

Addendum # 6

Revisions to EQRO RFP Document

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Page Number	RFP Section Number	Revised RFP Language
14	Section II Scope of Work B. 1	<p>1. The Contractor shall:</p> <ul style="list-style-type: none">a. Conduct Readiness Reviews for prospective CCNs (CCN-P and CCN-S) prior to CCN enrollment). b. Perform specified EQR activities related to the CCNs annually:<ul style="list-style-type: none">i. Desk review of all policies and procedures, program descriptions, committee minutes, manuals, handbooks, and quality data;ii. On-site visit conducted in the CCN office to review credentialing files, medical records, conduct staff interviews and provide feedback.iii. Validate performance improvement projects (PIP) required by the State;iv. Validate performance measures (PM) required by the State;v. Review CCN's compliance with State's standards for access to care, structure and operations, and quality measurement and improvement;vi. Assess systems information capabilities for CCN-Ps;vii. Validate encounter data for CCN-Ps;viii. Validate consumer and provider surveys on quality of care;ix. Provide technical assistance to CCNs<ul style="list-style-type: none">• Develop the Quality Companion Guide.• Annually conduct a comparison study of all CCNs. c. Determine CCN-P Quality Activities that meet MLR requirements.
16	Section II C. Deliverables 1. Programmatic Requirements d.	<p>d. The Contractor shall validate each CCN's Performance Measures (PM).</p> <p style="text-align: center;">The Contractor shall follow CMS's most current <i>Validating Performance</i></p>

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		<p><i>Measures</i> protocol. The current <i>Validating Performance Measures</i> protocol is located in the electronic procurement library and https://www.cms.gov/MedicaidCHIPQualPrac/07_Tools_Tips_and_Protocols.asp.</p> <p>The Contractor must validate performance measures annually. <u>The Contractor shall validate seven (7) performance measures per CNN annually which shall include the five (5) incentive-based measures and two (2) additional measures to be determined by DHH at a later date. The two (2) additional measures will include one (1) hybrid measure and one (1) administrative measure. DHH reserves the right to add additional performance measures through contract amendment.</u></p> <p>This protocol addresses the following three activities that the Contractor shall undertake in validating PM:</p> <ul style="list-style-type: none"> i. Review the data management processes of the CCN, ii. Evaluate algorithmic compliance (the translation of captured data into actual statistics) with specifications defined by DHH, iii. Verify performance measures to confirm that the reported results are based on accurate source information.
17	Section II C. Deliverables 1. Programmatic Requirements g.	<p>g.—The Contractor shall assess CCN-P information systems capabilities.</p> <p>The Contractor must follow CMS's <i>Information Systems Capabilities Assessment for Managed Care Organizations and Prepaid Health Plans: An Appendix to the External Quality Review Activity Protocols</i>. The current protocol is located in the electronic procurement library and</p> <p>https://www.cms.gov/MedicaidCHIPQualPrac/07_Tools_Tips_and_Protocols.asp.</p> <p>The Contractor shall validate CCN-P information systems capabilities annually. The protocol consists of the following four activities that the Contractor shall perform:</p> <ul style="list-style-type: none"> i.—Collection of standard information about each CCN's information system,

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		<p>ii. Review of collected information, iii. Follow-up interviews with CCN staff, iv. Analysis of information obtained and follow-up interviews.</p>
18	Section II C. Deliverables 1. Programmatic Requirements h.	<p>h. The Contractor shall validate CCN-P encounter data.</p> <p>The Contractor must follow CMS's most current <i>Validating Encounter Data</i>. The current protocol is located in the electronic procurement library and https://www.cms.gov/MedicaidCHIPQualPrac/07_Tools_Tips_and_Protocols.asp.</p> <p>The Contractor shall validate CCN-P encounter data annually. The protocol consists of the following five sequential activities that the Contractor shall perform:</p> <ul style="list-style-type: none">i. Review DHH requirements for collection and submission of encounter data,ii. Review CCN's capability to produce accurate and complete encounter data,iii. Analyze CCN electronic encounter data for accuracy and completeness,iv. Review medical records, as appropriate, for additional confirmation of findings, andv. Submission of findings
19	Section II C. Deliverables 1. Programmatic Requirements k.	<p>k. The Contractor shall identify CCN-P activities that meet Department of Health and Services (HHS) requirements to be included in Medical Loss Ratio (MLR) calculations as quality improvement activities;</p> <ul style="list-style-type: none">i. The Contractor shall review and identify activities of each CCN-P that improve health care quality as recommended by the National Association of Insurance Commissioners (NAIC) and as adopted by HHS in §§ 158.10 through 158.151 of the Federal Register, Vol.75, No. 230, December 1, 2010. (http://www.gpo.gov/fdsys/pkg/FR-2010-12-01/pdf/2010-29596.pdf)

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		<p>ii. Upon DHH request, the Contractor shall <u>provide written recommendations for MLR Quality Activities.</u> submit a MLR Quality Activities Report annually to DHH by June 30, beginning the year after GCN implementation.</p>
24	Section II C. Deliverables 5 Reporting Requirements g.	<p>g. The Contractor shall provide DHH with a tracking report of progress on annual reviews. This tracking report will include review progress by GCN and areas of concern. The tracking report will consist of a brief summary with dates and expectations for completing specified activities. This report shall be transmitted electronically and updated bi-weekly.</p>
24	Section II C. Deliverables 5 Reporting Requirements h.	<p>h. The Contractor shall submit a MLR Quality Activities Report annually to DHH by June 30, beginning the year after GCN P implementation.</p>
34	Section III O. Proposal Content 4.d, iii	<p>d. The following information must be included in the proposal</p> <ul style="list-style-type: none">i. Certification Statement: The proposer must sign and submit the attached Certification Statement (See Attachment I).ii. Transition/Takeover Plan (See Section II, B, #6)iii. DR/BCP (See Section II, F, #5 and #6 <u>#4 and #5</u>)iv. MLR Quality Activities Report (See Section II, B, #5, h)v. Readiness Review Tracking Report (See Section II, C, #5, d).vi. Annual Review Tracking Report (See Section II, C, #5, g).
35	Section III O. Proposal Content	<p>In addition, the Proposer shall submit a transition/takeover plan in the proposal which outlines the procedures and timelines to ensure continuity of services in the event of contract termination or subsequent contract award to different vendor. The transition/takeover plan must include procedures that shall, at a minimum, comply with the stipulations listed in the Scope of Work Section B <u>C</u> (Deliverables) Part 6 (Transition Plan).</p>

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36	Section III O. Proposal Content 5.	Also, the Proposer shall include an example of the readiness and annual review tracking report.
38	Section III O. Proposal Content 10.	Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs to provide all EQR activities described in this RFP for one (1) CCN-P and one (1) CCN-S. The cost proposal shall contain all anticipated costs of successful implementation of all deliverables outlined. The cost proposal shall contain the total cost and shall be used to determine the cost for one (1) CCN-P and one (1) CCN-S.
38	Section III P. Evaluation Criteria Content 3.	Scoring will be based on a possible total of 100 points, and the proposal with the highest total score will be recommended for award. <u>Scores will be rounded to the nearest hundredth.</u>