

Addendum #1
Questions and Answers
RFP #3000008837
FISCAL/EMPLOYER AGENT
FOR SELF-DIRECTED SERVICES

1. What is the current per member per month fee for the vendor providing FE/A and support broker services?

The current rate per member per month (PMPM) rate is \$99.75. This rate is based on the existence of the following conditions: (1) the program exceeds 500 participants; (2) over 75% of participants' employees utilize direct deposit and/or pay card as their means to receive pay; and (3) over 50% of participants utilize web time entry as a means of submitting payroll. The rate would be higher if all of the conditions stated above were not met. Support Broker services are not provided and are not being requested through this RFP.

2. How is cost for background checks reimbursed?

Background checks are invoiced at cost and currently an additional administrative fee of \$1.50 per background check is paid to the contractor.

3. Please describe how LAST and EVV will interact?

EVV service data collected in LaSRS are processed then electronically passed to the LAST system the following day. The use of the LAST system and this process will phase out in the upcoming year and is currently not utilized by the current vendor for Self-Direction.

4. What EVV system is LDH planning to use for FE/A operations? What data elements are required for capture and processing?

As referenced in RFP, please refer to technical requirements: [Data Integration Process](#) and [Data Bridge Elements](#)

5. Will the state consider allowing vendors to provide their own EVV system?

Providers/vendor may choose to utilize an EVV system other than the one designated by LDH. Those who chose an alternate system do so at their own cost and the system must successfully pass the data integration process prior to the mandatory implementation date. Additionally, the system must meet the Federal requirement that "services are electronically verified with respect to the location of service delivery." The data integration process and elements may be found at the link listed in the above question.

6. What would the state like included in the cost and pricing analysis?

The cost/pricing analysis should include the total PMPM rate for providing FMS services inclusive of administrative cost to process criminal background checks.

7. How will the state calculate the total proposal cost for the performance bond?

The contractor must maintain a Performance Bond in the amount of 10% of the annual contract amount. The proposal cost/PMPM rate will be used along with the projected number of participants to calculate the total cost of the contract.

8. What is the expected participant growth over the life of the contract?
The projected participant growth is approximately 50% through the 3-year contract period.
9. What is the current participant attrition rate?
Between .5% and 1.0%
10. What is the current ratio of DSWs to participants?
1.9 to 1
11. What is the current daily and monthly customer service call volume?
In August 2017, the average was 35.34 calls per day, and an average of 702 calls per month thus far this year through August.
12. What is the current and projected dollar volume of payroll each month?
The current payroll (September 2017) was \$2,834,025, projection through the end of the three-year contract, \$4,251,037 dependent on LDH's budget appropriation each year.
13. How will referrals be delivered to the selected vendor?
SRI will send authorizations electronically and the Support Coordinator will send the approved Plan of Care/revision to the F/EA as authorization of approval. See links for current self-direction manuals and details regarding the process of a participant choosing self-direction as a service delivery option. [OCDD Self Direction Handbook](#) & [OAAS Self Direction Handbook](#)
14. How will authorizations be delivered to the selected vendor? Can authorizations be provided in a daily electronic file?
Prior authorization can be electronically sent via LaSRS, LAST or an sFTP file. An sFTP file of all Prior Authorizations authorized or edited in the last 30 days is currently being sent on a daily basis to the current vendor. Additional information:
The data contractor (SRI) currently sends 3 electronic files on a daily basis and receives one incoming file from the current FEA vendor.
Incoming Files to FEA (daily):
1) Client File – containing recipient demographic information
2) Prior Authorization file- containing new and edited PAs
3) Service Message file- contains processed service data including any messages pertaining to that service
Outgoing File from FEA:
1) Service file –contains service data sent by FEA agency
15. Who is the current contractor for supports brokerage?
Support Brokerage is not currently provided nor is it being requested through this RFP.
16. Section 3.6.3 indicates that the contractor will be required to collect electronic check in/check out information including geolocation data. Can you reconcile this with 3.3.3.3.1.13.2 that allows for collection of time data through fax, mail and email? How could electronic time and geolocation be collected through these methods?

3.6.3 refers to when Electronic Visit Verification is implemented for the self-direction program. 3.3.3.3.1.13.2 refers to the current processes and expectations.

17. Does the selected Contractor need to meet EVV requirements in the 21st Century Cures Act?
Yes
18. Is the current Contractor capturing employee eligibility for the Difficulty of Care income exclusion available under IRS Notice 2014-7, which recognizes payments for Medicaid waiver services to eligible live-in providers as excluded from reporting as federal income?
No
19. Is the current Contractor capturing employee eligibility for the live-in exemption from overtime under the Fair Labor Standards Act such that participants employing eligible employees do not need to pay overtime premiums?
Yes
20. Please clarify the amount of time the successful Contractor will have to transition over 800 participants and their associated providers. The Schedule of Events (2.4.1.) allows 61 days between contract negotiation and the contract beginning date. What deliverables, if any, are due by January 1, 2018?
The transition process should occur between notification of award and December 31, 2017. All deliverables must be in place by 1/1/18 unless otherwise stated in the RFP.
21. What is the earliest date the Contractor is expected to provide payroll (2.4.1.)?
January 5, 2018
22. The Transition Plan is due 45 days after contract award (3.3.6.2). Is that the date of the Contract Award Announcement or Contract Begins (2.41.)?
Upon notification of award, the contractor must begin to work with BHSF to develop a transition plan. All transition activities shall be complete prior to the start of the contract on January 1st.
23. The requirements in section 3.1.3.2. list the potential need for managing of invoices for goods and services. Can you please confirm that managing of invoices for goods and services is not currently part of this contract and should not be reflected in the Proposer's cost worksheets?
Yes. Management of goods and services are not currently part of this contract and should not be reflected in the proposer's cost worksheet.
24. Can the state please elaborate on the FEA's role in providing a package of insurance options including disability, healthy, and life insurance for DSWs as listed in 3.1.3.3?
As part of the self-direction option, CMS allows certain goods and services to be paid for under an individual's waiver budget. If the state elects to pursue this option for waiver participants in the future, the F/EA would be responsible for researching insurance options and making available BHSF approved options to participants and deduct from pay.
25. Can LDH please explain further the requirement listed in section 3.3.1.1.1.? It suggests that the F/EA would provide services before being approved by the IRS as an agent of the employer. Could LDH explain why that would be?
There can be a significant time gap between when a completed Form 2678 to request IRS authorization is sent and when the official IRS letter is received in response. Because this time gap could present serious hardship for participants who would otherwise be unable to receive services during this waiting period, the F/EA must bear the responsibility during that time gap so there will be no interruption in service.

26. For the Workers Compensation requirement in section 3.3.3.7., is the cost of the premium deducted from the wage paid to the DSW?

Yes

27. Has LDH imposed liquidated damages (3.4.) on the current contractor or prior vendors? If so, how often and how much?

No

28. Please clarify whether the late submission of invoices penalty in 3.4.1.4., refers to service claims, administrative invoices or both.

3.4.1.4 references administrative invoices only.

29. Worksheet 2 of Attachment V asks for total monthly cost. Is there a preferred template for an itemized description of costs? Section 4.15.10.1 suggests that the cost should be itemized.

Please provide an all-inclusive PMPM rate as referenced in Attachment 5.

30. Is the bond amount (7.3.1) for the total annual proposed cost or the total over the three-year contract?

Refer to question # 7.

31. With the current vendor, what is the percentage of use for the following?

- Online system – August 2017 – 58%
- Direct Deposit – August 2017 – 92%

32. (Page 8, Section: 1.1.3.1.) How many participants are enrolled in each waiver?

See chart in #33 below for current enrollment.

What is the new enrollment rate for each waiver?

The monthly new enrollment rate by waiver is approximately as follows:

Community Choices Waiver (CCW)	New Opportunities Waiver (NOW)	Residential Options Waiver (ROW)	Children's Choice (CC) Waiver
5%	2%	0%	5%

33. Can the state provide Participant distribution information by region or geographic area for each waiver?

Participant enrollment by waiver and region is shown in the following chart:

Region	Program	Client Count
Reg 1	Community Choices Waiver	16
Reg 2	Community Choices Waiver	19
Reg 3	Community Choices Waiver	15
Reg 4	Community Choices Waiver	9
Reg 5	Community Choices Waiver	1
Reg 6	Community Choices Waiver	8
Reg 7	Community Choices Waiver	10
Reg 8	Community Choices Waiver	5
Reg 9	Community Choices Waiver	44
Reg 1	Children's Choice Waiver	25
Reg 2	Children's Choice Waiver	22
Reg 3	Children's Choice Waiver	12
Reg 4	Children's Choice Waiver	13
Reg 5	Children's Choice Waiver	3
Reg 6	Children's Choice Waiver	4
Reg 8	Children's Choice Waiver	2
Reg 9	Children's Choice Waiver	36
Reg 2	Residential Options Waiver	2
Reg 9	Residential Options Waiver	2
Reg 1	New Opportunities Waiver	170
Reg 2	New Opportunities Waiver	161
Reg 3	New Opportunities Waiver	34
Reg 4	New Opportunities Waiver	69
Reg 5	New Opportunities Waiver	38
Reg 6	New Opportunities Waiver	18
Reg 7	New Opportunities Waiver	24
Reg 8	New Opportunities Waiver	15
Reg 9	New Opportunities Waiver	195

34. What is the anticipated enrollment in FMS at the end of contract years one, two, and three?

The projected enrollment/total monthly participants at the end of each contract year.
Please note these projections may be affected by LDH's budget appropriation each year.

Year 1 - 1201
Year 2 - 1393
Year 3 - 1585

35. Will this be a sole source, or multiple award, contract?

No

36. (Page 9, Section: 1.3.2.5.) "Certify that the proposer is not an organization that provides support services consultations, agency-provider services, goods, or PCA vendor services or supports." Does that mean in Louisiana only?

Yes

37. (Page 14, Section: 3.3.2.8.) What is the cost of the background checks?

\$51.00; additional jurisdictions cost \$15.00 per jurisdiction

Does the cost come from the participant's budget, or is it part of the PM/PM rate?

No the cost of background checks does not come out of the participant's budget nor is it part of the PMPM rate. The cost is included on the F/EA's monthly invoice reimbursed by BHSF.

38. (Page 18, Section: 3.3.4.1.) “The contractor shall be responsible for supplying its own facility or building as part of its performance under the contract. All participant, DSW, vendor and agency records must be maintained in a secure location with protected health information protected;” Does that mean the provider must have an office in Louisiana, or is the headquarters office sufficient, provided it meets the standards as outlined above?
An office in Louisiana is not required. The contractor’s headquarters office, located in the United States, is sufficient.
39. (Page 18, Section: 3.3.5.3.1.1.5.) What languages are currently supported for written documentation and telephone?
English and Spanish for documentation and telephone. Over 200+ languages for telephone via Certified Languages International and also include TDD/TTY for the hearing impaired.
Is there a timeframe requirement for the translation of written materials?
Upon start of the contract all deliverables must be met unless otherwise stated in the RFP.
40. Who is the current vendor?
Acumen Fiscal Agent
41. When does the current contract expire? Based on the 2016 RFP for this contract, the term for the vendor was three (3) years, with an option to extend for up to twenty-four (24) additional months at the same rates, terms and conditions of the initial contract term.
The current contract ends 12/31/2017.
42. (Page 23, Section: 3.3.7.) Does the current vendor have an approved turnover plan in place?
Yes
If so, does this turnover plan include requirements and timelines for the transfer of accurate data regarding budgets, participants, employees etc. to the new vendor?
Yes
43. Will DHH ensure the incumbent Contractor is fully compliant with the new Contractor’s transition documentation requirements in addition to any turnover plan requirements already in place?
Yes
44. What are the average number of timesheets processed per month?
NOW – 983
Community Choices Waiver – 172
Children’s Choice Waiver – 36
Residential Options Waiver – 10
Note: Duplicates or corrections are received; therefore, the number of time sheets doesn’t always correlate with the number of checks cut.
45. What is the frequency of background checks? (For example, annually or at start-up only?)
Currently at start-up only. Providers/employers must comply with current state law regarding background check requirements.

46. (Page 23, Section: 3.4.) Do liquidated damages exist in the current agreement? If yes, what is the amount assessed and/or the number of assessments?

Liquidated damages are provided for in the current contract. No liquidated damages have been assessed against the current contractor.

47. What is the States preferred method of billing for the PM/PM rate and the payroll? (Manual, EDI, web portal, etc.)

The vendor must manually invoice BHSF on a monthly basis for the PMPM cost. The vendor must enroll as a Medicaid provider and bill the fiscal intermediary, Molina, through vendor's preferred method to be paid for services to provide payroll/pay employees.

48. Would you please clarify the format requirement for the proposal response? Should the outline, listed in 14.4.2., begin with the Table of Contents and end with Cost and Pricing Analysis? Example below:

- 4.14.2.2. Table of Contents
- 4.14.2.3. Introduction/Administrative Data
- 4.14.3. Project Methodology
- 4.14.4. Relevant Corporate Experience
- 4.14.5. Personnel Qualifications
- 4.14.6. Additional Information
- 4.14.7. Corporate Financial Condition
- 4.14.8. Cost and Pricing Analysis

Yes

49. Would the Department prefer Section 4.15., Proposal Content Section, be embedded within each of the outline sections above? For example, should we address Section 4.15.4., under the outline heading 4.14.2.3., Introduction/Administrative Data?

Yes

50. (Page 31, Section: 4.15.5.1.) "The proposer should articulate an understanding of, and ability to, effectively implement services as outlined within Section 3 of the RFP. In this section, the proposer should state the approach it intends to use in achieving each objective of the project as outlined, including a project work plan and schedule for implementation. In particular, the proposer should..."

- a. Is the preference to have the proposer only respond to 4.15.5.1.1 - 4.15.5.1.14., relative to the scope of work outlined within section 3, or should the respondent address 4.15.5.1.1 - 4.15.5.1.14., as well as each item outlined within Section 3? The latter would provide a significantly more comprehensive response.

The project methodology should address all deliverables described in Section 3.

- b. If the latter, is all of SOW Section 3.0 to be included under the methodology? For example, 3.5. Liquidated Damages, does not seem to fit.

Liquidated Damages is informational and a response is not necessary.

- c. To reduce duplication, would it be acceptable to combine components of the SOW, e.g., Sections 3.2.1.1 and 3.3.3.5., Customer Service, so long as we demonstrate that we are addressing each requirement?

Yes

51. (Page 30, Section **4.15.3.**) “Approach: **4.15.3.1.** 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, as outlined in Section 3, Scope of Work.” No “Approach” heading is listed in the Proposal Format outline in **4.14.** Can the state clarify if this is an additional section that should be added to **4.14,** or if this should be incorporated as part of the Project Methodology Section?
Yes, your approach should be incorporated in the Project Methodology.
52. (Page 32, Section: **4.15.10**) Cost and Pricing analysis indicates “proposers shall submit the breakdown in a similar format to the attached Cost Worksheets form (See Attachment V)” However attachment V only requires a single PMPM rate and a total monthly cost for 920 participants. Please clarify if only the PMPM rate and total monthly cost for 920 participants is required or if additional detail is required and to what level?
Please provide cost in format provided on Attachment V: a single PMPM rate, and total monthly cost for 920 participants.
53. (Page 37, Section: **7.3**) What type of Performance Security Bond is required and by when should it be in place?
Performance (surety) Bond – see question #7. It is required to be in place at the beginning of the contract.
54. Attachment V – Cost Worksheet. Is the Fiscal Management Services PM/PM rate billed to the state for all enrolled participants in the waiver, or only the Active participants that submit a timesheet during the billing period?
The billing would reflect all recipients enrolled in self-direction.
55. (Page 24, Section: **3.6.3.**) Electronic Visit Verification:
a. Is it possible for bidders to receive a demonstration of LDH’s EVV system prior to RFP deadline?
EVV for self-direction participants is anticipated to be implemented mid-2018. The vendor selected for this contract will receive a demonstration and training of LDH’s EVV system prior to implementation.
b. Is the current vendor using the EVV system? If so, what percent of workers submit timesheets via EVV, F/EA web portal, fax, email and mail?
No
56. (Page 16, Section: **3.3.3.3.1.7**) LAST system:
a. What are the technical requirements for running LAST?
Microsoft windows OS
b. Are there costs for installing, or support for, LAST?
No cost for installing nor for support of the LAST system
c. Is the LAST system able to accept batch/uploaded data, as opposed to manual data entry?
Yes, the current data contractor is able to accept service data via an sFTP upload in a specified format.
d. In 2016 it appeared that the LAST system is LAN based. Is that still the case?

Yes

57. Is there currently a plan to extend the self-direct option to other Waivers, specifically OCDD Supports Waiver and OAAS Adult Day Health Care (ADHC), Long Term-Personal Care Services (LT-PCS) and Program for All Inclusive Care for the Elderly (PACE)? If so, what does the timeline/ growth in those programs look like?

There are currently no plans to do so at this time.

58. Would LDH be willing to follow a pay schedule subject to prior program approval that features semi-monthly pay periods, or is the expectation that pay periods will switch to biweekly upon the commencement of the new contract period?

Biweekly upon commencement of the new contract.

59. Is there currently a plan in place to extend services from simply payroll to DSWs to include vendor payments for goods and services?

No plan is in place at this time.

60. Will the OCDD Programs begin to allow for payment of overtime to DSWs?

Not at this time.

61. Section 3.3.1.2.1 speaks to participant enrollment and offers face to face enrollment as an option. Can the face-to-face enrollment option be satisfied by an adapted, online enrollment?

Face to face enrollment is not a requirement. As stated in 3.3.1.2.1, 100% of participant enrollment packages will be provided via face to face, mail, email or fax within two business days of receiving the referral.

62. Section 3.3.1.2.8 speaks to the timeline of notifying employers of a DSWs eligibility for hire. The length of time a background check takes to return once initiated may be outside the contractors control. Can LDH please clarify the four (4) day requirement for notification of DSWs eligibility for hire considering that background checks provide a factor that is not an entirely controllable?

LDH is requiring a 4 business day turnaround; however, LDH will consider on a case by case basis circumstances exceeding the 4 business day requirement that are beyond control of the FEA contractor.

63. Section 3.3.1.2.10 speaks to Account Reconciliation being completed within 15 days, can the LDH more specifically explain what level of detail this entails?

This requirement refers to ensuring that all payments and deductions to employees are accurate, appropriate, and timely.

64. Will the FEA be responsible for development of training materials, and for certifying their completion, and ongoing tracking of Employer/Participant and DSW trainings? Or is the requirement to make previously developed trainings available to Employer/Participants and DSWs?

Yes, the FEA will be responsible for development of training materials, but not responsible for certifying DSW training completion. Training materials will be made available to participants and DSWs as a resource only.

65. Section 3.3.3.5.1.4 speaks to the development and implementation of customer service training for F/EA staff. Could LDH clarify this requirement and speak more specifically to what type of training this looks like?
[The FEA contractor will be responsible for developing and providing customer service training to its staff. The contractor may use existing customer service training to satisfy this requirement.](#)
66. Can the LDH clarify and specify scoring/point allocation for a Proposer who subcontracts with a Veterans Owned/Hudson Initiative Certified business (but are not themselves a Veteran Owned/Hudson Initiative Certified Business)?
[Points will be allotted based on the number of certified small entrepreneurships to be utilized, the experience and qualifications of the certified small entrepreneurship\(s\), and the anticipated earnings to accrue to the certified small entrepreneurship\(s\). See Attachment I to the RFP.](#)
67. Is a former school teacher employed by a public school in the State of Louisiana considered a State Employee that would therefore need to disclose employment information and social security number?
[No](#)
68. Section 3.6.3 speaks to Electronic Visit Verification Systems. If a proposer has a well-integrated Electronic Visit Verification mechanism built inherently into the workflow of their time collection system, would the LDH approve the use of that system for Electronic Visit Verification?
[See questions #4 & #5.](#)
Can LDH confirm that any costs associated with interfacing the Contractor's existing EVV mechanism with SRI's is the responsibility of the proposer?
[The incumbent will be required to work with SRI to ensure all required data is transferred in accordance with requirements noted in the RFP. The foreseeable cost would be in the development of the process to export and transmit the EVV data in the approved format to SRI.](#)
69. Section 3.6.6 speaks to the Contractor's responsibility for expenses related to obtaining access to LDH systems or resources necessary for fulfilling requirements in the RFP (eg: hardware, software, network infrastructure, licensing costs, etc) Can LDH provide a list of these items and their associated costs for the purpose of consideration while developing pricing models?
[This section refers to any items needed to successfully complete responsibilities as described in the RFP to function as a FMS contractor in Louisiana.](#)
70. Section 4.15.6 speaks to Relevant Corporate Experience, and more specifically to experience with transitioning participants from another fiscal agent. The section continues on and asks for customer references. Can it be clarified if customer references need to be related transitioning populations with the last twenty-four (24) months, or can the customer references be contracts of similar scope and size conducting regular business in the last twenty-four (24) months?

Either are acceptable, but those related to transitioning populations within the last 24 months are preferred.

71. Can LDH provide a list of prospective proposers who have submitted question in response to this Request for Proposal?

ACES\$, Acumen, Consumer Direct, GT Independence, & PCG Public Partnerships

72. What is the current satisfaction rate of members served?

See below average satisfaction rates based on the current vendor's 2017 survey results:

NOW & ROW Waiver (148 Responses)	Children's Choice (CC) Waiver (16 Responses)	Community Choices Waiver (CCW) (17 responses)
94.39%	90%	87.06%

73. When is CPR and First Aid certification applicable to DSW's? LDH is no longer requiring the current vendor to track this information.

Does the training certificate reference any additional trainings besides CPR and First Aid? Other trainings are currently available as a resource to participants and employees.

74. What is the process for receiving BHSF Approval?

A request for approval must be sent to the F/EA contract monitor.

Is there a list of BHSF approved systems? No

75. Is it sufficient to maintain training materials accessible online for download by participants / responsible representatives?

Yes

76. Will the State allow budget reports be provided to participants online through a secure portal account to meet this requirement?

This request will be considered.

77. What is the current process for determining whether DSW's insurance meets State's minimum coverage, expiration date?

LDH is no longer requiring the current vendor to track this information.

78. On average how many new enrollments does the program generate monthly?

14

79. What is the typical timeframe for receiving LDH approval on an invoice?

Approval of an invoice is typically within two weeks upon receipt; however, this is dependent on whether there are changes needed to be made to the invoice to ensure accuracy of content.