



Question and Answer Template

Instructions: Offerors must use this template to submit questions to the Mississippi Division of Medicaid. All questions must be submitted using this file, in Excel format, via email to procurement@medicaid.ms.gov. The Offeror may add additional rows to this form as necessary.

Solicitation Number: IFB #20251031 RFX #3160007625

Name of Offeror: Federal Hearings and Appeals Services, LLC (FHAS)

Name and Email of Person Submitting Question and Answer Template for Offeror: Candace Daigle, daigleca@gmail.com

Date of Submission: 11/18/2025

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|---|------------|---|--------------|
| 1 | 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? | |
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From: [Procurement](#)
To: [Candace Daigle](#); [Jeanette A. Crawford](#)
Subject: Questions for IFB #20251031/ RFX #3160007625
Date: Wednesday, November 19, 2025 1:22:22 PM

The Division of Medicaid (DOM) acknowledges receipt of your questions regarding IFB #20251031, External Medical Review Consulting. All inquiries will be addressed collectively, and DOM anticipates posting the consolidated Questions and Answers on November 26, 2025.

Thank you,

Sharon Berry Clark
Procurement Supervisor
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-6153
Email: sharon.clark@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>



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From: Candace Daigle <daigleca@fhas.com>
Sent: Tuesday, November 18, 2025 6:04 PM
To: Procurement <Procurement@medicaid.ms.gov>
Subject: Questions for IFB #20251031/ RFX #3160007625

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good evening,

Please find the attached Question and Answer template on behalf of Federal Hearings and Appeals Services, LLC (FHAS) for IFB #20251031/ RFX #3160007625.

Thank you,

Candace

Candace Daigle

Chief Compliance Officer

Phone: 570-779-5122

Fax: 570-719-0306

FHAS



Disclaimer

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FHAS.com



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Solicitation Number: IFB #20251031

Name of Offeror: Roffe Enterprises, Inc. t/a HHC Group

Name and Email of Person Submitting Question and Answer Template for Offeror: Farzan Khajehnoori, fkhajehnoori@hhcgroup.com

Date of Submission: November 19, 2025

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|-------------------------|------------|--|--------------|
| 1 | 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? | |
| 2 | 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. | |
| 3 | 2.3 | 14 | Will medical providers and/or staff be required to travel to Mississippi or elsewhere for any reason? | |
| 4 | Attachment B - Bid Form | 25 | What are the hourly rates of the current vendor? | |
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From: [Procurement](#)
To: [Farzan Khajehnoori](#); [Jeanette A. Crawford](#)
Cc: [Broffe](#)
Subject: RE: External Medical Review Consulting IFB – Questions
Date: Wednesday, November 19, 2025 3:09:19 PM
Attachments: [image007.png](#)
[image008.png](#)
[image009.png](#)

The Division of Medicaid (DOM) acknowledges receipt of your questions regarding IFB #20251031, External Medical Review Consulting. All inquiries will be addressed collectively, and DOM anticipates posting the consolidated Questions and Answers on November 26, 2025.

Respectfully,

Sharon Berry Clark
Procurement Supervisor
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-6153
Email: sharon.clark@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>



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From: Farzan Khajehnoori <Fkhajehnoori@hhcgroup.com>
Sent: Wednesday, November 19, 2025 1:38 PM
To: Procurement <Procurement@medicaid.ms.gov>
Cc: Broffe <Broffe@hhcgroup.com>
Subject: External Medical Review Consulting IFB – Questions

You don't often get email from Fkhajehnoori@hhcgroup.com. [Learn why this is important](#)

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Good afternoon,

Please see attached questions regarding IFB #20251031.

Thank you,
Farzan



Farzan Khajehnoori

General Counsel

H.H.C. Group | 9420 Key West Avenue, Suite 330, Rockville, MD 20850

Tel: (301) 963-0762 ext. 146 | Fax: (301) 963-9431

fkhajehnoori@hhcgroup.com | <http://www.hhcgroup.com>

ISO/IEC 9001:2015 & ISO/IEC 27001:2022 CERTIFIED

H.H.C. Group's Health Insurance Adjusters (H.I.A.) are licensed in Florida, New York, and North Carolina. **H.H.C. Group** is a Utilization Review Agency and is a Licensed\Certified\External Independent Review Organization and a Licensed Medical Claims Review Agency.

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Question and Answer Template

Instructions: Offerors must use this template to submit questions to the Mississippi Division of Medicaid. All questions must be submitted using this file, in Excel format, via email to procurement@medicaid.ms.gov. The Offeror may add additional rows to this form as necessary.

Solicitation Number: External Medical Review Consulting – IFB #20251031 – RFX #3160007625 – 10/31/2025

Name of Offeror: medlitix

Name and Email of Person Submitting Question and Answer Template for Offeror: Stephen Keresztes, skeresztes@mlxiro.com

Date of Submission: 11/17/2025

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|---------------|------------|--|--------------|
| 1 | 3.4 | 16 | What is the current incumbent pricing? | |
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From: [Procurement](#)
To: [Steve Keresztes](#); [Procurement](#)
Cc: [Chuck Kretchek](#)
Subject: RE: External Medical Review Consulting - Questions
Date: Monday, November 17, 2025 2:03:36 PM

DOM is in receipt of your question for IFB #20251031, External Medical Review Consulting. All answers will be presented at one time. DOM anticipates questions and answers to be posted on 11/26/25.

Regards,

Jeanette Crawford, CMPA, CPM
Office of Procurement
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-2664
Email: jeanette.crawford@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>

From: Steve Keresztes <skeresztes@mlxiro.com>
Sent: Monday, November 17, 2025 10:27 AM
To: Procurement <Procurement@medicaid.ms.gov>
Cc: Chuck Kretchek <ckretchek@mlxiro.com>
Subject: External Medical Review Consulting - Questions

You don't often get email from skeresztes@mlxiro.com. [Learn why this is important](#)

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Good morning,

Please find attached my question for the RFP External Medical Review Consulting IFB #20251031 – RFX #3160007625.

Thank you.

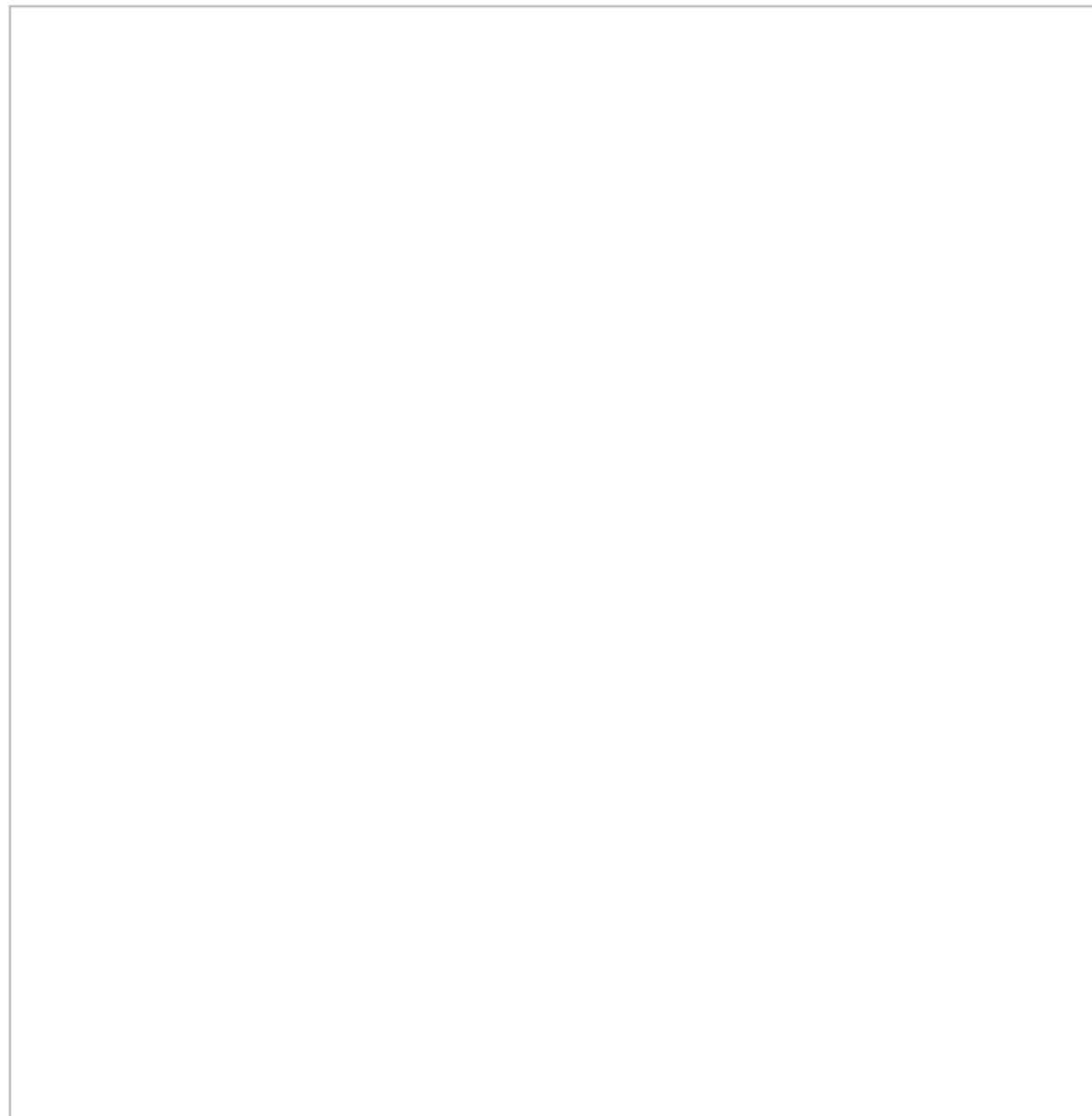
Steve Keresztes, MD
VP, Client Services | medlitix

p. 724-294-8797

skeresztes@mlxiro.com

www.mlxiro.com





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Question and Answer Template

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Solicitation Number: IFB #20251031, RFX #3160007625

Name of Offeror: Michigan Peer Review Organization (dba iMPROve Health)

Name and Email of Person Submitting Question and Answer Template for Offeror: Susan Pasqualone, spasqualone@improve.health

Date of Submission: 11-18-2025

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|-------------------|------------|---|--------------|
| 1 | 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? | |
| 2 | 1.10.2 and 3.4.14 | 9 and 20 | The text for #4 on Page 9 states, " <i>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).</i> " Two questions: 1) Does the Scope of Services include the General Requirements on pages 11-12 <u>AND</u> 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: " <i>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.</i> " 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. | |
| 3 | 2 | 11 | What is your criteria for extension? How much advance notice is the contracted company given if it is or isn't extended? | |
| 4 | 2.1.1.2 | 11 | Can the DOM provide bidders with a sample of a determination or a sample format expected for a determination? | |
| 5 | 2.1.1.5 | 11 | In situations that extention on the submission deadline is needed, can extensions be granted? If so, what is the length of extension? | |
| 6 | 2.2 | 12 | What are the average frequency and length of telephonic hearings? | |
| 7 | 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? | |
| 8 | 2.3 | 14 | What components of this contract require travel, if any? | |
| 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? | |
| 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? | |
| 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?" | |
| 12 | N/A | N/A | What is the current pricing for this scope of work? | |

From: [Procurement](#)
To: [spasqualone](#); [Procurement](#)
Cc: [mtrajkovski](#); [Tiffany Sanford](#); [Leslie Howard](#); [May M. Leonard](#)
Subject: RE: External Medical Review Consulting IFB – Questions - IMPROVE HEALTH
Date: Tuesday, November 18, 2025 4:21:22 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Hello,

The Division of Medicaid (DOM) acknowledges receipt of your questions regarding IFB #20251031, External Medical Review Consulting. All inquiries will be addressed collectively, and DOM anticipates posting the consolidated Questions and Answers on November 26, 2025.

Regards,

Jeanette Crawford, CMPA, CPM
Office of Procurement
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-2664
Email: jeanette.crawford@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>

From: Susan Pasqualone <spasqualone@improve.health>
Sent: Tuesday, November 18, 2025 4:02 PM
To: Procurement <Procurement@medicaid.ms.gov>
Cc: mtrajkovski <mtrajkovski@improve.health>; Tiffany Sanford <tsanford@improve.health>; Leslie Howard <lhoward@improve.health>; May M. Leonard <mmleonard@improve.health>
Subject: External Medical Review Consulting IFB – Questions

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Good afternoon, Ms. Crawford,

Attached please find iMPROve Health's questions regarding the Mississippi Division of Medicaid's External Medical Review Consulting IFB #20251031.

Please verify receipt of our questions by returning a reply email to me. Thank you.

Best regards,

Susan

Susan Pasqualone
Managing Director, Proposals & Communications



Office: 248-465-7375 | Cell: 248-756-0071

spaqualone@improve.health

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Helping Healthcare Get Better



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Solicitation Number: IFB #20251031 RFX#3160007625

Name of Offeror: MCMC Services, LLC

Name and Email of Person Submitting Question and Answer Template for Offeror: Theresa Garcia -Email: Theresa.Garcia@mcmcllc.com

Date of Submission: 11/18/25

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|---------------------|------------|---|--------------|
| 1 | 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? | |
| 2 | 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. | |
| 3 | 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? | |
| 4 | 2.1.1.5 and 2.1.1.6 | 12 | What is the historial annual volume of completed reviews by turnaround time? (ie: standard vs expedited). | |
| 5 | 2.1.1.11 | 12 | What is the formal, written process for obtaining "prior approval" from the Office of Appeals to extend a deadline? | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |

From: [Procurement](#)
To: [Theresa Garcia](#); [Procurement](#)
Cc: [Emmanuel.kabiritsi](#)
Subject: RE: External Medical Review Consulting IFB - Questions
Date: Tuesday, November 18, 2025 2:41:00 PM
Attachments: [image001.png](#)

The Division of Medicaid (DOM) acknowledges receipt of your questions regarding IFB #20251031, External Medical Review Consulting. All inquiries will be addressed collectively, and DOM anticipates posting the consolidated Questions and Answers on November 26, 2025.

Regards,

Jeanette Crawford, CMPA, CPM
Office of Procurement
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-2664
Email: jeanette.crawford@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>

From: Theresa Garcia <Theresa.Garcia@mcmcllc.com>
Sent: Tuesday, November 18, 2025 1:13 PM
To: Procurement <Procurement@medicaid.ms.gov>
Cc: Emmanuel.kabiritsi <Emmanuel.kabiritsi@mcmcllc.com>
Subject: External Medical Review Consulting IFB - Questions

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Hello,
Please find attached the MCMC Services questions for IFB# 20251031 RFX# 3160007625 – External Medical Review Consulting IFB. Please let me know that this has been received and thank you.

Best Regards,

Theresa Garcia| MCMC Senior Account Manager
MCMC Services LLC

DIRECT 909-215-5653

EMAIL: theresa.garcia@mcmcllc.com



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<https://www.mcmcllc.com/about-us>



Question and Answer Template

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Solicitation Number: IFB #20251031

Name of Offeror: MES Peer Review Services

Name and Email of Person Submitting Question and Answer Template for Offeror: Ryan Furlong - Ryan.furlong@mesgroup.com

Date of Submission: 11/19/2025

| Question # | RFP Section # | RFP Page # | Question | DOM Response |
|------------|---------------|------------|---|--------------|
| 1 | 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? | |
| 2 | 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? | |
| 3 | 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? | |
| 4 | 2.1.1.8 | 12 | How long does the required DOM training take to complete, and what is the method of delivery? | |
| 5 | 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? | |
| 6 | 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? | |
| 7 | 2.3 | 14 | If DOM requires travel to be included, can DOM clarify typical travel expectations and historical frequency of required in-person attendance? | |
| 8 | 2.3 | 14 | Will DOM allow virtual participation in place of in-person travel when appropriate? | |

From: [Procurement](#)
To: [Ryan Furlong](#); [Jeanette A. Crawford](#)
Subject: RE: External Medical Review Consulting IFB- Questions (IFB #20251031)
Date: Wednesday, November 19, 2025 3:10:03 PM
Attachments: [image002.png](#)

The Division of Medicaid (DOM) acknowledges receipt of your questions regarding IFB #20251031, External Medical Review Consulting. All inquiries will be addressed collectively, and DOM anticipates posting the consolidated Questions and Answers on November 26, 2025.

Respectfully,

Sharon Berry Clark
Procurement Supervisor
Mississippi Division of Medicaid
550 High Street, Suite 1000 | Jackson, MS 39201
Phone: 601-359-6153
Email: sharon.clark@medicaid.ms.gov
Website: <http://www.medicaid.ms.gov>



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From: Ryan Furlong <ryan.furlong@mesgroup.com>
Sent: Wednesday, November 19, 2025 1:48 PM
To: Procurement <Procurement@medicaid.ms.gov>
Subject: External Medical Review Consulting IFB- Questions (IFB #20251031)

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Good Afternoon,

On behalf of MES Peer Review Services, please find attached our written questions for IFB #20251031- External Medical Review Consulting.

The questions have been prepared using the required template and are submitted in accordance with the instructions outlined in Section 1.5.3 of the IFB.

We appreciate DOM's time and consideration and respectfully request confirmation of receipt. If any additional information or formatting adjustments are needed, please let us know.

Thank you again for your assistance.

Best,

Ryan Furlong
Account Manager
MES Peer Review Services



100 Morse Street
Norwood Massachusetts 02062
Direct. 656.244.5969
Email. Ryan.furlong@mesgroup.com
Web. www.messolutions.com