



Date: November 26, 2025

Amendment #1 Questions and Answers and Pre-Bid Submission Conference PowerPoint Presentation

Solicitation Name and Number: External Medical Review Consulting IFB#20251031 RFx# 3160007625

This Amendment must be signed and submitted as part of the Invitation for Bid (IFB) response to be considered for this procurement.
 IFB response deadline is December 12, 2025 by 2:00 p.m.

Question #	RFP Section #	RFP Page #	Question	DOM Response
1	N/A	N/A	What is the current pricing for this scope of work?	The current incumbent pricing is as follows: <ul style="list-style-type: none"> • Appeal Review and/or Length of Stay Review: Flat hourly rate of \$150 • Medicaid Hearing & Report Preparation: Hourly rate of \$155.
2	1.8	7	Does the single fixed hourly rate specified in the bid, cover all aspects of the service, including the detailed medical review, writing the recommendation, and all time associated with preparatin for and attendance at required telephonic hearings?	Yes. The single fixed hourly rate specified in the IFB on the Bid Form is intended to cover all aspects of the required service. As outlined in the Service Description, the hourly rate encompasses Appeal Review, Hearing and Report Preparation.
3	1.10.2	8	What is the most frequently requested medical specialties and percentage of breakdown of reviews by specialty over the past 12 to 24 months?	Please refer to Appendix 2 – Historical Data (pages 40-42) of the IFB for a breakdown of reviews by medical specialties for 2024 and 2025 to date.

4	1.10.2	8	In the event that a specialty physician is not licensed in Mississippi, can the Mississippi licensed physician who must review and sign off on the recommendation be of any specialty?	If the reviewing physician is not of the same specialty as the case, a Mississippi-licensed physician can be of any specialty, however, general practice is preferred to provide the required review and sign-off.
5	1.10.2 and 3.4.14	9 and 20	<p>The text for #4 on Page 9 states, "Bidders shall provide written, detailed validation describing Bidder's ability to meet each of the qualifications and perform the scope of services (no more than 5 pages)." Two questions: 1) Does the Scope of Services include the General Requirements on pages 11-12 AND the System Requirements on pages 13-14, or just the General Requirements? 2) Please clarify the number of pages the bidder has to respond to the Scope of Services section because above it states "no more than five pages," yet Section 3.4.14 - Bid Submission format states: "At the end of each response to an element by the Bidder, the Bidder should type "[END OF RESPONSE]" and leave the remainder of the page blank, beginning the response to the next element on the next page." There are 16 "elements" between the General Requirements (2.1.1.1-2.1.1.11) and System Requirements (2.2.1-.2.2.5), plus four (4) "elements" under Minimum Qualifications (pages 8-9). If the bidder follows the Section 3.4.14 guideline, it would require 20 pages to ensure each response falls/begins on its own page.</p>	<p>1) Yes. For purposes of Item #4 on Page 9, the Scope of Services includes both the General Requirements and the System Requirements.</p> <p>2) Section 3.4.14 only relates to the items listed at 1.10.2 Minimum Qualifications (Attachment B: Addendum 1)</p> <p>•• 1st Element •• Addendum 1: Minimum Qualifications, 1.10.2(1) Bidder Experience Requirement *add your documentation and then state END OF RESPONSE</p> <p>•• 2nd Element •• Addendum 1: Minimum Qualifications, 1.10.2(2) Bidder Licenses/Certifications * add your documentation and then state END OF RESPONSE</p> <p>•• 3rd Element •• Addendum 1: Minimum Qualifications 1.10.2(4) Bidder's Narrative * add your documentation and then state END OF RESPONSE</p> <p>**The 3rd Element (1.10.2 (4)) is the only element that is limited to no more than 5 pages.</p> <p>Note: For Element 1.10.2(3) Minimum Qualifications References. Follow the required documenting format.</p>

6	1.10.2 (1) and (3)	8	Our company is authorized to provide external reviews in 30+ states which we will identify per 1.10.2 (1). Per 1.10.2 (3), are we required to provide reference contacts for all 30+ states where we're licensed/certified/contracted to provide external reviews?	Please provide 6-8 clients which should include current and/or past clients within the last five years that may be contacted as references, will be sufficient.
7	2	11	What is your criteria for extension? How much advance notice is the contracted company given if it is or isn't extended?	<p>1) An extension is based solely on satisfactory performance of the contracted vendor.</p> <p>2) If performance is satisfactory, the amended contract will proceed through DOM's internal review process before being submitted to our regulatory board, which requires a minimum one-month approval period. If performance is unsatisfactory, DOM will follow the specific termination clauses outlined in the contract.</p>
8	2.1.1.1	11	Are there specific data integration requirements, API protocols or established DOM systems (e.g., for case intake or claims processing) that the Contractor's secured portal must interface with, or is the Contractor expected to provide a fully independent standalone system for all case management and data exchange?	The Contractor is expected to provide an independent, standalone system that DOM personnel will utilize for all case management and data exchange.
9	2.1.1.1	12	It is stated the number of reviews "vary from month to month." Can you provide an average number of reviews to be performed per month?	A month to month estimate of review requests vs hearings has been included with Appendix 2 - Historical Data as part of Amendment 1, Questions and Answers.
10	2.1.1.1	12	It is stated the number of reviews "vary from month to month." Can you provide a total volume of cases performed in 2024? Total volume of hearings?	A month to month estimate of reviews has been included with Appendix 2 - Historical Data as part of Amendment 1, Questions and Answers.

11	2.1.1.2	12	It is stated " <i>includes a copy</i> of any and all medical criteria or clinical guidelines..." Can you elaborate what the expectation is for "including a copy?"	DOM Appeals will give you a policy to review to uphold or overturn the managed care organizations' denials. If you have any additional references that you utilized in making the determination, DOM Appeals would like those listed and on hand in case of a hearing. Our priority is that the policy and criteria provided from the managed care organization is applied properly to the medical case.
12	2.1.1.2	11	Can the DOM provide bidders with a sample of a determination or a sample format expected for a determination?	Yes, A sample format will be provided with Amendment 1, Questions and Answers.
13	2.1.1.3	11	Section 2.1.1.3 states that copies or active links to referenced documents must be included with recommendations. Many clinical references are proprietary, require subscriptions, and cannot legally be redistributed. Will DOM allow vendors to cite these resources without providing full copies due to copyright and royalty restrictions?	The vendor should only utilize references that can be provided to DOM and hearing attendees via PDF related to their determination reviews, if necessary.
14	2.1.1.4	11	If active links lead to subscription based resources that DOM staff cannot access without a license, will DOM consider alternative documentation methods?	The vendor should only utilize references that can be provided to DOM and hearing attendees via PDF related to their determination reviews, if necessary.
15	2.1.1.5	11	In situations that extension on the submission deadline is needed, can extensions be granted? If so, what is the length of extension?	Yes, an extension may be granted when necessary; however, such instances are expected to be rare. In general, no more than an additional week should be needed. All determinations are expected to be submitted in a timely manner.
16	2.1.1.5 and 2.1.1.6		What is the historical annual volume of completed reviews by turnaround time? (ie: standard vs expedited).	There are typically only 2-4 expedited requests per year.

17	2.1.1.7	12	Please provide an estimate on the number of telephonic hearings per year and how many there were in 2024 and 2025.	An estimate of review requests vs hearings has been included with Appendix 2 -Historical Data as part of Amendment 1, Questions and Answers.
18	2.1.1.8	12	Please clarify what DOM defines as the "appropriate training by DOM staff" referenced in section 2.1.1.8. What training content is included?	<p>The IFB incorrectly stated that DOM Appeals would conduct training for the Medical Reviewers. This was an error and shall be corrected in Amendment 2.</p> <p>The Contractor will be responsible for all training related to Medical Review and Hearing functions and must ensure that all Medical Reviewers within DOM’s network receive this training. DOM does not prescribe the training methods or timeframes and allows the Contractor full discretion in determining how the training is delivered. The Contractor must maintain training records and provide them to DOM upon request. Required training should include:</p> <ul style="list-style-type: none"> • Appeals and Hearing processes and de corum • Requirements for timely and efficient reviews, including flexibility in scheduling • Confidentiality and HIPAA compliance.
19	2.1.1.8	12	How long does the required DOM training take to complete, and what is the method of delivery?	See answer to number 18.

20	2.1.1.8	12	Given that our reviewers are all active clinical practices and may not always be available at the exact hearing times requested- especially when hearings are scheduled on short notice- will DOM allow reasonable scheduling flexibility?	Yes. DOM will make reasonable efforts to accommodate scheduling needs; however, clinical reviewers should maintain sufficient flexibility to ensure hearings are completed in a timely manner. Federal regulations require that beneficiary hearings be concluded within 90 days of receipt by the Office of Appeals, and scheduling must support compliance with these requirements.
21	2.1.1.9	12	Section 2.1.1.9 requires the Contractor to provide a certified biller/coder's review upon request from the Office of Appeals. Our organization performs coding reviews but not billing reviews. Will DOM confirm whether billing review is a mandatory requirement for this contract, or if coding-only reviews are acceptable?	Yes, a certified biller/coder review is required on cases where a specialized biller/coder review is necessary.
22	2.1.1.11	12	What is the formal, written process for obtaining "prior approval" from the Office of Appeals to extend a deadline?	Requests for prior approval must be submitted by email to DOM's Appeal Contact Person. Any such requests must be made promptly, as timeliness in submitting determinations is essential.
23	2.2	12	What are the average frequency and length of telephonic hearings?	The length of the hearings are typically 1 to 1.5 hours with some lasting up to 3 hours on a rare occasion. A medical reviewer may provide the statement and be examined and does not have to attend the full hearing. A month to month estimate of review requests vs hearings has been included with Appendix 2 - Historical Data as part of Amendment 1, Questions and Answers.

24	2.2	12	Are all Medical Providers who participate on this contract expected to complete the DOM training for hearings? What is the length of the training, and how is it conducted? Also, can the training be done at any time?	See answer to number 18.
25	2.3	14	What components of this contract require travel, if any?	Travel is not required. All hearings are conducted by telephonic call-in, with video hearings occurring only in very rare occurrence.
26	2.3	14	Will medical providers and/or staff be required to travel to Mississippi or elsewhere for any reason?	See answer to number 25.
27	2.3	14	If DOM requires travel to be included, can DOM clarify typical travel expectations and historical frequency of required in-person attendance?	See answer to number 25.
28	2.3	14	Will DOM allow virtual participation in place of in-person travel when appropriate?	See answer to number 25.
29	3.4	16	What is the current incumbent pricing?	See answer to number 1.
30	Attachment B - Bid Form	25	What are the hourly rates of the current vendor?	See answer to number 1.

31	Attachment B – Bid Form Certifications #5	26	Can the Division confirm what "applicable licenses" will be necessary for the bidder to have or secure? For example: an Independent Review Organization (IRO) license from the Mississippi Department of Insurance. And does this include any accreditations or certifications, such as URAC?	<p>Attachment B - Bid Form Certification #5 refers to applicable licensed and certified personnel who are qualified to perform the duties required under the IFB.</p> <p>For the organization, DOM will require the Contractor to hold URAC Accreditation – Independent Review Organization (Comprehensive Review).</p> <p>In addition, accreditation by NCQA for Utilization Management is preferred but not required.</p> <p>Amendment 2, will amend this language.</p>
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Written answers provided for the questions are binding. Questions and answers shall become part of the final contract as an attachment. This Amendment must be signed and submitted as part of IFB to be considered for this procurement.

Receipt of Amendment #1 Acknowledged:

Signature

Printed Name

Title

Entity Name

Amendment 1 – Questions and Answers - IFB #20251031

Appendix 2 - Historical Data – UPDATED

MLS Group of Companies, LLC

January 2025 to Date

Total Number of Reviews	67
Estimated Number of Hours	211

Anesthesiology	1
Certified Coder	3
Child & Adolescent Psychiatry	7
Dentistry	1
Internal Medicine	41
Neurological Surgery	2
Obstetrics & Gynecology	1
Occupational Therapist	1
Pediatrics	2
Plastic Surgery	2
Psychiatry	4
Speech-Language Pathologist	2

2024

Total Number of Reviews	130
Estimated Number of Hours	306

Cardiovascular Disease	2
Child & Adolescent Psychiatry	3
Dentistry	13
General Surgery	3
Internal Medicine	60
Neurology Q Child Neurology	3

Occupational Therapist	4
Pain Medicine	1
Pediatrics	20
Physical Medicine & Rehabilitation	4
Plastic Surgery	6
Psychiatry	2
Speech-Language Pathologist	6

Month to Month MLS Reviews vs Hearings

2025	Total Review Request	Member Hearings
January	5	4
February	9	9
March	5	4
April	8	7
May	5	5
June	2	2
July	8	4
August	12	10
September	13	13
October	0	0
November		
December		

2024	Total Review Request	Member Hearings
January	8	8
February	3	3
March	6	6
April	24	24
May	23	23
June	12	12
July	6	6
August	17	17
September	5	4
October	13	13
November	6	5
December	7	7

Amendment 1 – Questions and Answers - IFB #20251031

Attachment – Sample of Determination format

Vendor Name and Logo

11/14/25

RE: Claimant Name :
 Client : Mississippi Division of Medicaid
 Referred By : **DOM Contact Person**
 Type of Review : Adverse **Benefit** Determination
 Type of Service : State Hearing
 Appeal Level : SFH - Appeal

MEDICAL DOCUMENTATION REVIEWED

I have reviewed all of the documents provided.

Referral Document	Name of Document	Party Submitted By	10/14/2025
MSCAN Appeal Acknowledgement Letter	[REDACTED]	MCO	10/07/2025
Appeal Summary	Appeal Summary [REDACTED]	MCO	updated
Written Appeal	[REDACTED]	[REDACTED]	08/19/2025
Authorized Request Form Letter	[REDACTED]	MCO	08/19/2025
Notice of Appeal Resolution – Appeal Denied	Final_denial [REDACTED]	MCO	10/08/2025
MSCAN Appeal Acknowledgement Letter, Member Appeals Authorized Representative Form, POC,	[REDACTED] Appeal Docs PA.pdf	MCO	08/04/2025 - 10/07/2025
Notification of Adverse Benefit Determination for Requested Services	Initial_PADenial [REDACTED]	MCO	08/14/2025
Administrative Code: Title 23: Medicaid Part 213 Therapy Services	Policy.pdf	DOM	updated

Vendor Name and Logo

Email	[REDACTED]	MCO/DOM	10/13/2025 - 10/14/2025
Member Appeals Authorized Representative Form	[REDACTED]	MCO	10/06/2025

SUMMARY OF MEDICAL DOCUMENTATION

[REDACTED]

QUESTION

1. Do you agree with the original determination to partially deny the request on 8/11/XXXX for coverage of twenty-four (24) Speech Therapy visits for dates of service 8/12/XXXX-10/31/XXXX and approve visits to continue skilled therapy one (1) time per (for each) week with a total of Twelve (12) Speech Therapy visits approved.

[REDACTED]

RATIONALE AND DETERMINATION

Vendor Name and Logo

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Vendor Name and Logo

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

REFERENCE (S):

[REDACTED]

Vendor Name and Logo

[REDACTED]

CONFLICT OF INTEREST:

[REDACTED]

Sincerely,

[REDACTED]



PRE-BID CONFERENCE ON SUBMISSION REQUIREMENTS EXTERNAL MEDICAL REVIEW CONSULTING IFB

AGENDA

- Procurement Team
- Housekeeping
- Procurement Overview
- 5-Step Submission Process
- Bid Review Process
- Closing



PROCUREMENT TEAM

procurement@medicaid.ms.gov

Kayla McKnight
Procurement Director
601.359.2286

Sharon Clark
Procurement Supervisor
601.359.6153

Jeanette Crawford
Procurement Team Leader
601.359.2664





Please place your microphone on mute.



Please refrain from typing questions directly into the chat.



Presentation slides will be posted on DOM's website.

OVERVIEW

Understand

- Understand the bid submission process .

Educate

- Educate on the requirements of the submission.

Ensure

- Ensure the procurement process is fair and just to all vendors.



FIVE (5) STEP SUBMISSION PROCESS



PRE-BID SUBMISSION CONFERENCE



A record of all attendees will be taken.

Nothing stated in the Pre-Bid Submission Conference will change the submission requirements. Only an amendment can change submission requirements.

QUESTIONS



Questions are to be submitted using the Question-and-Answer template provided on the Medicaid website found at: <https://Medicaid.ms.gov/resources/procurement>



Email questions to: procurement@medicaid.ms.gov with subject line:
External Medical Review Consulting – Questions.



Procurement will email receipt confirmation.



Questions received after the deadline will NOT be answered.



A register of questions will be compiled, exactly as submitted.





ANSWERS

Answers will be provided as an Amendment to the procurement.

All amendments will become part of the final contract as an attachment.

Amendment will be emailed directly to all vendors who have submitted a Letter of Intent.

Written answers provided are binding.

Amendment will be posted on Medicaid website and on the MS Contract / Procurement Opportunity Search portal website.

ACKNOWLEDGEMENT OF AMENDMENT(S)

All amendments issued by DOM must be signed by an authorized representative of the bidder. The signed acknowledgment of each amendment must be submitted with the bidder's response OR by any deadline specified within the amendment. All amendment acknowledgments must be included in submission as Attachment I: Amendment Acknowledgement(s).

Vendors who fail to submit all Amendment Acknowledgements may be deemed non-responsive.



SHAREPOINT ACCESS

Bidders will only have access to their company's specific folder within SharePoint.

Upload a test document titled, "Test Document".

Email procurement@medicaid.ms.gov for confirmation of receipt of test documents in SharePoint.



Vendors are encouraged to confirm SharePoint access no later than two (2) days prior to the submission deadline to ensure sufficient time to resolve any technical issues. Issues with SharePoint access should be directed to: Sally.Harrison@medicaid.ms.gov and copy the procurement team.

Please do **NOT** remove the Test Documents from your SharePoint file.

BID SUBMISSION REQUIREMENTS



You'll find a Bidder's Response checklist in the procurement documents. This checklist is a guide to help avoid any missing information. Required forms should not be modified. Incomplete submissions may be rejected.

All submissions must be in a single searchable Adobe Acrobat PDF file and must not be password protected.

Each Attachment is required to have a cover sheet and every page should be numbered with page number centered in the footer.



IFB #
Bidder's Name
Attachment A -Bid Cover Sheet

**Attachment B - Addendum 1: Minimum Qualifications (1.10.2(1))
Bidder Experience Requirement**

**Provide your narrative to the requested information
under Bidder Experience Requirement.**

END OF RESPONSE

Page Number here

Page 30 of 36

PROPRIETARY INFORMATION FORM

Attachment F

Each vendor must make a selection on this form stating if you are providing both an unredacted and redacted submission or just an unredacted submission.

If your bid submission contains **no proprietary information**, select the unredacted submission option. The entire document will then be released publicly along with the procurement file and posted on our website.

If you have **proprietary information** that will be redacted, select the redacted submission option and provide two copies of your bid submission – one unredacted and one redacted that shall be marked “**Public Copy.**” This “**Public Copy**” will be released along with the procurement file and posted on our website.

Each page containing redaction of confidential commercial / financial information should be marked in the upper right-hand corner as “**Confidential.**” Please redact the information in accordance with the Mississippi Public Records Act under Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1.

It is the responsibility of the bidder for any errors made in redaction of documents. **Pricing cannot be redacted.**

Attachment F – Proprietary Information Form

Designation of this form is required (Select One)

By designation and your signature below, you indicate that you understand that failure to clearly mark or designate proprietary information within the response to this solicitation as identified may result in disclosure of such information as it will be subject to review by the general public after award of the contract.

For all procurement contracts awarded by state agencies, the provisions of the contract which contain the personal or professional services provided, the price to be paid, and the term of the contract shall not be deemed to be a trade secret, or confidential commercial or financial information, and shall be available for examination, copying, or reproduction.

Offeror hereby certifies that the complete unredacted copy of its submission may be released as a public record by DOM at any time without notice to vendor. The vendor explicitly waives any right to receive notice of a request to inspect, examine, copy, or reproduce its quote as provided in Mississippi Code Annotated § 25-61-9(1)(a). The submission contains no information vendor deems to be confidential commercial and financial information and/or trade secrets in accordance with Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1. An Offeror who selects this option but submits a redacted copy of its submission may be deemed non-responsive.

Along with a complete copy of its submission, Offeror has submitted a second copy of the submission document in which all information Offeror deems to be confidential commercial and financial information and/or trade secrets is redacted in black. Offeror acknowledges that it may be subject to exclusion pursuant to Chapter 15 of the PPRB OPSCR Rules and Regulations if DOM or the Public Procurement Review Board determine redactions were made in bad faith in order to prohibit public access to portions of the submission which are not subject to Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1. Vendor - acknowledges and agrees that DOM may release the redacted copy of the submission document at any time as a public record without further notice to the Offeror. An Offeror who selects this option but fails to submit a redacted copy of its submission may be deemed non-responsive.

Each page of the response considered by the respondent to contain trade secrets or other confidential commercial/financial information should be marked in the upper right-hand corner with the word “CONFIDENTIAL” and the related information should be redacted in black. The redacted copy of the submission should be in a single document and shall be clearly labeled “PUBLIC COPY” on the cover page. This copy should be in a searchable Microsoft Word or Adobe Acrobat (PDF) format. To the extent possible, confidential information should be redacted sentence by sentence unless all content on the page is clearly confidential under the law.

Any pages not marked accordingly will be subject to review by the general public after the award of the contract. Requests to review the proprietary information will be handled in accordance with applicable legal procedures. Failure to clearly identify trade secrets or other confidential commercial/financial information may result in that information being released in a public records request.

Signature of Authorized Official

Date

Name of Organization

Although references are listed as a requirement under Minimum Qualifications, Addendum 1, you will NOT provide references in a narrative format. Bidders should provide references using Attachment G form provided in the IFB.

Bidders must provide a list of past and/or current engagements for which the bidder performed similar services.

The Procurement Team will contact your references randomly until two individuals can be reached within 3 business days from bid due date.

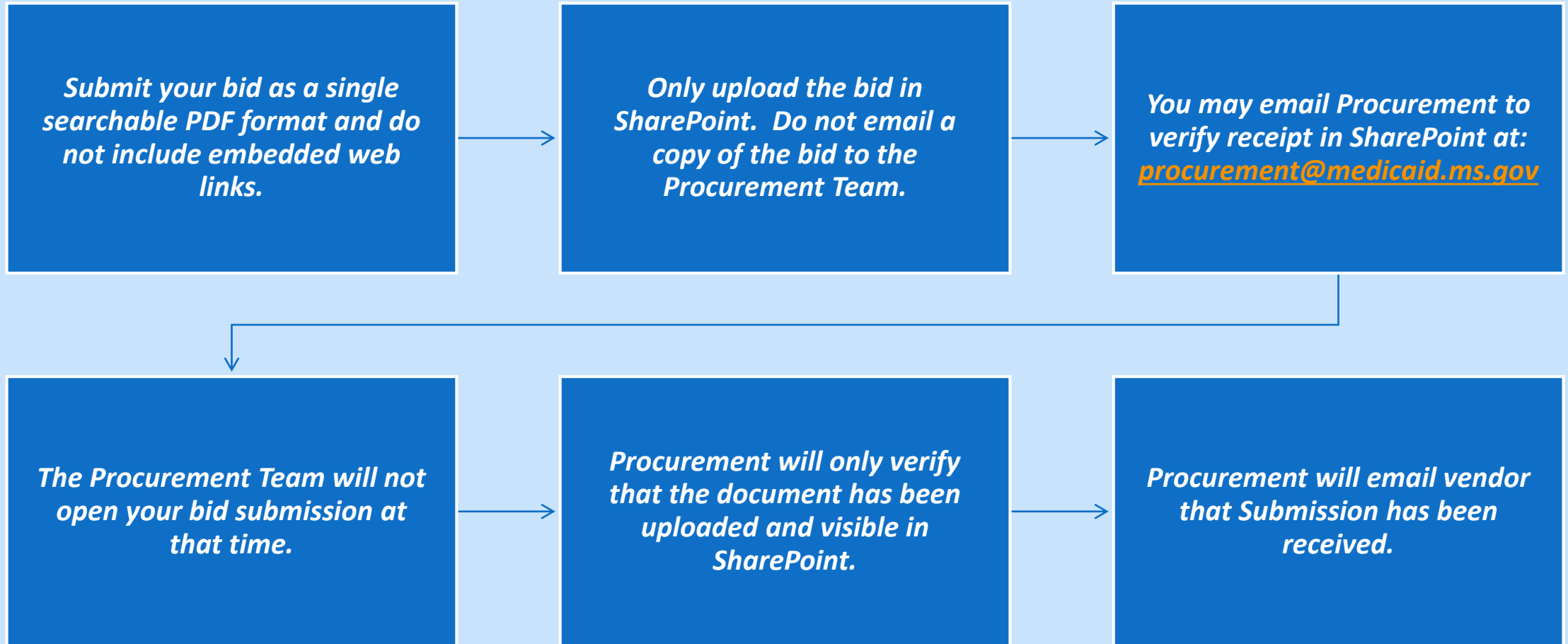


REQUIRED DOCUMENTS

Please ensure all documents that require signatures are signed and all applicable form fields are completed.



READY FOR BID SUBMISSION



BID REVIEW PROCESS

The Procurement Team will review the Bid Submissions to ensure that all required documents have been provided in accordance with the Bid Response Checklist. Bidders not submitting all the documents may be deemed *non-responsive*.

The Procurement Team will review the Bid Submissions to ensure that documents or narratives have been provided in accordance with the Minimum Qualifications section. Bidders not submitting all of the requested information may be deemed *non-responsible*.

After the responsive and responsible bidder(s) have been determined, the award will be made to the bidder with the lowest cost on the Bid Form (Attachment B). Remember, required forms, including the Bid Form, CANNOT be modified.

After review has been completed and an award is made, the *Notice of Intent to Award* will be emailed directly to all vendors who submitted bids. The Notice of Intent to Award will also be posted on DOM's website, in the MS Procurement Portal and in MAGIC.



CLOSING

