



Bureau of Health Services Financing

Request for Information

For a

Medicaid Dental Benefit Third Party Administrator

RFI due date/time: Wednesday, September 17, 2025, at 8:00 a.m. CDT

NOTE: This Request for Information (RFI) is solely for information and planning purposes and does not constitute a solicitation. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act, R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

Date of Issuance: Monday, August 25, 2025

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1 GENERAL INFORMATION

1.1 Background

The Louisiana Department of Health (LDH) is responsible for the administration of the Louisiana Medicaid program, serving over 1.6 million individuals across the state. Medicaid's philosophy is to operate the Medicaid Program in a manner that achieves the Triple Aim of optimizing health system performance by improving patient experience of care, overall health and reduce the per capita cost. LDH envisions a future where everyone in Louisiana has the best care and health possible. Currently, dental services are administered through risk bearing Dental Benefit Program Managers. The State is evaluating the feasibility of transitioning to a centralized non-risk bearing Third Party Administrator (TPA) model. LDH seeks to explore this alternative model for the administration of State directed fee-for-service dental benefits for approximately 1.4 million eligible beneficiaries.

Medicaid's dental program provides dental services to four populations:

1. *EPSDT Dental* – comprehensive dental benefits to individuals under the age of 21, as specified in LAC 50:XV.6901;
2. *Adult Waiver* – comprehensive dental benefits to individuals over 21 with intellectual/developmental disabilities (IDD) enrolled in the New Opportunities Waiver, Residential Options Waiver or Supports Waiver Programs, as specified in LAC 50:XXI.5721, LAC 50:XXI.16309 and LAC 50:XXI.13941;
3. *Adult Intermediate Care Facility (ICF/IDD)* – comprehensive dental services for individuals over 21 who reside in an ICF due to intellectual disability, as specified in LAC 50:VII.31105; and
4. *Adult Denture Program* – denture benefits for adults 21 and older, as specified in LAC 50:XXV.303.

1.2 Purpose of RFI

The Louisiana Department of Health is issuing this RFI for the purpose of gathering information and cost estimates from qualified entities with demonstrated capacity and experience to administer dental administrative services through a TPA model. The information gathered will help inform LDH in developing a comprehensive Scope of Services for a potential future Request for Proposal (RFP). The Third Party Dental Administrator would be responsible for efficient utilization management, care coordination, provider recruitment and improving oral health outcomes. Other potential roles include, provider network management, claims processing, data and technology integration, and enrollee services.

1.3 Project Overview

Attachment I provides an overview of the project and outlines preliminary concepts and deliverables under consideration. LDH seeks information and recommendations from responders regarding the following:

1. Organizational Overview
2. Scope of Work
3. Network Management
4. Enrollee Services
5. Claims Processing and Utilization Management
6. Care Coordination
7. Data and Technology
8. Quality Improvement
9. Compliance and Program Integrity
10. Implementation and Transition Planning
11. Cost Estimate

The anticipated contract term is three (3) years.

2 ADMINISTRATIVE INFORMATION

2.1 RFI Coordinator

Request for copies, questions, and submission responses to this RFI must be directed to the RFI coordinator listed below:

Andrea Perry
Dental Program Manager
Bureau of Health Service Financing
PO Box 91283 Bin 32
Baton Rouge, LA 70821-9283

MedicaidDental@la.gov

This RFI has been posted to Louisiana Procurement and Contract Network (LaPAC) and the LDH Website, which can be found at the following links:

LaPAC: <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

LDH Website: <https://ldh.la.gov/index.cfm/newsroom/category/46>

2.2 Schedule of Events

Activity/Event	Date
Public notice of RFI	08/25/2025
Deadline for receipt of written inquiries	08/29/2025
Response to written inquiries	09/05/2025
Deadline for receipt of RFI	09/17/2025

Louisiana Department of Health/Bureau of Health Services Financing reserves the right to deviate from this Schedule of Events

2.3 Response Content

2.3.1 Format Requirements

Thank you for your interest in partnering with the Louisiana Department of Health. We look forward to receiving your valuable input.

- Identify responses with the RFI name and number
- organize responses in the sequence outlined in Attachment I, Scope of Services
- Respondents are encouraged to answer as many questions as applicable; however, complete responses to all questions are not required.

2.3.2 Executive Summary

This section should demonstrate the responders understanding of the full scope of this request. The executive summary should include administrative information including, at a minimum, authorized representative contact name and phone number, email address and any other pertinent contact information. This section should also include a summary of qualifications and organizational ability and willingness to comply with the State's requirements.

2.3.3 Corporate Background and Experience

The responder should provide a brief description of the organization, including its history, corporate structure, and organization, as well as the same information for any subcontractors (if applicable). Include the date the company was established and began functional operations, the size of the organization (number of employees), and a general description of the lines of business currently in operation. Responders should also describe their experience with projects of this type with other states or corporate/governmental entities of comparable size and diversity to that of Louisiana's Medicaid dental populations.

2.3.4 Approach and Methodology

The responder should provide the recommended approach and methodology to accomplish the Scope of Services outlined in Attachment I. Best practices garnered from previous experience with this scope of services should be described. Provide a list of issues/concerns that were not taken into consideration in the Scope of Services described herein that you think is important for the agency to consider. Provide alternative solutions for accomplishing the project objectives, if applicable, and any other additional pertinent information.

2.3.5 Cost Estimate

Provide a general overview of your pricing model (e.g., subscription-based, per user, per transaction). While this is an RFI, a high-level understanding of potential costs is beneficial. Please include any information regarding typical implementation and operations costs, as well as

factors influencing them. Whenever possible, provide the responders proposed reimbursement structure broken out by programmatic component as stipulated in Attachment I.

2.4 Response Instructions

2.4.1 Response Submittal

Responders interested in providing information requested by this RFI must submit responses containing the information specified no later than the deadline stated in the Schedule of Events. Proposers should email their responses. Hand delivered responses will not be accepted.

The mailing address is provided in Section 2.1 of this RFI. It is solely the responsibility of each responder to ensure that their response is delivered prior to the submission deadline. Responses misdirected or otherwise received late may not be considered.

All communications relating to this RFI must be directed to the RFI coordinator. Written comments and questions must be received by Friday, August 29, 2025, at 4:00 p.m. Central Daylight Time. Written comments and questions can be submitted via e-mail to MedicaidDental@la.gov. On the subject line of the email, include “LDH Dental TPA-Vendor Question(s)”. Verbal inquiries will not be accepted.

2.4.2 Demonstrations

LDH may host a virtual vendor demonstration for select respondents to present their approach. Please indicate your interest in participating when submitting your response.

2.5 Additional Instructions and Notifications to Responders

2.5.1 RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum, (if any) does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time, without penalty.

2.5.2 Ownership of Response

The materials submitted in response to this request shall become the property of the State.

2.5.3 Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any) or any other costs, incurred by the responder associated with this RFI.

ATTACHMENT I

Scope of Services

Preliminary Overview

LDH is considering contracting with a TPA to administer dental benefits for eligible Medicaid enrollees. Interested parties are requested to respond to the following items. Additional context is referenced in Section 2.3 Response Content:

1. Organizational Overview

- Executive Summary
- Corporate background and experience
- Brief history, ownership structure, and experience in administering Medicaid dental programs
- States currently serving as a dental TPA

2. Scope of Work

- Description of available services related to dental benefit administration
- Capacity to implement and manage large-scale dental programs
- Timeline to implement with a state Medicaid agency

3. Network Management

- Approach to recruiting and retaining dental providers, including specialists
- Strategies for increasing provider participation in underserved areas

4. Enrollee Services

- Description of administrative functionality to address beneficiary concerns and awareness of dental benefits.
- Describe resources for beneficiaries to access plan information, benefits, locate dentist and review claim history
- Capabilities to operate a beneficiary call center for the above-mentioned services and care coordination.

5. Claims Processing and Utilization Management

- Capabilities for timely and accurate claims adjudication
- Utilization review and cost containment strategies
- Description of service authorization process including clinical staffing requirements
- Capabilities to operate a provider call center for assisting with the above-mentioned services.

6. Care Coordination

- Approaches to integrate care coordination for medically complex, high-need, or special needs beneficiaries

7. Data and Technology

- Overview of data systems and interoperability with state systems
- Reporting capabilities and performance monitoring tools

8. Quality Improvement

- Experience with quality assurance programs and dental health outcomes
- Metrics used to evaluate program success

9. Compliance and Program Integrity

- Strategies for fraud, waste, and abuse prevention
- Mechanisms for regulatory compliance and audit readiness

10. Implementation and Transition Planning

- Timeline and methodology for transitioning from current administration to a TPA-led model
- Risk mitigation strategies

11. Cost Estimate

- Provide a general overview of your pricing model (e.g., subscription-based, per user, per transaction).
- Include any information regarding typical implementation and operations costs, as well as factors influencing them.
- Whenever possible, provide the responders proposed reimbursement structure broken out by programmatic component as stipulated in Attachment I.
- Cost consideration should be general and non-binding