



Official Responses to Submitted Questions

RFP # 20120127

External Quality Review Organization for Coordinated Care Organizations

Question	RFP Section	RFP Page	Question	DOM Response																												
1	General		Has a budget been established for this effort? If so, please state the amount that is anticipated to be spent on this endeavor for each State fiscal year.	Budget information will not be released during the procurement process.																												
2	§1.2	p. 5	<p>“Beneficiary participation in MississippiCAN is voluntary”</p> <p>How many members belong to each CCO? What are the numbers by population? Ex: # of children in foster care.</p>	<table border="1"> <tr> <td>Number of Members</td> <td>48,828</td> <td></td> <td></td> </tr> <tr> <td>Magnolia Health Plan</td> <td>29,964</td> <td></td> <td></td> </tr> <tr> <td>United Health Care</td> <td>18,864</td> <td></td> <td></td> </tr> <tr> <td>SSI</td> <td>48,102</td> <td></td> <td></td> </tr> <tr> <td>Foster Care</td> <td>531</td> <td></td> <td></td> </tr> <tr> <td>Working Disabled</td> <td>77</td> <td></td> <td></td> </tr> <tr> <td>Breast/Cervical Cancer</td> <td>67</td> <td></td> <td></td> </tr> </table>	Number of Members	48,828			Magnolia Health Plan	29,964			United Health Care	18,864			SSI	48,102			Foster Care	531			Working Disabled	77			Breast/Cervical Cancer	67		
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3	§1.4, Item 2	p. 8	<p>“Assure quality of data collected from CCOs”</p> <p>How will the data be transmitted? How is the data expected to be validated? Will this be electronic, onsite reviews, or a combination?</p>	<p>Data will be collected both by electronic transmission and through onsite reviews.</p> <p>The Offeror must determine how best to provide validation of data.</p>																												

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4	§1.4.2, Item 1	p. 8	<p>“CCOs will submit findings from initial Focused Studies no later than July 1, 2012. In subsequent years, the EQRO will validate the PIPs.”</p> <p>Since the contract period ends May 2014, will the EQRO be required to evaluate CCO PIPs in 2014?</p>	The EQRO will evaluate all available performance improvement project data.
5	§1.4.2, Item 3	p. 9	In 2012, where will the previous three-year data come from to conduct the review of CCO compliance with standards?	Because MississippiCAN became operational January 2011, there will only be one year of data in 2012.
6	§1.4.3, Item 1	p. 9	<p>What is the duration and frequency of meetings with the Quality Leadership Team and Quality Task Force?</p> <p>Can the contractor participate in-person, by phone, or electronically?</p>	The Quality Leadership Committee meets quarterly. The Quality Task Force meets monthly. Both meetings last approximately two hours. Participation may be in person or by phone.
7	§5.4.3, Item 6	p. 41	<p>“Must provide for each experience...personnel requirements”</p> <p>Does DOM want numbers and positions of personnel on each project? Or is this a list of required qualifications? Please explain.</p>	The Offeror should describe personnel effort i.e. numbers and positions of personnel used for each experience.
8	§5.6, Item 2	p. 43	<p>“Provide a sample copy of an Annual External Quality Review report for a Medicaid Managed Care Organization, including the Executive Summary, narrative and charts that your organization has completed.”</p> <p>Does the State intend for contractors to submit an actual report from which we would redact identifying information or a sample with format, headings, and example text?</p>	The Offeror should present an actual report including Executive Summary, narrative and charts.

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9	5.6	43	Reference RFP, Section 5.6, Project Methodology/Work Statement, pg. 43: "The Offeror should repeat each statement/question and then follow with the response." The response to many of these statements/questions will be addressed in the Technical Requirements section of the proposal. In response to the statements/questions in the table, should the Offeror refer to other sections of the proposal where this information is addressed? Is DOM seeking a brief synopsis in response to the statements/questions in the table, with additional details provided elsewhere in the proposal? LM	The Offeror should respond in both the Technical Proposal and the Project Methodology/ Work Statement table.
10	1.4.2.1.	8	Reference RFP, Section 1.4.2.1. Federally Mandated Activities, pg 8: "In subsequent years, the EQRO will validate the Performance Improvement Projects (PIPs)." How many performance improvement projects are the CCO's expected to have running at one time after completion of the Focused Studies? Is validation expected to be done on all projects or just a subset?	There is no set number of performance improvement projects.
11	1.4.2.1.b.	8	Reference RFP, Section 1.4.2.1. Federally Mandated Activities, pg 8: "Verify actual Focused Study/PIP study findings." Can you confirm that the CMS Protocol <u>optional</u> activity of "Verify Study Findings" is to be done for all validated PIPs for each plan each year?	This verification is required by the EQRO.
12	1.4.2.2.	9	Reference RFP, Section 1.4.2.2. Federally Mandated Activities, pg 9: "Validation of performance measures reported (as required by the State) during the preceding 12 months to comply with requirements set forth in 438.240(b)(2)." Are any of the current CCO's using a NCQA certified HEDIS vendor for collection and reporting of HEDIS measures and / or CAHPS?	Both CCOs are using a NCQA certified HEDIS vendor and are required to use CAHPS.

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13	1.2	5	Reference RFP, Section 1.2. Background, pg 5: "Effective January 1, 2011, DOM established the Mississippi Coordinated Access Network (MississippiCAN), a coordinated care program for Mississippi Medicaid beneficiaries. DOM has contracted with two Coordinated Care Organizations (CCOs), Magnolia Health Plan and United Healthcare, who are responsible for providing services to individuals enrolled in MississippiCAN." Is there a potential for additional CCOs to be added to MississippiCAN? Are there any plans to open the enrollment to other beneficiary populations?	The Offeror should focus on the current situation. However, the potential does exist to add CCO's and/or expand to other population groups.
14	1.4.3.1	9-10	Reference RFP, Section 1.4.3.1. Additional Activities Required by DOM, pg 9-10: "Participate in the State's Quality Leadership Committee and Quality Task Force" Must the participation of the EQRO in the State's Quality Leadership Committee and Quality Task Force be in person for all meetings or can participation via virtual means such as teleconference or web conferencing meet this requirement?	Participation in the Quality Leadership Committee and Quality Task Force meetings may be by telephone.
15	General	na	Reference RFP, General Question: Can we have a list of organizations submitting questions?	This information will not be released during the procurement process.
16	1.4.2.2.	9	Reference RFP, Section 1.4.2.2. Additional Activities Required by DOM, pg 9: "Validation of performance measures reported (as required by the State) during the preceding 12 months to comply with requirements set forth in 438.240(b)(2)." Are all Performance Measures to be validated each year for each CCO? If not how many measures are to be validated and will these be the same for each CCO?	The EQRO shall validate all performance measures annually.

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17	1.6.3	12	<p>Reference RFP, Section 1.6.3 Project Operations Report, pg 12: "The Contractor must electronically submit the following information to DOM within thirty (30) business days after the completion of the annual review of each CCO:</p> <ol style="list-style-type: none"> 1. A detailed technical report that describes the manner in which the data from all activities conducted was aggregated and analyzed, and the conclusions drawn as to the quality, timeliness, and access to care furnished by each CCO." <p>You discuss the timeline of submitting the technical report to DOM; however, it is not mentioned who will submit the DOM approved report to the CCO and the timeframe for submittal of that report. Can you clarify this?</p> 	<p>DOM will release findings to CCOs after discussions with the EQRO.</p>
18	5.8	44-45	<p>Reference RFP, Section 5.8 WORK PLAN AND SCHEDULE, pg 44-45: "The schedule should allow fifteen (15) working days for DOM approval of each submission or re-submission of each deliverable. (page 44) ...</p> <ol style="list-style-type: none"> 6. A schedule for all deliverables providing a minimum of five (5) days review time by DOM. (page 45)." <p>You mention to allow 15 working days for DOM approval of each submission or re-submission of each deliverable; however, in #6 you state all deliverables should be scheduled a minimum of 5 days for DOM to review them. Can you be more specific as to which timeline applies?</p> 	<p>The time lines in this section are in error. This refers to one activity. DOM requests 10 working days for review and approval of each deliverable.</p>
19	1.4.2.1.	8	<p>Reference RFP, Section 1.4.2.1. Federally Mandated Activities, pg 8: "The MississippiCAN CCOs collected baseline data during calendar year 2011 and will conduct four (4) Focused Studies during calendar year 2012, with topics to be determined based on the analysis of baseline data and DOM priorities." Are the four topics for the four Focused Studies the same for each CCO? Can the topics be released to bidders, if known?</p>	<p>DOM requires each CCO complete a focused study on obesity and at least three other clinical or health service delivery areas from the following topics:</p> <ul style="list-style-type: none"> • Hypertension • Diabetes • Asthma • Congestive heart disease • Hemophilia • Organ transplants

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20	1.4.2	9	Reference RFP, Section 1.4.2 Federally Mandated Activities, number 3 page 9. A review, conducted within the previous three-year period, to determine the CCO's compliance with standards (except with respect to standards under 438.240 (b) (1) and (2), for the conduct of performance improvement projects and calculation of performance measures respectively) established by the State to comply with the requirements of 438.204 (g). Under number 3 on page 9 the RFP states, The Contractor shall validate CCO compliance annually. Can you clarify if the compliance review will be conducted annually or every three years?...SO	The EQRO shall conduct compliance reviews annually.
21	5.6	44	Reference RFP, Section 5.6 Project Methodology/Work Statement number 167, page 44 Describe how the Contractor will meet the reporting requirements outlined in Section 1.5 of this RFP. Section 1.5 refers to staffing requirements. Can you clarify the section of the RFP the contractor should be referring to?SO	<p>Section 5.6 item 16. Should read:</p> <p>“Describe how the Contractor will meet the reporting requirements outlined in Section 1.6 of this RFP, including:</p> <ul style="list-style-type: none"> • Detailed technical report • Tracking report of progress on annual reviews • Ad hoc reports • Other reports related to role of EQRO in quality committees”
22	1.3.3	7	Reference RFP Section 1.3.3 Proposal Submission Requirements Technical Proposals for this RFP must be submitted in 3-ring binders with components of the RFP clearly tabbed. An original and four (4) copies of the technical proposal under sealed cover and an original and two (2) copies of the business proposal under separate sealed cover must be received by DOM no later than 5:00 p.m. CST, on Friday, March 9, 2012. Offerors must also submit one (1) copy of the technical proposal on CD in a single document in a searchable. Do the requirements relate to the Business Proposal as well?	The Business Proposal is not required to be submitted in a three-ring binder or in electronic format.

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23	General		What companies or individuals asked questions related to this RFP?	This information will not be released during the procurement process.
24	General		How and by whom is this work currently being performed? What is the annual budget?	This is a new project. Budget information will not be released during the procurement process.
25	1	5	There are 2 CCOs operating in MS presently. Do you anticipate an increase in the number of participating CCOs by 2014?	While DOM does not anticipate expansion of MississippiCAN, the potential for expansion does exist.
26	1.4.2.1	8	What are the current CCO PIP topics? Does MSCAN mandate specific topics for review?	DOM has not received information concerning performance improvement projects as of this date. DOM has not mandated topics for performance improvement projects at this time but may require specific projects in the future.
27	1.4.2.2	9	To whom do the CCOs currently report their HEDIS data; e.g. NCQA, the DOM others?	Both CCOs are using a NCQA certified HEDIS vendor, but must report HEDIS data to DOM.
28	1.4.3.1 And 1.4.5	9 & 11	For the Quality Task Force (monthly) and Leadership (quarterly) meetings, is there an option for teleconferencing? Is the meeting location Jackson, MS for both meetings?	Both meetings are held in Jackson. Participation may be by telephone.
29	1.4.3.2	10	Is DOM looking for an EQR to administer or validate the surveys? For member surveys, do the CCOs field (administer) adult, child and CCC CAHPS surveys annually? Please specify.	The EQRO shall validate CCO surveys. CCOs are required to conduct CAHPS surveys annually.

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30	1.4.3.2	10	What provider survey instrument is used by the CCOs? Please specify. Is the DOM looking for an EQR to administer or validate the surveys?	The EQRO shall validate the surveys. We do not know what survey instruments are being or will be used.
31	1.4.5	11	What are the CCO focused studies? Are these the same as the PIPs? Please clarify.	<p>A focused study is based on topics prevalent and significant to the population served. DOM requires a focused study on obesity and at least three other clinical or health service delivery areas from the following topics:</p> <ul style="list-style-type: none"> • Hypertension • Diabetes • Asthma • Congestive heart disease • Hemophilia • Organ transplants <p>A performance improvement plan is a plan developed to address identified areas in which improvement is needed. These may be based on the results of surveys, focused studies and/or other observations.</p>
32	5.5.3	42	What position other than Project Manager is considered key? Please specify.	The Offeror must determine, based on its proposal, which positions are key.
33	Att. B Monitoring Standards	Item # Provider Services 9	What is the physician incentive plan?	A physician incentive plan is a plan that may be developed and utilized by a CCO to incentivize physicians to provide critical services. See 42 CFR Sec 422.208.
34	Att. B Monitoring Standards	Quality and Utilization # 4	What is the CCO internal audit?	It is a required semi-annual review and evaluation of the CCO quality management systems. Please see Section 6.6 of the CCO Contract.

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35.	Att. B Monitoring Standards	Quality and Utilization # 6	Are the Four focused studies performed by the CCOs the same as performance improvement projects? Please provide the 4 focused study topics.	<p>A focused study is based on topics prevalent and significant to the population served. DOM requires a focused study on obesity and at least three other clinical or health service delivery areas from the following topics:</p> <ul style="list-style-type: none"> • Hypertension • Diabetes • Asthma • Congestive heart disease • Hemophilia • Organ transplants <p>A performance improvement project is a plan developed to address identified areas in which improvement is needed. These may be based on the results of surveys, focused studies and/or other observations.</p>
36.	Section 6.3 Proposal Content	p. 46	Will the submission of detailed excel cost worksheets for the prime and subcontractor meet this requirement?	The Offeror must provide a completed Appendix A Budget Summary in addition to detailed cost worksheets.
37	1.4.4 #6	p. 10	Please provide guidance on the definition of ongoing consultation...Is the DOM looking for technical assistance relative to each RFP activity or something else?	The Offeror may propose additional activities that it deems would be beneficial to achieving healthcare goals of the state.
38.	1.4.4 # 4	P.10	Please provide guidance on the number of additional reports that may be produced that are not specified within the RFP activities.	The Offeror must determine how best to respond to this requirement of the RFP.
39.	1.4.4 #5	p.10	How many QIPs should be anticipated to be conducted annually?	The Offeror must determine how best to respond to this requirement of the RFP.

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40.	5.6 Technical Approach # 5	p. 43	In the RFP, there are federally mandated activities, DOM required activities and Additional Suggested Activities (see pp 8-10). Question # 5 asks the Offeror to discuss the mandatory and optional requirements. What are the project optional requirements? Are they the suggested activities?	Optional requirements refer to both DOM required activities and the Additional Suggested Activities.
41	Attachme nt A	DOM performa nce measure #4 and #13	Please clarify specifications for the asthma education measure (if one mailing is sent to an asthma patient that equals 100% compliance?) and what is the monitoring component of members being treated for hemophilia? It is a test, an office visit etc.?	This will be established by the Quality Task Force and will be provided to the EQRO.
42	General Question Related to MSCAN Benefits		Are any behavioral health services covered e.g. outpatient visits?	No.
43	1.2 Backgrou nd	p. 5	Are the two Coordinated Care Organizations (CCOs) designated as managed care organizations (MCOs) or Prepaid Inpatient Health Plans (PIHPs)?	MCOs

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44	1.4.3.2	10	<p>How many providers participate in the MSCAN program?</p> <p>For Validating Provider Surveys - Are Primary Care Providers the only provider group surveyed? If so, how many PCPs participate in the MSCAN program?</p> <p>Is there a provider survey that is already developed or will the EQR need to develop a survey?</p> <p>Will the MSCAN program permit an Office Manager to complete the provider survey?</p> <p>Should the provider survey follow a mixed methodology like the CAHPS survey (mail with telephone follow-up)?</p>	Surveys are the responsibility of the CCOs.
45	1.4.2.2 and attachment a	9	In attachment A, CCO required performance measures are listed. In addition to reporting these rates to DOM, do the CCOs also report HEDIS measures to NCQA?	Because MississippiCAN is a new project, neither CCO is currently NCQA accredited. However they are working towards accreditation.
46	1.4.2	9	Please confirm that the health plans are required to contract with a licensed organization for a HEDIS audit.	The current contract does not require health plans to perform HEDIS audits. However, both CCOs are using NCQA certified HEDIS vendors.
47	5.7.11	44	<p>Approach to DOM's interaction with Contract Management staff</p> <p>Please explain what DOM is looking for in this statement? It's not clear.</p>	The Offeror should describe its proposed interaction with DOM project staff.
48	1.4.4	10	The additional suggested activities include validating encounter data. As a component of an encounter data validation study, medical record review may be conducted to verify results. Is there a pre-determined process for procuring medical records from the CCOs and/or providers?	There is no pre-determined process for procuring medical records from CCOs and/or providers.

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49	1.4.4	10	<p>Do the CCOs submit encounter data directly to DOM or to a vendor contracted by DOM? If the encounter data is stored in-house (i.e., DOM's Medicaid data warehouse), is DOM able to provide any additional information regarding the structure and contents of the data stored in its data warehouse. Specifically,</p> <ol style="list-style-type: none"> 1. Is a file layout available for member, provider, and claims/encounter data? 2. What is the preferred method(s) for transferring data from data warehouse and the contractor? 3. How frequently does DOM expect to submit data to the contractor? 4. Is there a specific process for requesting and obtaining data from the data warehouse? 5. Based on DOM's experience, what would be a reasonable time frame for the awarded contractor to receive data from the data warehouse if a data request were made? 	<p>Encounter data is submitted to DOM's Fiscal Agent, ACS/Xerox.</p> <p>Procedures for data transfer will be developed after contract start,</p>
50	n/a	General	What is the value of the proposed contract?	Budget information will not be released during the procurement process.
51	n/a	General	Does the DOM require the vendor to have an office in Jackson, Mississippi?	No.
52	n/a	n/a	<p>Is the DOM contract with its CCOs the same as the proposed contract located on the following website http://www.medicaid.ms.gov/bids.aspx If not, will DOM make the contract available for the Offeror?</p>	Yes.
53	n/a	n/a	Is the DOM able to share the Mississippi State Medicaid Quality Strategy with the potential vendors?	Yes.

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54	1.2	5	Can the DOM provide the Medicaid enrollment in each CCO?	<p>Magnolia Health Plan 29,964</p> <p>United Health Care 18,864</p>
55	1.3.3	7	May the technical and business proposals be shipped in the same container, if they are sealed under separate cover/labeled inside the container?	The Technical and Business Proposals may be shipped in the same container, under separate sealed cover marked as described in 1.3.3.
56	1.3.3	7	Is a three-ring binder required for the Business Proposal?	A three-ring binder is not required for the Business Proposal.
57	1.4, #4	8	Does the DOM require additional validation of the adequacy of the provider network other than those activities described in the monitoring compliance protocols and the access to care requirements?	No.
58	1.4.2	8	Have the Focus Study topics been determined? If, so what are they?	<p>DOM requires a focused study on obesity and at least three other clinical or health service delivery areas from the following topics:</p> <ul style="list-style-type: none"> • Hypertension • Diabetes • Asthma • Congestive heart disease • Hemophilia • Organ transplants
59	1.4.2	8	Will a Focus Study topic be a collaborative topic for both CCOs?	Generally each CCO will conduct independent focused studies. But it is possible that DOM requests a collaborative effort.

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60	1.4.2	8	Will the CCOs use administrative or hybrid data collection for the Focus Studies/PIPs?	DOM does not have this information.
61	1.4.2	8	Was the baseline data collected for CY 2011 based on HEDIS or CHIPRA measures?	HEDIS
62	1.4.2	8	Please confirm that the EQRO will be validating a total of 8 Focus Studies for Year 1 of the contract?	That is correct.
63	1.4.2	8	Will all four Focus Studies for each CCO roll into a PIP for contract Year 2 and be validated by the EQRO? If not, what is the timeline that the focus studies will roll into a PIP? And, how many focus studies are expected to become PIPs?	Focused studies and performance improvement projects are two distinct activities. However, results of the focused studies may provide a basis for some performance improvement projects.
64	1.4.2	8	Will the CCOs be allowed to resubmit Focus Studies/PIPs after initial validation score to address any Partially Met, Not Met scores and EQRO's recommendations for a final validation score?	The EQRO shall recommend processes related to validation and acceptance of data submitted by the CCOs.
65	1.4.2	8	Will the EQRO be required to conduct onsite technical assistance for the Focus Studies and PIPs? If so, how often during a contract year?	No. The EQRO shall validate completed focused studies.
66	1.4.2	9	Please clarify that the CCOs are required to obtain a HEDIS audit from a private licensed organization. Will the CCOs be required to obtain HEDIS audits privately in the future? Or, is it the DOM's expectation that the EQRO will perform the HEDIS audit of CCOs as part of the PMV activities in future years?	This is not a requirement however, both CCOs are using a NCQA certified HEDIS vendor.

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67	1.4.2	9	Is it DOM's expectation that the EQRO will produce an aggregate report from audited HEDIS data made available by the CCOs?	Yes.
68	1.4.2	9	Are the CCOs expected to report the results to NCQA, or do they just report the results to DOM? If the CCOs do not report to NCQA, does DOM have a reporting template for the rate submission, or will the EQRO be required to develop a reporting template?	The CCOs will report to DOM. DOM does not have a reporting template for rate submission.
69	1.4.2	9	Does DOM anticipate adding measures in future years? If so, will new measures replace existing measures, or be additional measures?	DOM may modify performance measures in the future.
70	1.4.2	9	For the CCO HEDIS Audits, will the HEDIS auditors also audit the non-HEDIS measures listed in Attachment A?	The CCOs are not currently NCQA accredited, therefore there is no official NCQA audit. The audits being performed currently are to meet the requirement of the CCOs contractual agreement with DOM.
71	1.4.2	9	Twelve of the 14 measures listed in Attachment A are HEDIS 2011 measures. Measures such as the asthma measure have changed for HEDIS 2012 to include up to age 64. Does DOM expect the CCOs to follow the most recent HEDIS technical specifications for reporting?	CCOs are expected to follow HEDIS technical specifications for the appropriate reporting year.
72	1.4.2	9	What is the State's preferred timeline for the EQRO to initiate PMV Activities?	The Offeror should determine how best to respond to this requirement.

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73	1.4.2, # 3	9	For purposes of assessing CCO compliance using the non-duplication strategy under 42 CFR 438.360, are the CCO's required to obtain a particular type of national accreditation, and if so, which one? Are any/all of the CCOs certified under Medicare?	They are not required to obtain a particular type of national accreditation. Both CCOs have indicated that they will seek NCQA accreditation however they have not been operational in the state for the required two years. DOM is not aware of Medicare certification for the CCOs.
74	1.4.2, # 3	9	To reduce CCO burden, and in compliance with CFR 438.358 (b) (3), is the DOM open to conducting less than a comprehensive compliance review each year, considering options such as a review of one-half of the managed care standards in each of two successive years of the contract?	The EQRO must provide full compliance review each year.
75	1.4.2, #3	9	Are both CCOs offices located in Mississippi? If so would the annual compliance review be conducted at the local office or will it be necessary to travel to the CCO corporate office?	The CCOs are located in Mississippi. Travel to the corporate office is not required.
76	1.4.3	9	Is the EQRO vendor required to be on-site for the quarterly State Quality Leadership Committee meetings?	Participation in the Quality Leadership Committee meetings may be by telephone.
77	1.4.3	9	Is the EQRO vendor required to be on-site for the monthly Quality Task Force Meetings?	Participation in the Quality Task Force meetings may be by telephone.
78	1.4.3	10	Although the CCO program is new to Mississippi, does DOM currently have standardized surveys that will be considered for consumer and provider surveys?	DOM has required CAHPS for member surveys. No defined survey has been required for provider surveys.
79	1.4.3	10	Will each CCO use unique survey instruments for consumer and provider surveys or will the surveys be standardized across both programs?	Each CCO is responsible for the surveys. The only requirement is that the member surveys be CAHPS.

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80	1.4.3	10	When does DOM anticipate the first CCO consumer or provider survey(s) being validated?	These dates are being developed. This information will be provided after contract award.
81	1.4.3	10	During the review of survey data analysis and findings/conclusions, is it DOM's expectation that the contract awardee will independently calculate and verify the results? If so, please confirm whether or not the contract awardee will have access to the respondent-level survey data.	The EQRO will be responsible for validation of the survey data analysis and findings/conclusions. Data will be provided to the EQRO to enable completion of this task.
82	1.4.4	10	Please confirm that the Offeror does not need to submit timelines and work plans for the additional suggested activities.	The Offeror must determine how best to respond to this requirement of the RFP.
83	1.4.4	10	Should the Offeror include the staffing for the "additional suggested activities" on the organizational chart or would DOM prefer a separate organizational chart for the additional activities?	The Offeror should include all proposed staffing. The Offeror must determine the formats of the organizational charts.
84	1.4.4	10	For Additional Suggested Activities, where should the individual description and pricing for each proposed activity be included in the Technical and Business Proposals?	Section 5 of the RFP provides instructions for layout of the Technical Proposal. Section 6 provides instructions for the Business Proposal.
85	1.4.5	11	Will both the consumer and provider surveys be validated on an annual basis?	Yes.

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86	1.6.2	12	Will the EQRO be required to submit CCO-specific reports to DOM that discuss all four Focus Studies/ PIPs validated? Or, will the EQRO be required to produce individual reports for each Focus Study/PIP?	The EQRO shall produce CCO-specific reports on all focused studies. Separate reports are required on performance improvement projects.
87	1.6.3	12	Project Operations Report –Please clarify if this is a detailed Technical Report that meets the requirements of CFR 42 CFR 438.364 – which includes all activities conducted in accordance with §438.358 were aggregated and analyzed, and conclusions were drawn as to the quality, timeliness, and access to the care furnished by the MCO or PIHP or is it a report of just the findings of the annual compliance review?	This report must meet the requirements of CFR 42 and CFR 438.364.
88	1.6.3	12	If the Project Operations Report is the EQR Technical Report should the Offeror include the cost of this report in the compliance monitoring task or should the report be included in a separate cost proposal?	No payment will be made above the total contract price submitted in Appendix A Budget Summary. Therefore all costs should be included.
89	1.6.3	12	Project Operations Report – Please clarify if the project operations report is a CCO specific report that only includes the results of the annual compliance review?	This report must be CCO specific and must meet requirements of CFR 438.364.
90	1.6.3	12	Is it correct to assume that the “tracking report of progress on annual reviews” is only required during the preparation and completion of the annual reviews?	Yes.

Question	RFP Section	RFP Page	Question	DOM Response
91	1.6.3	12	Is it DOM's expectations that "tracking report of progress on annual reviews" is also used to track the status with the CCO's corrective action plans, if applicable, following the annual review?	Tracking status of CCOs corrective action plans is not a requirement of this contract.
92	1.7.1, Second Paragraph	13	Please clarify DOM's expectations of the progress report to be submitted with the monthly invoice. Is this the same progress report that is described on page 12, second paragraph "submit a written report of program progress at a frequency to be determined by DOM?"	This is a separate report specific to activities of the EQRO.
93	5.1	38	Is a CD required for the Business Proposal?	No.
94	5.4.3	40 and 41	The DOM has requested that Offeror describe how they will evaluate and provide feedback to the DOM regarding efficacy of disease management protocols and interventions. Does the DOM expect that this review would be conducted during the annual compliance review?	The Offeror must determine the best way to meet this requirement of the RFP.
95	5.4.3	40 and 41	The DOM has requested that Offerors describe how they will evaluate and provide feedback to the DOM regarding efficacy of disease management protocols and interventions. Does DOM expect that the cost for this review be included in the annual compliance review cost proposal?	No payment will be made above the total contract price submitted in Appendix A Budget Summary.
96	5.4.3	40 and 41	Is DOM able to provide additional details on their expectation for the level of review required for the disease management review?	The Offeror must determine the best way to meet this requirement of the RFP.

Question	RFP Section	RFP Page	Question	DOM Response
97	5.5.1, #1	41	Describes organization and staffing during each “phase” as described in the RFP. Is DOM referring to Implementation, Operations and Turnover as the phases of the project? Please clarify.	The Offeror should depict organization and staffing for the life of the contract including planned adjustments related to specific tasks or deliverables.
98	5.5.2	42	Is it DOM’s intent that each reference provided for staff must be from an existing State where the bidder is currently an EQRO? If not, is it permissible for the bidder to use references from health plan staff where the bidder is not an EQRO?	The Offeror should present the most appropriate references available for key staff persons.
99	5.5.3	42	This section indicates that the Offeror must submit resumes for all proposed key staff – Project Manager, and other key management staff, and then indicates resumes of proposed personnel and proposed managers. Is it DOM’s intent that the Offeror provide resumes for only <u>key</u> staff and management to include the Project Manager, or, is the Offeror to provide resumes for <u>all</u> proposed staff and managers?	The Offeror should at a minimum provide resumes for specified key staff. The Offeror may provide resumes for any proposed staff and managers that it deems important for the project.
98	5.8, #3	44 and 45	Is the network diagram referred to in #3 of the work plan and schedule the same as the network diagram that is part of the Microsoft Project Management Software?	The Offeror must determine how to best respond to the requirement.
99	6.3.2	46	What information should be included in the additional detailed worksheets? Is there a recommended format or template?	The Offeror must determine how to adequately explain its pricing methodology. No specific format has been recommended.
100	6.3.3	46	Does each page of the additional detailed worksheets need to be signed and dated?	Yes.
101	6.3.4	46	Does the certification by the secretary or other appropriate corporate official go in both the Technical and Business Proposals?	Yes. The certification should be included in the transmittal letter and on the budget summary.

Question	RFP Section	RFP Page	Question	DOM Response																																			
102	Appendix A – Budget Summary	51	It states that “Sections 1.8 and 6.0 address submission of the Budget Summary” but there is no Section 1.8 in the RFP. Please clarify.	This statement on the Appendix A Budget Summary should read “Sections 1.7 and 6.0 address submission of the Budget Summary.”																																			
103	Appendix A – Budget Summary	51	Should the total of Federally Mandated Activities (1.4.2) and Additional Activities Required by DOM (1.4.3) be entered in Operation Cost on the Budget Summary?	Yes.																																			
104	Draft CCO Contract Section 6.10	n/a	Does the DOM require any assistance from the Offeror for conducting the Annual CCO EPSDT claims data audit? If so please describe the scope of that assistance.	This audit is not included in this scope of work.																																			
105	MississippiCAN Program Summary Section B – second paragraph	5	Is DOM able to share the results of the CCOs readiness reviews?	DOM will not share the CCO readiness reviews. However, Post Implementation Reviews will be shared after contract award.																																			
106	1.2	5	Please provide the numbers of Medicaid enrollees, by category (SSI, Disabled Child Living at Home, Working Disabled, DHS Foster Care Children, Breast/Cervical Cancer Group), for each of the two CCOs.	<table border="1"> <tbody> <tr> <td>Number of Members</td> <td>48,828</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Magnolia Health Plan</td> <td>29,964</td> <td></td> <td></td> <td></td> </tr> <tr> <td>United Health Care</td> <td>18,864</td> <td></td> <td></td> <td></td> </tr> <tr> <td>SSI</td> <td>48,102</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Foster Care</td> <td>531</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Working Disabled</td> <td>77</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Breast/Cervical Cancer</td> <td>67</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Number of Members	48,828				Magnolia Health Plan	29,964				United Health Care	18,864				SSI	48,102				Foster Care	531				Working Disabled	77				Breast/Cervical Cancer	67			
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107	1.2	5	Please confirm that only the above categories are enrolled in the CCOs. If there are other types of Medicaid enrollees, please provide the applicable demographic data, by category, by CCO, for these additional enrollees and confirm that they are included in this RFP.	Those are the only categories eligible for enrollment at this time.
108	1.1	5	Is the DOM/CCO contract available for reference?	The CCO Contract has been posted on our procurement website www.medicaid.gov/bids.aspx .
109	1.3.3	7	Please confirm that, in addition to the hard copies required, only the Technical proposal is submitted on a CD. The Business proposal is submitted only in hard copy, with no CD.	The Technical Proposal must be submitted in the format described at 1.3.3. The Business Proposal is not required to be submitted in a three-ring binder or in electronic format.
110	1.4.2.1	8	Validation of PIPs. Please describe the baseline data. Is this HEDIS data?	Yes.
111	1.4.2.2	9	Validation of PMs. Please clarify the statement, "audited HEDIS data available no later than June 15, 2012." Will each CCO undergo a HEDIS compliance audit conducted by an NCQA-licensed HEDIS audit organization? Will the EQRO audit the other (non-HEDIS) performance measures?	Both CCOs are using a NCQA certified HEDIS vendor.
112	1.4.2.3	9	Compliance with Standards. Are the CCOs accredited by an accrediting organization (e.g., NCQA, URAC)?	No. They have not been operational in the state for two years.
113	1.4.3.2	10	Validate consumer and provider surveys. Please specify the number of surveys to be validated annually. Will the CAPHS survey be used to assess member satisfaction?	Each CCO is required to conduct one member survey and one provider survey. The member survey is a CAHPS survey. The EQRO will validate all four surveys.

Question	RFP Section	RFP Page	Question	DOM Response
114	1.4.4	10	Additional Suggested Activities. Please clarify where the bidders should include pricing for these activities: in the technical proposal or cost proposal? If in the cost proposal, since different bidders may suggest different activities, should pricing be included in the Budget Summary or in a separate document? Also, please describe how these additional activities will be evaluated.	<p>No cost or pricing information should be included in the technical proposal. Any technical proposal that includes cost or pricing information will be rejected.</p> <p>All costs proposed must be included in the Total Contract Price proposed on Appendix A Budget Summary. In addition to Appendix A Budget Summary the Offeror should include detailed pricing schedule(s) that sufficiently explain costs for all proposed services.</p>
115	2.1	15	The RFP requires “documentation” for each of three requirements for an organization to submit a proposal. Will a statement to the effect that the organization has not been sanctioned... be sufficient documentation?	Yes.
116	5.4.2	40	The RFP requires five years of Financial Statements. Should these documents be placed within the Corporate Background and Experience of the Technical Proposal or included as an Appendix to the Technical Proposal?	Financial Statements may be included as an Appendix to the Technical Proposal or, if they are on the web, the Technical Proposal may include a link.
117	5.4.3	40-41	The RFP directs the Offeror to “present the details of the Offeror’s experience with disease management evaluation methods. Describe how you will evaluate and provide feedback to DOM regarding the efficacy of MCO disease management protocols and interventions.” Which of the RFP tasks/deliverables listed in RFP Section 1.4 does this apply to?	This requirement applies to the project as a whole.
118	5.8	44	Please explain the expectations for a “network diagram” as compared to a GANTT chart.	The Offeror should determine the level of detail to provide in each in order that will sufficiently describe its work plan.

Question	RFP Section	RFP Page	Question	DOM Response
119	Appendix B	52	Please confirm that the Business Associate Agreement is completed after contract award and is not submitted with the Offeror's proposal.	The Business Associate Agreement is include for your review. It will be executed after contract award.
120	Exhibit 1	57	Please confirm that the certification regarding drug free workplace is completed after contract award and is not submitted with the Offeror's proposal.	The Certification Regarding Drug-Free Workplace Requirements (Exhibit 1) should be signed and included with the Technical Proposal.
121	Exhibit 2	59	Please confirm that the certification regarding debarment is completed after contract award and is not submitted with the Offeror's proposal.	The Certification Regarding Debarment, Suspension, and Other Responsibility Matters (Exhibit 2) should be signed and included with the Technical Proposal.
122	1.3	6	Please clarify – should the date for evaluation of business proposals read March 22-23, 2012 rather than March 92-23, 2012? Similarly, should the date listed for Executive Review and Award of Contract read March 26-30, 2012 rather than March 96-30, 2012?	The dates for Evaluation of Business Proposals are March 22 – 23, 2012. The dates for Executive Review and Award of Contract are March 26 – 30, 2012.
123	1.3.2	6	Please clarify, the RFP states written answers will be available not later than 5:00 PM CST, Friday, February 17, 2012, via DOM's procurement website – Can we assume this should reference questions only and that responses to bidder questions will be posted on February 24, 2012 as stated in section 1.3 (page 6)?	Written answers will be available not later than 5:00 p.m. CST, Friday February 24, 2012
124	1.3.3	7	Is it acceptable for the proposal original and the copies to be double sided?	The Offeror may provide proposals in a double-sided format.

Question	RFP Section	RFP Page	Question	DOM Response
125	1.3.3	7	Is it acceptable for the technical and business proposals to be shipped to DOM in a single shipping container if the technical and business proposals are packaged separately within the shipping container?	The Technical and Business Proposals may be shipped in the same container, under separate sealed cover marked as described in 1.3.3.
126	1.4, Item 4.	8	Adequate provider network. Is this a required activity of the contract? Can the state clarify the details of the requirements associated with this activity? Is it the intention of this requirement that the EQRO perform an Annual Network Adequacy GIS analysis?	The EQRO will evaluate the provider networks to ensure adequate access to healthcare. Access and availability reports will be included in the CCO Annual Evaluation.
127	1.4.2, Item 1	8	Performance improvement projects. For the first year of the contract, the RFP specifies that CCOs will provide the state with findings from their initial focused studies no later than July 1, 2012. What is the timeframe by which the contractor will receive these findings? Is there a specific timeframe involved as to when the state would want to have a draft of the EQRO findings from this activity?	Data will be provided as soon as it becomes available to the state. DOM has not specified timelines.
128	1.4.2, Item 1	8	How many PIPs will the EQRO validate?	The EQRO shall validate all performance improvement projects.
129	1.4 2., Item 2	9	Performance measure validation. What is the timeframe by which the contractor will receive these findings? Is there a specific timeframe involved as to when the state would want to have a draft of the EQRO findings from this activity?	We expect to receive performance measure data at the same time HEDIS data is received which is June 30, 2012. Data will be provided

Question	RFP Section	RFP Page	Question	DOM Response
130	1.4.2, Item 3	9	Compliance Audit. Should the contractor assume that the compliance audit will cover only the elements specified in Attachment B: Monitoring Standards or will other elements of CCO contract compliance need to incorporate into the compliance audit tool?	Performance Measures and Monitoring Standard should be used in performing validations as well as pertinent elements selected by the EQRO
131	1.4.2, Item 2	10	Does DOM desire assistance in the selection and setting benchmarks for HEDIS measures in subsequent years?	The Offeror should determine how best to respond to the RFP. This service may be beneficial.
132	1.4.3. Item 2,	10	Additional Activities Required by DOM. What types and how many surveys are currently conducted by the CCOs?	Each CCO is required to conduct one member survey and one provider survey. The member survey is a CAHPS survey. The EQRO will validate all four surveys.
133	1.4.3, Item 2	10	How are the consumer and provider surveys on quality of care currently conducted?	Survey information is not yet available.. Information necessary to complete survey validations will be provided to the EQRO. .
134	1.4.4	10	Should the bidder suggest any of the activities listed in this section, how should the costs of these activities be captured? Should they be provided on a separate cost sheet or incorporated into the overall cost sheet?	All costs proposed must be included in the Total Contract Price proposed on Appendix A Budget Summary. In addition to Appendix A Budget Summary the Offeror should include detailed pricing schedule(s) that sufficiently explain costs for all proposed services.

Question	RFP Section	RFP Page	Question	DOM Response
135	1.4.5.	11	<p>Does the Annual Program Evaluation Report (due March 1, 2012 from the CCOs) cover all of the elements associated with the performance standards listed in Attachment B?</p> <p>Would implementation of onsite and review activities associated with the CCO compliance review audit need to be delayed until this report is submitted?</p> <p>What is the timeframe by which the contractor will receive the annual program evaluation reports? Is there a specific timeframe involved as to when the state would want to have the onsite compliance elements completed and a draft of the EQRO findings from this activity?</p>	<p>It is anticipated that all performance standards will be addressed.</p> <p>Onsite and review activities should be conducted after receipt of the Annual Program Evaluation Report is received. DOM anticipates receiving the Report before the EQRO contract start date.</p> <p>DOM will provide reports as soon as possible to allow for the timely completion by the EQRO. DOM has not established timelines at this time.</p> <p>These timelines will be agreed upon after contract award.</p>
136	1.4.5	11	<p>EQR Annual Report – Please clarify what comprises this delivery element and its associated due date. Is the annual report due date referring to a single comprehensive technical report for all plans or the unique report for each plan?</p> <p>Does the state anticipate the contractor would provide activity specific report specified in the RFP or a single comprehensive report of all activities conducted?</p> <p>If activity specific reports are anticipated, would the 30 day period refer to each of these reports?</p>	<p>The EQR Annual Report is a comprehensive detailed report including an executive summary of the work product of the EQR.</p> <p>Refer to 1.6.3</p>
137	1.7.1	13	<p>Is this a flat rate or deliverable-reimbursed contract?</p> <p>If flat rate, should the bidder assume that reimbursement at 1/12 of costs with documentation of progress defining the work performed during each month?</p> <p>Or, if deliverables-based can DOM clarify the milestones and associated payments for each milestone?</p>	<p>DOM will award a firm fixed price contract.</p> <p>Specific payment details, including deliverables and milestones will be agreed upon after award of the contract.</p>

Question	RFP Section	RFP Page	Question	DOM Response
138	3.2	17	Please describe what is required to meet the qualification of doing business in Mississippi?	The EQRO should be registered with the Mississippi Secretary of State.
139	5	38	Technical Proposal, General: Will appendices be considered part of the elements of the technical proposal evaluation?	Yes.
140	5.3	39	Is the designation of the proposed confidentiality of sections of the RFP to be an element of the executive summary?	Yes. Also 4.7.3 requires that these sections be bound separately.
141	5.4., item 10.	40	Should professional accreditations described in 5.4.1 Corporate Background, number 10 be for the company or proposed staff? Do you need staff accreditations here separate from the resumes?	5.4.1 refers to the Corporation. Staff accreditations should be included with resumes as described in 5.5.3.
142	5.4.2	40	Can the financial statements for Section 5.4.2 be included as an Appendix, or do you wish all 5 years of financial data to be present in the RFP section referenced.	Financial Statements may be included as an Appendix to the Technical Proposal or, if they are on the web, the Technical Proposal may include a link.
143	5.4.3	41	Does the information included in this section ONLY address the Offeror's experience with Disease Management (including corporate references), or should we also address sections of the requirements of the entire RFP?	The Offeror must determine the best way to meet this requirement of the RFP.
144	5.5.2	42	Is the inclusion of the key staff references as an element of each staff's resume sufficient for meeting this requirement? How is this requirement different from item 5 under section 5.5.3, item 5?	The requirement at Section 5.5.2 and Section 5.5.3 item 5 are the same.

Question	RFP Section	RFP Page	Question	DOM Response
145	5.5.2 and 5.5.3	42	Both sections require references for staff. What is the difference between the requests? Can the same people be listed in both places?	References need only be provided once.
146	5.5.3	42	Can the requirement under item 5 for three references who can give information on an individual's experience utilize the same references as those from section 5.5.2?	The requirement at Section 5.5.2 and Section 5.5.3 item 5 are the same.
147	5.6	43	Statement of the Problem, item #2. Should the inclusion of a sample Offeror's report include any additional technical appendices or can those be omitted or included under a separate appendix?	The Offeror may include additional technical appendices as a separate appendix.
148	Business Proposal	46	Should the Offeror consider any additional services would reflect implementation costs in Year 2	There should be no implementation costs in year two.
149	Business Proposal, Appendix A.	46 & 51	If the contractor has proposed additional, option elements for consideration (Reference Section 1.4.4, page 9), should these costs be included in the total firm fixed price in Attachment A, or provided separately?	No payments will be made above the total contract price submitted in Appendix A Budget Summary. Therefore all costs should be included. In addition to Appendix A Budget Summary the Offeror should include detailed pricing schedule(s) that sufficiently explain costs for all proposed services.

Question	RFP Section	RFP Page	Question	DOM Response
150	N/A	N/A	<p>Does the DOM need to compare performance results between CCO and traditional Medicaid Services, if so, have performance measures been defined for comparison?</p> <p>Does the DOM need assistance in definition of any of these comparison measures?</p>	<p>Performance measures have been defined and are the same for traditional services and coordinated care for the purpose of making performance comparisons. The Offeror may recommend additional or modified performance measures.</p>