation of the information systems capabilities.</p> <p>The EQRO will review the Mercer report and incorporate its findings into the technical report. The EQRO will be responsible for the required activities of validating performance measures and validating performance improvement projects. If the State decides to conduct the optional encounter data validation and/or the optional validation of consumer or provider surveys of quality of care, the EQRO will be responsible for these activities.</p>
24	<p>II. SCOPE OF WORK.</p> <p>A. Project Overview</p>	<p><i>"The EQR contractor will complete all other required evaluations and documentation identified by CMS as part of the 1915(i) and 1915 (b)(3) waivers awarded to the state."</i></p> <p>Please provide more details about what these evaluations and documentation entail.</p>	<p>See Section II which begins on p. 79 of the 1915(b) Waiver document</p> <p><b>Procurement Library/Resources Available To Proposer</b>  <a href="http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761">http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761</a></p> <p>It is the responsibility of the proposer to check this website for updates to existing materials or additions to the library.</p>

25	II. Scope of work. B.3.b. Operations Requirements	<p><i>“The contractor shall review other mandatory activities performed by Mercer and OBH.”</i></p> <p>Please specify all of the other mandatory activities the contractor is expected to review.</p>	<p>The mandatory activities referred to follow in section B.3.b :</p> <p>b. The contractor shall review other mandatory activities performed by Mercer and OBH. Mercer and OBH shall review the SMO’s operations, including conducting the BBA compliance desk review and onsite review every three (3) years, and on an on-going basis work with the State to develop any required Corrective Action Plans related to the onsite review and the quality strategy. Mercer shall prepare reports of these activities:</p> <ul style="list-style-type: none"> <li>i. Review of accreditation reports and determination if non-duplication of review is possible.</li> <li>ii. Consistent with the BBA protocol:             <ul style="list-style-type: none"> <li>1. Conduct a desk review of all policies and procedures, program descriptions, committee minutes, manuals, handbooks and quality data.</li> <li>2. Conduct an onsite visit in the SMO office to review credentialing files, care management records, interview staff and provide feedback on clinical operations.</li> <li>3. Validate the SMO’s compliance with State’s standards for access to care, structure and operations and quality measurement and improvement.</li> <li>4. Validate compliance with federal Medicaid managed care regulations.</li> </ul> </li> <li>iii. Assess systems information capabilities of the SMO every three (3) years.</li> </ul>
25	II. SCOPE OF WORK. B.3.Operations Requirements. <u>a..iii. and b.</u> Attachment V	<p>1) Is the EQR contractor expected to rely solely on the results of Mercer’s review or should the contractor conduct its own onsite review?</p> <p>2) The budget template includes a line for desk review and on-site review and a line for compliance review — are we to budget for both?</p>	<p>1. . A separate onsite review by the contractor is not required or anticipated.</p> <p>2. . A separate onsite review by the contractor is not required or anticipated. Page 41 of the RFP states:          Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment V) for each year of the contract to demonstrate how cost was determined.</p>
26	II. SCOPE OF	Please clarify the entity	As noted on pages 25-26 of the RFP, Mercer is conducting the Information System Capabilities

	<p>WORK. B.3.Operations Requirements. b. iii.</p> <hr/> <p>Attachment V</p>	<p>that will assess information systems capabilities, as well as the frequency of this activity.</p>	<p>Assessment (ISCA). The EQRO is not required to conduct a review of information systems.</p> <p>b. The contractor shall review other mandatory activities performed by Mercer and OBH. Mercer and OBH shall review the SMO's operations, including conducting the BBA compliance desk review and onsite review every three (3) years, and on an on-going basis work with the State to develop any required Corrective Action Plans related to the onsite review and the quality strategy. Mercer shall prepare reports of these activities:</p> <p>iii. Assess systems information capabilities of the SMO every three (3) years.</p>
26	<p>II. SCOPE OF WORK. B.3.c. Optional Activities</p>	<p>1) Does this mean that the information will be incorporated into the Technical Report? 2) Please specify how the contractor will "use" this information.</p>	<p>1. Yes, this information must be included in the Technical Report.</p> <p>2. To validate encounter data and consumer and provider surveys.</p>
33	<p>II. SCOPE OF WORK. J. Term of Contract</p>	<p><i>"The rate and terms of the contract for the subsequent two years will remain the same."</i></p> <p>1) What is meant by rate and terms? 2) Should the total value of the contract remain constant for each of the three years, i.e., no increase in option years 1 and 2?</p>	<p>See Page 33 of the RFP:</p> <p><b>Term of Contract (REVISED)</b> The contract shall commence on or near the date approximated in the Schedule of Events. The term of this contract is for a 36 month period from the start date. The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.</p>
36	<p>III. PROPOSALS. K.2. Proposal Submission</p>	<p><i>The cost proposal and financial statements should be submitted separately from the technical</i></p>	<p>Yes, please submit the copies of the Cost Proposal as separate copies from the technical proposal.</p> <p>See page 36 of the RFP:</p>

		<p><i>proposal..."</i></p> <p>Please clarify: Should the contractor submit 1 original, 6 copies and 1 electronic copy for the Technical <b>and</b> 1 original, 6 copies and 1 electronic copy for the Cost Proposal?</p>	<p>Proposer <b>shall</b> submit one (1) original hard copy (the Certification Statement must have original signature signed in ink) and should submit one (1) electronic copy (cd or flash drive) of the entire proposal and six (6) hard copies of the proposal. Proposer may provide one electronic copy of the Redacted (cd or flash drive). No facsimile or emailed proposals will be accepted. The cost proposal and financial statements should be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.</p>
36	<p>III. PROPOSALS. N. Requested Proposal Outline</p>	<p>Please confirm that the listings below properly outline the sections that should appear in the Technical Proposal and those that should appear in the Cost Proposal.</p> <p>Technical – Introduction/Administrative Data; Workplan/Project Execution; Relevant Corporate Experience; Personnel Qualifications; Additional Information</p> <p>Cost – Corporate Financial Condition; Cost and Pricing Analysis</p>	<p>Page 36 of the RFP states: Yes, the cost proposal and financial statements should be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.</p> <p>Please see RFP Page 41:</p> <p>10. Cost and Pricing Analysis</p> <p>a. Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal. Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment V) for each year of the contract to demonstrate how cost was determined.</p> <p>Please see RFP Pages 36-37:</p> <p><b>N. Requested Proposal Outline:</b></p> <p><input type="checkbox"/> Introduction/Administrative Data  <input type="checkbox"/> Work Plan/Project Execution  <input type="checkbox"/> Relevant Corporate Experience  <input type="checkbox"/> Personnel Qualifications</p> <p>Include documentation of CMS certification or acceptance as EQRO</p>

			<input type="checkbox"/> Additional Information <input type="checkbox"/> Corporate Financial Condition <input type="checkbox"/> Cost and Pricing Analysis
41	III. PROPOSALS. O.10.a. Cost and Pricing Analysis	<i>“An item by item breakdown of costs shall be included in the proposal?”</i> Will the Office of Behavioral Health be providing a separate template for the item-by-item breakdown? If yes, when will this template be made available? If no, should the contractor develop its own?	See RFP, page 42:  10. Cost and Pricing Analysis  a. Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal. b. Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment V) for each year of the contract to demonstrate how cost was determined.
56	Attachment V.	Attachment V lists <i>“Determination of MLR Quality Activities”</i> as an activity to be priced.  This activity is not described in the Scope of Work. Please make available a detailed description of this activity.	Activities that improve health care quality are defined in 45 CFR §158.150. <a href="http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761">http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/2761</a>
N/A	N/A	Is there a current contract in place for EQRO Services? If so, who is the incumbent?	There is not a contract in place for an organization to serve as the EQRO.