

Questions for HEP Administration and Chronic Care Management RFP

1. Would the State consider additional services above what has been asked for in the RFP if priced separately?

The State's primary goals and requested services are set forth in the RFP. If a respondent wishes to propose additional or complementary services it may do so. However, such additional services will not be considered in connection with selection of the finalist.

2. The RFP does not specify if the Price Proposal should be submitted separately from the Technical Proposal. Can the State please confirm if it should be submitted together or separately?

The Price Proposal and Technical Proposal should be submitted together.

3. Please advise if the State prefers Attachment III (Controller's Affirmation of Receipt of Summary of State Ethics Laws) to be included with respondent's proposal, uploaded to BizNet, emailed to the State, or other means of submission?

Please submit Attachment III with your proposal.

4. With regards to the following questions from the questionnaire section of the RFP:

A. (Page 15, question #32)

"Please provide examples of your experience in utilizing real-time aggregated data from individual patients in web sites to support mobile health technology."

Can the State provide further guidance as to the specific requirement they are looking for.

Our goal is to use the most current data to update the member HEP portal on a real-time basis so that their compliance status is current. Delays in populating the member portal create member frustration and can lead to members being incorrectly disqualified for HEP benefits.

B. (Page 16, question #4)

"Do you provide in-market support to physicians? What is their role?"

Would the State share with bidders their definition of "in-market?"

"In market support" refers collaboration and data sharing between nurses/care coordinators and a member's physician to improve a member's care.

C. (Page 20, Section VII, Price Proposal)

“Respondents shall submit pricing on a PMPM, per claim or flat fee for services basis.”

Please advise if bidders can submit pricing on a PEPM basis.

Bidders may submit pricing on a PEPM basis as well.

5. Based on a review of the RFP requirements, we see key 3 components of the HEP program: (a) claims data analytics to categorize members into specific cohorts based on chronic conditions and/or clinical data; (b) engage these cohorts in specialized communication pathways based on identified chronic conditions and comorbidities that educate / inform and motivate people to pursue the recommended options for better health; and (c) qualified, clinical staff to administer health coaching, care coordination, care management.

VENDOR specializes in in targeted communications with patients to optimize both program compliance and patient outcomes (or component (b) above). Would the state be open to separating the communication strategy and execution from the other components of the contract?

Vendors may submit a proposal for a separate communications strategy if they wish to do so; however, communications must be integrated with the entire process.