

LOUISIANA DEPARTMENT OF HEALTH, BUREAU OF HEALTH SERVICES FINANCING (BHSF)

RFP # 3000017943

External Quality Review Organization (EQRO)

Addendum #2

Part 1: Written Questions and Answers

Part 2: RFP Revisions

Part 1: Written Questions and Answers

Question #	Document Reference	RFP Section Number	RFP Section Heading	Page Number in RFP Referenced Document	Vendor Question	Agency Answer
1	3000017943 RFP Document	1.1	Purpose	15	The RFP states that the five (5) MCOs, two (2) PAHPs and one (1) PIHP, that serve the Medicaid and CHIP populations are collectively referred to as Managed Care Entities (MCE). Please confirm that the performance measure validation activity is to be conducted for all 8 MCEs.	The performance measure validation activity may be conducted for all 8 MCEs.
2	3000017943 RFP Document	2.15.4.4.1.1	Staffing Requirements	30	Do the resumes count toward the 75-page limit? Is it allowable to include the resumes as an appendix?	Resumes are excluded from the 75-page limit and may be included in an appendix.
3	3000017943 RFP Document	Part 6.	Scope of Work	61-87	What tasks, if any, will be required to be conducted in-person?	Components of readiness reviews, compliance reviews, and meetings at the discretion of LDH are conducted in-person; however, depending on COVID restrictions, EQR activities may be conducted remotely.
4	3000017943 RFP Document	Part 6.	Scope of Work	61-87	Are any of the tasks/activities required to be conducted in-person or will some be allowed to be conducted remotely?	See response to Question #3.
5	3000017943 RFP Document	6.2.1.1	HEDIS Performance Measure (PM) Validation	63	Please confirm whether the two Dental PAHPs submit rates audited by the independent HEDIS Compliance Auditor.	The PAHPs do not submit HEDIS measures. LDH uses encounter data to determine compliance with HEDIS requirements
6	3000017943 RFP Document	6.2.1.1	HEDIS Performance Measure (PM) Validation	63	Please confirm whether the two Dental PAHPs submit only HEDIS rates or whether they submit rates for the CMS Adult or Child Core Set measures or other state specific measures.	The PAHPs do not submit these measures. LDH uses encounter data to determine compliance with HEDIS measures and the CMS 416 reporting requirements
7	3000017943 RFP Document	6.2.1.3.10	Technical Assistance for Health Plan Performance Measures (HEDIS, CAHPS, non-HEDIS and LDH-specific measures)	66	The RFP states that for the CSoC PIHP, the Contractor will validate select performance measures in accordance with CMS EQR Protocol 2, Validation of Performance Measures, which may include non-HEDIS performance metrics. Please confirm whether the CSoC PIHP reports any HEDIS measures. Please confirm whether the non-HEDIS measures are CMS Adult/Child Core Set measures or state specific measures.	Currently, one of the performance measures for the CSoC PIHP is a HEDIS measure. The other performance measures consist of state-specific measures meant to assess if the program is meeting intended goals and waiver-related requirements.
8	3000017943 RFP Document	6.2.4	Provider Satisfaction Surveys	71-72	When was the last Provider Satisfaction Survey conducted?	The last provider satisfaction survey that was conducted by an EQRO was in 2019. Currently, the MCOs are required to conduct their own provider satisfaction surveys. Refer to Addendum #2 Part 2 RFP Revision #5
9	3000017943 RFP Document	6.2.7.1.2.2 6.2.7.1.3.3 6.2.7.1.4.1 6.2.7.1.6	Readiness Reviews	76-78	Per the RFP, on-site visits are required for the Readiness Reviews? Can you confirm that this is still required given COVID?	See response to Question #3.
10	3000017943 RFP Document	6.2.8.1.5	Compliance Reviews	78	Per the RFP, on-site visits are required for the Compliance Reviews? Can you confirm that this is still required given COVID?	See response to Question #3.
11	3000017943 RFP Document	6.2.8.1.8	Compliance Reviews	79	For targeted case management desk reviews how are the sample sizes for records reviewed determined?	The Contractor is expected to submit to LDH its sampling methodology for LDH review and approval.
12	3000017943 RFP Document	6.2.9	External Quality Review Annual Technical Report	79	Is the Annual Technical Report for all activities conducted throughout calendar year 2022 due in March of 2023?	Yes, the annual technical report for activities conducted in 2022 are due to LDH by March 1, 2023. The review period is normally based on the fiscal year.
13	3000017943 RFP Document	6.2.9	External Quality Review Annual Technical Report	80	The technical report is due annually by March 1st and this contract does not start until September 2022. Will the current EQRO write and produce the EQR Technical Report that is due March 31, 2023 given they will have conducted the majority of the EQR activities during calendar year 2022?	The annual technical report review period is currently based on the fiscal year, which will begin July 1, 2022. A transition plan will be in place to transition EQR activities for the report due to LDH in March of 2023.
14	3000017943 RFP Document	6.2.9.4	External Quality Review Annual Technical Report	80	Is the Annual Technical Report for all activities conducted throughout calendar year 2022 due in March of 2023?	See response to Question #13.
15	3000017943 RFP Document	6.2.11.4.2	Validation of encounter data	82	Please confirm when the most recent validation of encounter data validation was performed.	EQR Protocol 4 reviews for ACLA, HBL, and LHCC were performed in 2019-2020 for SFY18 data, and reviews for Aetna and UHC were performed in 2018-2019 for SFY17 data. A review for MCNA was performed in 2016-2017 for CY15 data.

16	3000017943 RFP Document	6.2.11.4.2	Validation of encounter data	82	Please confirm whether LDH will require medical record chart review as part of encounter data validation optional activity.	Yes														
17	3000017943 RFP Document	6.2.11.4.3	Administration or Validation of Consumer or Provider Surveys	82	When was the last Consumer Satisfaction survey conducted? What population was surveyed? What survey tool was used?	CAHPS 5.1H surveys were administered in 2021. Adult, General Child, and CCC populations were surveyed.														
18	3000017943 RFP Document	6.2.11.4.9	Additional Technical Assistance (TA) and Optional Activities	82	Can LDH provide more information on the validation of MCO Quality Reports for Behavioral Health? Can LDH provide an example of the MCO Quality Reports for Behavioral Health?	This activity may consist of validating MCO reporting for behavioral health quality reports, such as but not limited to: validating the MCOs are identifying members with behavioral health needs who are eligible for case management correctly, conducting outreach to members in accordance with established standards, providing case management/care coordination in accordance with contract requirements and best practices, and reporting accurately on such activities to LDH.														
19	3000017943 RFP Document	6.2.11.4.10	Additional Technical Assistance (TA) and Optional Activities	82	Please provide more information on the Behavioral Health Provider Sample Selection for Quality Monitoring task? Is this sample related to the Validation of MCO Quality Reports for Behavioral Health task above?	This activity consist of deriving a statistically significant provider sample for each MCO to reduce the likelihood of providers being selected in multiple MCO provider monitoring reviews.														
20	3000017943 RFP Document	6.2.11.4.11	Additional Technical Assistance (TA) and Optional Activities	82	MCE Independent Assessments - Can LDH provide more information on this task? Will LDH select specific topic areas for the independent assessments? How will these topics areas be chosen?	Independent Assessments should address access to care, quality of care, and cost effectiveness of the managed care program assessed (e.g. managed care organization [MCO], prepaid ambulatory health plan [PAHP], prepaid inpatient health plan [PIHP]). Additional areas may be included if required by CMS.														
21	3000017943 RFP Document	6.2.11.4.4	Conduct and facilitate performance improvement projects	83	How many performance improvement projects were <u>conducted/facilitated</u> by the current EQRO in 2019, 2020 and 2021? What were the topics of the performance improvement projects?	Refer to the Medicaid Managed Care Quality strategy at: https://ldh.la.gov/assets/docs/MQI/MQIStrategy.pdf <table border="1"> <tr> <td>2019-2021</td> <td>Improve Screening for Chronic Hepatitis C Virus (HCV) and Pharmaceutical Treatment Initiation</td> </tr> <tr> <td>2021</td> <td>Improving Receipt of Global Developmental Screening in the First Three Years of Life</td> </tr> <tr> <td>2018-2021</td> <td>Improving Rates for (1) Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment (IET) and (2) Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence</td> </tr> <tr> <td>2021</td> <td>Ensuring access to the COVID-19 vaccine among Healthy Louisiana vaccine-eligible enrollees</td> </tr> <tr> <td>2015-2020</td> <td>Dental: Improving Member Receipt of Oral Health Services</td> </tr> <tr> <td>2021</td> <td>Improving the percentage of children with their 10th birthday in the measurement year who have ever received sealants on permanent molar teeth: <ul style="list-style-type: none"> at least one sealant and all four molars sealed </td> </tr> <tr> <td>2019-2021</td> <td>CSOC: Monitoring Hospitalization Follow Up Practices</td> </tr> </table>	2019-2021	Improve Screening for Chronic Hepatitis C Virus (HCV) and Pharmaceutical Treatment Initiation	2021	Improving Receipt of Global Developmental Screening in the First Three Years of Life	2018-2021	Improving Rates for (1) Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment (IET) and (2) Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence	2021	Ensuring access to the COVID-19 vaccine among Healthy Louisiana vaccine-eligible enrollees	2015-2020	Dental: Improving Member Receipt of Oral Health Services	2021	Improving the percentage of children with their 10th birthday in the measurement year who have ever received sealants on permanent molar teeth: <ul style="list-style-type: none"> at least one sealant and all four molars sealed 	2019-2021	CSOC: Monitoring Hospitalization Follow Up Practices
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22	3000017943 RFP Document	6.2.11.4.5	Calculation of performance measures	84	How many performance measures will be included in this task?	Currently, a total of 57 measures that is subject to change due to state and federal guidance or priorities.														
23	3000017943 RFP Document	6.2.11.4.6	Produce additional reports at the request of LDH	85	How many additional reports will be included in this task? Are additional reports priced as they are requested? Are there a specific number of additional reports expected that we should include in our pricing?	The total number of additional reports is dependent on need. The reports are compensated at an hourly rate for activities related to technical assistance and optional activity deliverable(s).														
24	3000017943 RFP Document	6.2.15	Assessment and Evaluation Activities for 1115 Demonstration Waivers	85	What 1115 demonstration waivers will be included in this assessment and evaluation task?	The Healthy Louisiana Substance Use Disorder (SUD) 1115 Demonstration Waiver will be the only 1115 demonstration waiver included.														
25	3000017943 RFP Document	7.3.1.a	Monetary Penalties/ Liquidated Damaged	95	Is the late submission penalty \$500 or \$800 per working day, per report?	Refer to Addendum #2 Part 2 RFP Revisions #8														
26	3000017943 RFP Document	7.3.1.b	Monetary Penalties/ Liquidated Damaged	95	For incorrect or deficient deliverables, does the monetary penalty start from the day the deliverable was submitted or the date the mistake or deficiency was discovered?	Refer to 6.5.8 of the RFP. The assessment of monetary penalties may begin from the date the deficiency was discovered.														

27	3000017943 RFP Document	5.35	Use of Subcontractors	59	Item 5.36.1 of the RFP states that "LDH's intent is to make a single award to one (1) Contractor as the result of any Contract negotiation, and that Contractor shall be responsible for all deliverables specified in this RFP and their proposal." With the broad scope of requirements for this RFP, this approach may not allow LDH to achieve best-in-class solutions for the various RFP components. Specifically, firms that specialize in conducting mandatory and optional EQRO activities may not be well positioned to conduct 1115 Waiver and Quality Strategy evaluations, and vice versa. Given the broad scope and relative specialization of the potential bidders in this arena, would LDH consider accepting proposals that respond to only selected activities within Part 6: Scope of Work, allowing for more specialized firms to bid best-in-class solutions? If so, is an extension to the RFP submission deadline available to allow time to formulate such a proposal after responses to these questions are posted?	No, LDH will not consider accepting proposals for selected activities. LDH's intends is to make a single award to one (1) Contractor to perform EQR activities.
28	3000017943 RFP Document	2.15.4	Proposal Response Format	27	RFP 2.15.4 lists the name and order of the major headings/sections to appear in the Technical Proposal. These plus additional headings/sections (in bold below) appear in the Compliance Matrix. To assure we include all required sections in the Technical Proposal, please confirm the name and order of appearance listed below is acceptable to LDH. <ul style="list-style-type: none"> · Cover Letter (RFP 2.15.4.1) · Table of Contents (RFP 2.15.4.2) · Entity's Background and Experience (RFP 2.15.4.3) · Staffing Requirements (RFP 2.15.4.4) · Approach to Scope of Work (including Innovative Concepts) (RFP 2.15.4.5) · Scope of Work: Deliverables and Performance Standards (RFP 6.2) · Technical Requirements (RFP 6.3/2.15.4.6) · Contract Management Approach (RFP 6.4) · Additional Reporting Requirements (RFP 6.5) · Required Attachments (RFP 2.15.4.7) · Appendices 	The RFP List of Order should include both major headings and additional headings/sections. Refer to Attachment IV: Proposal Compliance Matrix-Revised for LDH's desired order of additional headings/sections. Proposers Contract Management Work Plan, Resumes and Work Samples should be included as an appendix after the Required Attachments section of the proposal.
29	3000017943 RFP Document	2.15.4.3.12	Entity's background and experience	29	Since the Contractor is not administering a CAHPS survey, and the analytic/reporting task outlined does not require a CAHPS survey vendor, is it required to have (and submit with the proposal) an NCQA Recognition Certificate for NCQA-certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor?	Refer to 6.1 of the RFP, "The Contractor shall have the designation as, or subcontract with a qualified organization that is designated as, an NCQA-certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor." Refer to 2.15.4.3.12 of the RFP, "The Proposer should include a copy of their NCQA Recognition Certificate which provides the name of the designated NCQA-certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor employee, or Subcontractor, and the effective date and expiration date of the certification."
30	3000017943 RFP Document	2.15.4.5.7	Approach to SOW	31	Please confirm the work plan may be placed in an appendix to the Technical Proposal, outside the page limitation.	Yes. The proposed Contract Management Work Plan as described in Section 6.4 may be placed as an Appendix to the Technical Proposal, outside the recommended 75-page limitation of the Technical Proposal.
31	3000017943 RFP Document	2.15.4.5.8	Innovative Concepts	31 (and 106, Compliance Matrix)	The previous section is also labeled 2.15.4.5.8. Should Innovative Concepts be revised to 2.15.4.5.9?	Yes. Refer to Addendum #2 Part 2 RFP Revisions #2 and Attachment IV Proposal Compliance Matrix-Revised .
32	3000017943 RFP Document	2.15.4.7	Required Attachments	31	Please confirm all required attachments listed in RFP 2.15.4.7.1 through RFP 2.15.4.7.4 are to appear in only the Technical Proposal.	Yes. All required attachments listed in RFP 2.15.4.7.1 through 2.15.4.7.4 are to appear in the Technical Proposal.

33	3000017943 RFP Document	2.15.4.7	Required Attachments	31	Please confirm the required attachment listed in RFP 2.15.4.7.5 is to appear in only the Cost Proposal.	Yes. Refer to Section 2.6 of the RFP, "The cost proposal and financial statement (section 3.3) shall be submitted separately from the technical proposal."
34	3000017943 RFP Document	2.15.5 and 3.5	Veterans/Hudson Initiative	32 and 37	In which volume should our response to the Veterans/Hudson Initiative section appear – Technical OR Cost OR both? If in the Technical, in which section should it appear: a. Under Subcontractors (RFP 2.15.5.4)? b. In the Appendix? c. Other? Please specify.	Both the Cost and Technical proposal. In the Technical proposal list the response under the Required Attachments section. Cost should be excluded from the Technical proposal. Refer to Addendum #2 Part 2 RFP Revisions #11 and Attachment VII Hudson and Veteran Initiative Response Template
35	3000017943 RFP Document	3.4.2	Evaluation Criteria and Assigned Points	36	Do the following sections have associated evaluation criteria assigned points? If so, what are the assigned points for each section? · Scope of Work: Deliverables and Performance Standards · Contract Management Approach · Additional Reporting Requirements	The Approach to Scope of Work Evaluation Criteria includes the evaluation of Scope of Work: Deliverables and Performance Standards, Contract Management Approach, Additional Reporting Requirements, and Innovative Concepts. Refer to Section 2.15.4.5 .
36	3000017943 RFP Document	3.4.2	Evaluation Criteria and Assigned Points	36	There are 304 evaluation criteria associated points for Approach to Scope of Work. Does this include an evaluation of: a. Only Approach to Scope of Work, OR b. Does it include other sections (e.g., Scope of Work: Deliverables and Performance Standards, Contract Management Approach, and/or Additional Reporting Requirements)?	See the response to Question #35.
37	3000017943 RFP Document	3.3.3	Determination of Responsibility Audited Financial Statements	37	Should the audited financial statements (last three years) be provided in an appendix to the: a. Technical Proposal, OR b. Cost Proposal?	The audited financial statements as outlined in Section 3.3 should be provided in an appendix to the Cost Proposal. Refer to Section 2.6 of the RFP document.
38	3000017943 RFP Document	5.36.1	Cybersecurity Training	60	If the Contractor requires access to State government information technology assets and must complete cybersecurity training annually, is there an initial deadline by which we need to complete the Cybersecurity training after contract award?	Any contractor who has access to state or local government information technology assets must complete cybersecurity training during the term of the contract annually. If the contractors require privileged access (Admin accounts, or access to Confidential/Restricted data) they will need to complete the training before that access can be granted.
39	3000017943 RFP Document	5.36.1	Cybersecurity Training	60	If the Contractor chooses to use the cybersecurity training course offered by the Louisiana Department of State Civil Service: a. Will the Contractor have access to the training upon contract award? b. How long after contract award must the Contractor complete the training?	Yes. The contractor and/or subcontractor must complete the training annually.
40	3000017943 RFP Document	5.36.1	Cybersecurity Training	60	If the Contractor chooses to use an alternate cybersecurity training course, how long would it take to get the approval (for the alternate course) in writing from the LDH Office of Technology Services?	Contractors are required to successfully complete the cybersecurity awareness course developed by the Louisiana State Civil Service. Refer to Addendum #2 Part 2 RFP Revisions #4
41	3000017943 RFP Document	5.36.1	Cybersecurity Training	60	By what date will the LDH Office of Technology Services make the final determination of the scope inclusions or exclusions relative to access to State government information technology assets?	See response to Question #38.
42	3000017943 RFP Document	6.2.9 and Attachment V	External Quality Review Annual Technical Report and	79 and 108	Please clarify the number of units for the EQR Technical Report. Is there one aggregate report or an aggregate report and MCE-specific reports? The Cost Proposal Template shows one unit.	A detailed EQR technical report must be produced for each MCE and include an aggregate report in compliance with 42 CFR §438.364. Refer to Attachment V Cost Proposal Template Revised .
43	3000017943 RFP Document	6.2.11 and 6.2.15	Additional Technical Assistance (TA) and Optional Activities and Assessment and Evaluation Activities for 1115 Demonstration Waivers	81 and 85	Sections 6.2.11 and 6.2.15 address independent assessment activities. a. Please confirm that this is the same activity. b. If not, please describe the expectations of each.	Section 6.2.15 is specific to the Assessment and Evaluation Activities for the Healthy Louisiana Substance Use Disorder (SUD) 1115 Demonstration, which is an independent assessment. Section 6.2.11 is optional activities and technical assistance for any other independent assessment needed (i.e. that may include but not limited to a Dental Independent Assessment).

44	3000017943 RFP Document	6.2.11 and 6.2.15 and Attachment V	Additional Technical Assistance (TA) and Optional Activities and Assessment and Evaluation Activities for 1115 Demonstration Waivers and Cost Proposal Template	81 and 85	Assuming that these are the same activity (6.2.11 and 6.2.15), where on the Cost Proposal Template should the Contractor include costs for this activity? Section 6.2.11 is paid at an hourly rate, and Section 6.2.15 is paid a fixed cost.	See response to Question #43. Refer to Attachment V Cost Proposal Template_Revised .
45	3000017943 RFP Document	6.3	Technical Requirements	87	Does LDH Office of Technology require a specific secure FTP application that is FIPS 140-2 to transfer files?	All file transfers use the MoveIT system
46	3000017943 RFP Document	6.3.1.1.6	Technical Requirements	88	If flash drives or external hard drives for storage of LDH data are required: a. Does LDH provide a standard form to be submitted for written approval, OR b. Will the Contractor be required to provide a Word document detailing our storage devices that must adhere to FIPS 140-2 hardware level encryption standards?	Yes, LDH has standard forms that must be submitted. The Contractor and/or subcontractor will be required to complete a Third Party Questionnaire. Refer to Section 5.36 . "The Contractor shall comply with the Office of Technology Services' Information Security Policy at: http://www.doa.la.gov/Pages/ots/InformationSecurity.aspx
47	3000017943 RFP Document	6.3.1.2.3	Technical Requirements	89	Does LDH require the Contractor to have a site-to-site VPN tunnel to LDH's network?	No, a site-to-site VPN is not required, but is an option that can be considered on a case-by-case basis.
48	3000017943 RFP Document	6.3.1.2.3	Technical Requirements	89	If the Contractor does not use a VPN site-to-site tunnel, what is the alternative connection?	The preferred option is FTP-Secure (FTPS). This works the same way as HTTPS, but for FTP. The State can support other methods if the vendor cannot support FTPS for some reason, but it is the first choice. Files containing Confidential or Restricted data must also be PGP-encrypted.
49	3000017943 RFP Document	6.3.1.2.3	Technical Requirements	89	If the Contractor is to be charged for dual authentication licensing and hardware tokens, will these authentication methods be used as MFA for a VPN connection to LDH's network?	Contractors that do not utilize a VPN site-to-site tunnel will be charged for dual authentication licensing and hardware tokens as necessary, see Section 6.3.1.2.3 MFA may be used for VPN and other purposes as well.
50	3000017943 RFP Document	6.3.3.2.1	Information Security and Access Management	89	a. Does the Records Retention described in this section also apply to electronic data? b. If yes, will the Contractor need to retain the contract electronic data for 10 years?	Yes. Refer to Section 5.27 , outlining "all other records pertinent to the award" retention period and exclusions.
51	3000017943 RFP Document	Attachment V	Cost Proposal Template - Additional Technical Assistance and Optional Activities Hourly Rate Cost Template	111	We understand that additional focused studies will be paid at an hourly rate as presented in the Additional Technical Assistance and Optional Activities Hourly Rate Cost Template. Although not included in the listing of activities included under Technical Assistance and Optional Activities (6.2.11), the Health Disparities Studies (6.2.14.1) are also paid at an hourly rate. Should the hourly rates for the Health Disparities Studies be included in this Template as well and included as a separate deliverable tied to payment?	Yes. The Health Disparities studies should be included in the hourly rate template as a separate deliverable tied to payment.
52	3000017943 RFP Document	6.2.4	Provider Satisfaction Survey	71	What contact information is available for providers: fax numbers, mailing addresses, emails, and phone numbers? Is there a specific mode of contact LDH prefers?	LDH has the mailing addresses and phone numbers, at a minimum, of providers. The survey should be conducted via mail with the option for providers to complete and submit the survey via an online form.
53	3000017943 RFP Document	6.2.4	Provider Satisfaction Survey	71	Has the Provider Satisfaction Survey been conducted in the past? If yes, what was the specific outreach protocol (fax, email, mail, etc..)? What was the response rate? Can you provide a copy of the results?	The last provider satisfaction survey that was conducted by an EQRO was in 2019. It was conducted via mail with a 3.5% response rate. The 2019 survey report is published as an appendix to the Medicaid Managed Care Transparency Report 2020 at: https://ldh.la.gov/assets/HealthyLa/Act212/SFY20/AppendixV_Section9.pdf .
54	3000017943 RFP Document	6.2.4	Provider Satisfaction Survey	71	Would you like vendors to provide pricing based on the same sample size so you can make accurate comparisons? If yes, what sample size should we use for pricing?	Yes, for the purpose of the cost proposal, Proposers should assume a sample size of 7,000 providers. Refer to Attachment V Cost Proposal Template_Revised .
55	3000017943 RFP Document	6.2.13	Behavioral Health Member Satisfaction Survey	83	Has the Behavioral Health Member Satisfaction Survey been conducted in the past? If yes, what was the specific outreach protocol (fax, email, mail etc..)? What was the response rate? Can you provide a copy of the results?	Yes, this survey has been previously conducted using a mail-based survey administration protocol. The response rate was approximately 5%. The survey is not publicly available at this time.

56	3000017943 RFP Document	6.2.13.7	Behavioral Health Member Satisfaction Survey	83	6.2.13.7 indicates stratification by age group, race, and region. How many strata exist in each of those categories?	Current stratifications include: age (0-5, 6-12, 13-17, 18-44, 45-64, 65+), gender (male/female), disability status, race/ethnicity (white, black, other, not declared/unknown), primary language, and diagnosis (mental health, self-harm, substance use), region (1-9). These stratifications are subject to change based on program need as determined by LDH.
57	3000017943 RFP Document	6.2.13	Behavioral Health Member Satisfaction Survey	83	Would you like vendors to provide pricing based on the same sample size so you can make accurate comparisons? If yes, what sample size should we use for pricing?	For evaluation purposes only, the sample size should include at least 1,800 adults and 1,800 children from each MCO in order to derive a large enough sample to allow data to be analyzed per plan, using a 95% confidence level with a 5% margin of error for each program. During the contract term sample size is subject to change based on changes in enrollment/eligibility, survey response rates, and programmatic needs.
58	3000017943 RFP Document	6.2.8	Compliance Review	79	The Frequency for the Comprehensive Review is listed as every 3 years. When would the Proposer be expected to conduct the next comprehensive review?	The Contractor will be expected to conduct the next comprehensive review in 2022. The last full compliance review was conducted in 2019.
59	3000017943 RFP Document	6.2.2	Consumer Surveys: Consumer Assessment of Healthcare Providers & Systems (CAHPS-A and CAHPS-C)	67	Is there a Consumer satisfaction survey report that is publicly available or that can be made available to bidders?	The actual CAHPS reports LDH receives from the MCEs are not publicly available; however, LDH's aggregate CAHPS reports can be accessed at: https://ldh.la.gov/news/6142
60	3000017943 RFP Document	Attachment IV	Proposal Compliance Matrix	106	Should the RFP section # for Staffing Requirements be 2.15.4.4	Yes. Refer to Attachment IV: Proposal Compliance Matrix- Revised.
61	3000017943 RFP Document	2.15.4.3.11	Entity's Background and Experience	29	This requirement appears to be a duplicate of 2.15.4.3.12 please clarify what is needed for 2.15.4.3.12.	2.15.4.3.11: The Proposer should include a copy of their National Committee for Quality Assurance (NCQA) Recognition Certificate which provides the name of the certified Healthcare Effectiveness Data and Information Set (HEDIS) Compliance Auditor employee, or subcontractor, and the effective date and expiration date of the certification. 2.15.4.3.12: The Proposer should include a copy of their NCQA Recognition Certificate which provides the name of the designated NCQA- certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor employee, or subcontractor, and the effective date and expiration date of the certification.
62	3000017943 RFP Document	6.3.16	Case Management Performance Evaluation	106	Should the RFP section # for ATTACHMENT IV: PROPOSAL COMPLIANCE MATRIX Case Management Performance Evaluation be 6.2.16?	Yes. Refer to Attachment IV: Proposal Compliance Matrix- Revised.
63	3000017943 RFP Document	2.15.4.7.5	Required Cost Proposal	106	The Cost Proposal is listed as Attachment 5. Should it be included in the same volume as the technical proposal as Attachment 5 or in a separate volume	Attachment V: Cost Proposal Template- Revised should be submitted separately from the Technical Proposal. Refer to Section 2.6.
64	3000017943 RFP Document	6.2.16.5	Case Management Performance Evaluation	87	For each MCE, is it required to have a full report for the Medicaid population and a full report for the CHIP population? Or can findings for Medicaid and CHIP be integrated into one report?	The Contractor should submit one report for the entire population.

65	3000017943 RFP Document	6.2.1.1	HEDIS Performance Measure (PM) Validation	63	Please confirm whether the two Dental PAHPs submit rates audited by the independent HEDIS Compliance Auditor.	See response to Question #5.
66	3000017943 RFP Document	6.2.1.1	HEDIS Performance Measure (PM) Validation	63	Please confirm whether the two Dental PAHPs submit only HEDIS rates or whether they submit rates for the CMS Adult or Child Core Set measures or other state specific measures.	See response to Question #6.
67	3000017943 RFP Document	1.1	Purpose	15	The RFP states that the five (5) MCOs, two (2) PAHPs and one (1) PIHP, that serve the Medicaid and CHIP populations are collectively referred to as Managed Care Entities (MCE). Please confirm that the performance measure validation activity is to be conducted for all 8 MCEs.	See response to Question #1.
68	3000017943 RFP Document	6.2.1.3.10	Technical Assistance for Health Plan Performance Measures (HEDIS, CAHPS, non-HEDIS and LDH-specific measures)	66	The RFP states that for the CSoC PIHP, the Contractor will validate select performance measures in accordance with CMS EQR Protocol 2, Validation of Performance Measures, which may include non-HEDIS performance metrics. Please confirm whether the CSoC PIHP reports any HEDIS measures. And please confirm whether the non-HEDIS measures are CMS Adult/Child Core Set measures or state specific measures.	See response to Question #7.
69	3000017943 RFP Document	6.2.1.3.10	Technical Assistance for Health Plan Performance Measures (HEDIS, CAHPS, non-HEDIS and LDH-specific measures)	66	The RFP states that for the CSoC PIHP, the Contractor will validate select performance measures in accordance with CMS EQR Protocol 2, Validation of Performance Measures, which may include non-HEDIS performance metrics. Please confirm whether the CSoC PIHP PMV requires an in person onsite review or whether the review may be conducted virtually.	Performance measure validation may occur through a desktop review.
70	3000017943 RFP Document	6.2.11.4.2	Validation of encounter data	82	Please confirm when the most recent validation of encounter data study was performed?	See response to Question #15.
71	3000017943 RFP Document	6.2.11.4.2	Validation of encounter data	82	Please confirm whether LDH will require medical record chart review as part of encounter data validation optional activity.	See response to Question #16.
72	3000017943 RFP Document	2.15.2	Proposal Response Format	27	Is there a limit to the number of attachments or appendices that can be added? If we include attachments such as Workplan, do these get counted toward the 75 page limit?	No. See Section 2.15.2. "Proposals should not exceed seventy-five (75) pages in length, exclusive of all attachments and appendices."
73	3000017943 RFP Document	6.2.15	Assessment and Evaluation Activities for 1115 Demonstration Waiver	85	Does LDH have any 1115 Demonstration Waivers besides the Healthy Louisiana Substance Use Disorder (SUD) 1115 Demonstration Waiver? Please confirm how many demonstration waivers the Contractor will be expected to evaluate?	No, LDH currently has only the Healthy Louisiana Substance Use Disorder (SUD) 1115 Demonstration Waiver.
74	3000017943 RFP Document	2.15.1	Proposal Response Format	27	This section indicates Work Samples may be included as part of the proposal. Should these work samples be added as an attachment, an appendices, or an exhibit?	Work Samples may be included as attachments, appendices , or exhibits
75	3000017943 RFP Document	6.2.4	Provider Satisfaction Survey	71	Can you provide a copy of the survey tool used to conduct the Provider Satisfaction Survey?	The 2019 provider satisfaction survey questions are provided in Appendix B of the survey report at: https://ldh.la.gov/assets/HealthyLa/Act212/SFY20/AppendixV_Section9.pdf The current survey questions, which have been approved by LDH for the MCOs to conduct the provider satisfaction surveys, will be available as Exhibit 1: Provider Satisfaction Survey Questions" at the following websites: https://ldh.la.gov/index.cfm/newsroom/detail/6369 https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubmain.cfm
76	3000017943 RFP Document	6.2.13	Behavioral Health Member Satisfaction Survey	83	Can you provide a copy of the survey tool used to conduct the Behavioral Health Member Satisfaction Survey?	See response to Question #55
77	3000017943 RFP Document	2.1.2	Proposal Submittal	21	What is the file size limitation for upload?	The maximum file size that may be uploaded is 32GB.
78	3000017943 RFP Document	2.15.4.3.12	Entity's Background and Experience	29	Is there a requirement for the contractor to be a NCQA-certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor?	Refer to 6.1 of the RFP, "The Contractor shall have the designation as, or subcontract with a qualified organization that is designated as, an NCQA-certified HEDIS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Vendor."

79	3000017943 RFP Document	2.15.4.4.1	Staffing Requirements – General Provisions and Key Personnel Positions	30	Can LDH clarify the type of information sought for Section 2.15.4.4.1.2 that extends beyond the typical résumé information requested in 2.15.4.4.1.1 for those topics (e.g., education, specific dates and names of employers)? If these requirements are duplicative, does BHSF prefer the information be provided in both sections, or does the provision of the résumé in Section 2.15.4.4.1 fulfill requirements in Section 2.15.4.4.1.2?	The Proposer should provide detailed information about the assigned personnel considered key to delivering all deliverables to meet the requirements of 2.15.4.4 in its entirety.
80	3000017943 RFP Document	2.15.4.5.2	Approach to Scope of Work	30	Does LDH have a preference for dates versus units of time within the implementation schedule? If LDH prefers dates, should a contract start date of 9/1/2022 be assumed for the schedule?	The Implementation schedule should include tasks, dates, and units of time. For the purpose of the implementation schedule, the Proposer can assume a 9/1/2022 start date.
81	3000017943 RFP Document	2.4	Proposal Cost and Contract Preparation	23	What is the current value of the contract?	The current contract total value is \$5,041,360.42.
82	3000017943 RFP Document	6.2.1.1	HEDIS Performance Measure (PM) Validation	63	How many performance measures are currently evaluated for the MCEs?	Currently, 57 performance measures are evaluated for the MCOs, 2 for PAHPs and 5 for PIHPs that is subject to change due to state and federal guidance or priorities.
83	3000017943 RFP Document	6.2.1.3.11	Technical Assistance for Health Plan Performance Measures (HEDIS, CAHPS, non-HEDIS and LDH-specific measures): Payment	66	Should this pricing be excluded from overall Proposal cost?	No, the Proposer shall complete Attachment V Cost Proposal Template_Revised which includes cost for Technical Assistance and Optional Activities.
84	3000017943 RFP Document	6.2.2	Consumer Surveys: Consumer Assessment of Healthcare Providers & Systems (CAHPS-A and CAHPS-C)	67	Is the contractor expected to administer the CAHPS (Child, CCC and Adult) survey for each plan as a certified CAHPS vendor or simply perform analyses on the results from the plans' CAHPS survey results?	LDH requires MCOs to administer annual adult and child CAHPS surveys to their Louisiana Medicaid membership and to submit their survey data to LDH, NCQA, and the Contractor. The Contractor will be required to receive, validate, and analyze each MCO's CAHPS survey data and produce reports of survey findings for the State. Refer to 6.2.2
85	3000017943 RFP Document	6.2.4	Provider Satisfaction Surveys	71	Does LDH have a provider satisfaction survey tool that can be shared to administer the survey?	See response to Question #75.
86	3000017943 RFP Document	6.2.5.3	Performance Improvement Project Validation	73	Should the October 2019 protocol be used rather than the September 2012 protocol referenced?	Protocols for the EQRO were updated in 2019. Refer to Addendum Part 2 RFP Revisions #6
87	3000017943 RFP Document	6.2.6.1.2	Provider Access Surveys	75	Does LDH have a provider access survey tool that can be shared to administer the survey?	The Contractor is expected to develop a survey tool for LDH review and approval.
88	3000017943 RFP Document	6.2.6.1.3	Performance Measure Calculation	75	Are Performance Measure Calculations required for the two PIHPs and one PAHP?	Performance Measure Calculations are required for each Managed Care Entity. Refer to Section 1.1. Currently, LDH has five (5) MCOs, two (2) PAHPs and one (1) PIHP, which serve the Medicaid and CHIP populations (hereinafter collectively referred to as Managed Care Entities (MCE)).
89	3000017943 RFP Document	6.2.8.1.5	Compliance Reviews	78	Given the pandemic, is the intent for a desk review or onsite?	See response to Question #10.
90	3000017943 RFP Document	6.2.11	Additional Technical Assistance (TA) and Optional Activities	81	What is the anticipated level of Technical Assistance and Optional Activities?	The anticipated level of Technical Assistance and Optional Activities is unknown at this time. This will be on a case-by-case basis at the request of LDH.
91	3000017943 RFP Document	6.2.13	Behavioral Health Member Satisfaction Survey	83	Does LDH have a Behavioral Health Survey tool it could share for administration?	No, the current behavioral health survey tool is under review for potential modification.
92	3000017943 RFP Document	6.6.2.2.1	Substitution of Personnel / Organization Chart	92	Does the contractor define key personnel or does LDH have a predetermined definition?	The Proposer determines the personnel considered key to delivering all deliverables. Refer to Section 2.15.4.4 .