

Addendum 2
Questions and Answers

EXTERNAL QUALITY REVIEW OF STATEWIDE MANAGED CARE ORGANIZATION FOR THE LOUISIANA BEHAVIORAL HEALTH PARTNERSHIP
OFFICE OF BEHAVIORAL HEALTH
DEPARTMENT OF HEALTH AND HOSPITALS
RFP # 305PUR-DHHRFP-EQRSMO-LBHP-OBH
Proposal Due Date: March 14, 2013 4:00 pm CDT

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. 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), with CMS requirement. 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 SMO RFP, we noticed that at least two performance improvement projects are required each year.</p>	<p>To date the SMO has not been formally required to complete a PIP.</p>

		What were the PIPs initiated by the SMO in the first year of its contract?	
24	IIA	What are the specific performance measures required to be reported by the SMO?	Performance measures are listed in the SMO contract starting on page 87 (http://new.dhh.louisiana.gov/assets/docs/contracts/305PUR-DHHRFP-SMO-OBH_STATEWIDE_MANAGEMENT_ORGANIZATION.pdf)
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	The validation of encounter data and the validation of consumer or provider surveys are both listed as optional activities. a. How often are encounters submitted to the State/Mercer by the SMO? b. Have any consumer or provider surveys been administered to date? c. If both of these tasks are optional, how should potential bidders factor in the cost to validate these elements in the Cost and Pricing Template on page 56? 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	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. b. The SMO will complete consumer and provider surveys during Q1 2013. c. The cost of the annual required activities should be stated and the cost of each optional activity should be priced separately. d. Yes.

		the first year?	
37	III N	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?	Any documentation supporting that EQR reviews submitted by proposers were accepted by CMS would suffice.
40	III 0, 8	Is there a specific format that you are expecting the proposer’s All Hazards Response Plan?	We recommend using the FEMA guide on developing an All Hazards Response Plan. http://www.fema.gov/pdf/plan/0-prelim.pdf The Louisiana Emergency Operations Plan may also be used as a reference document - http://www.ohsep.louisiana.gov/plans/EOP200961509.pdf
56	N/A	Should potential bidders submit a price for each item listed for each year assuming all items will be required each year?	Yes.