

**WRITTEN QUESTIONS AND ANSWERS**  
**ANSWERS ARE IN BLUE**

1.	<p><b>Section 1.32-Proposal Bond</b></p> <p>Is an administrators bond which typically proscribes a set penalty for failure to perform be sufficient, or the there an absolute requirement it be a performance bond?</p> <p><i>It is an absolute requirement for a proposal bond.</i></p>
2.	<p><b>Section 1.32-Proposal Bond</b></p> <p>Do you require that the bond be submitted in a particular format?</p> <p><i>Yes, see Final RFP Section 1.32.</i></p>
3.	<p><b>Section 1.32-Proposal Bond</b></p> <p>Is it permissible to have the bond renew on annual basis for a period of 5 years, or must it be written with a certain term e.g. 5 years? 10 years?</p> <p><i>The Proposal Bond will be returned to the selected Contractor upon execution of the contract and submittal of the Performance Security.</i></p> <p><i>Also, see Addendum 1.</i></p>
4.	<p><b>Section 9.4 A</b></p> <p>The claims repricing file provided does not contain current billed amounts. To conduct a complete repricing analysis, can the file be supplied with Billed amounts for each line listed?</p> <p><i>See the first Written Questions and Answers document, question/answer #7, that was posted on March 5, 2018.</i></p>
5.	<p><b>Section 6.12.F.</b></p> <p>Is there a requirement that all members in all plans contact the contractor/nurse line prior to an ER visit?</p> <p><i>No, see Final RFP Section 4.1.L.4.</i></p>
6.	<p><b>Section 6.12.F.</b></p> <p>Is the daily reporting requirement based on ER claims or the contractor/nurse line utilization reporting?</p> <p><i>The daily reporting requirement is based on both the ER claims and the contractor/nurse line utilization reporting.</i></p>

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7.	<p><b>Section 2.2.V.</b></p> <p>In regard to the requirement for CCM certification, does it apply to Case Management and Disease Management nurses only?</p> <p>Or does it encompass Case Management and Disease Management, as well as Utilization Management?</p> <p><a href="#">See Addendum 1.</a></p>
8.	<p><b>Section 2.2.J.</b></p> <p>Please confirm that any medical management subcontractor engaged by the Contractor would need URAC accreditation for medical management (and not health plan accreditation).</p> <p><a href="#">See Addendum 1.</a></p>
9.	<p><b>Section 6.5.B.</b></p> <p>Please confirm whether the initial evaluation of the participant's needs must be completed within two (2) business days or calendar days.</p> <p><a href="#">See Addendum 1.</a></p>
10.	<p><b>Section 2.1.H.</b></p> <p>Can the State estimate the date of their decision to award the bid?</p> <p><a href="#">No.</a></p>
11.	<p><b>Section 1.28</b></p> <p>Compliance with the State Shared Architecture Program.</p> <p>Please confirm whether the Contractor and medical management subcontractor must comply with the "Machine Readable Privacy Policy" portion of the requirements. Based on our understanding, this may apply only to generally available websites where privacy is a concern.</p> <p><a href="#">Yes, both must comply.</a></p>

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12.	<p><b>Section 7</b></p> <p>Please clarify if the State of Arkansas is looking to duplicate the existing EAP model as outlined below.</p> <p><b>Clinical Support:</b> 8 session face to face counseling model</p> <p><b>HR Assistance:</b> Supervisory consults and formal referrals for managers</p> <p><b>Legal Support:</b> Unlimited access for telephonic support with attorneys and referrals to local attorneys at a discounted rate to address legal matters</p> <p><b>Financial Support:</b> Unlimited access for telephonic support with financial experts to address financial matters</p> <p><b>Work-Life Support:</b> Unlimited access for telephonic support to address issues such as child care, elder care, relocation, etc.</p> <p><b>Online Services:</b> 24x7 access to online articles and resources</p> <p><b>Critical Incident Stress Management/Personal Development Workshops:</b> 240 hours of onsite support for critical incident stress management debriefings as well as personal development workshops on topics such as stress management, resiliency, financial topics, as well as health and wellness</p> <p><b>Wellness Support:</b> Full scale well-being program including online health assessment and health portal as well as telephonic and online coaching supporting a variety of issues such as tobacco cessation, weight management, resiliency, and diabetes prevention</p> <p><a href="#">See Final RFP Section 7.3 and Section 7.4.</a></p>
13.	<p><b>Technical Proposal Packet 1.A.6.</b></p> <p>We assume that the list “damages, penalties, disincentives assessed, or payments withheld, or anything of value traded or given up by your company under any of its existing or past contracts” in the final bullet of this question includes performance guarantees routinely included in administrative contracts. Please confirm.</p> <p><a href="#">Confirmed.</a></p>
14.	<p><b>Technical Proposal Packet 2.B.3.</b></p> <p>Identify the data source payment methods used to create your benchmark reports, and provide the most recent overview of the program’s success.</p> <p>Please elaborate on this question: What does EBD mean by “data source payment methods,” which program is being referenced, and which benchmark reports, specifically?</p> <p><a href="#">See Addendum 1. This question refers to 2.B.9 in the Technical Proposal Packet and not 2.B.3.</a></p>
15.	<p><b>Technical Proposal Packet 2.B.10.</b></p> <p>This question asks, “Describe your plan for completing the required annual audit.”</p> <p>In reviewing the RFP Bid Solicitation document, there are multiple references to different annual audits (IT, SSAE, SOC II). Which annual audit is this question referring to?</p> <p><a href="#">See Addendum 1.</a></p>

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16.	<p><b>Technical Proposal Packet 5.A.25.</b></p> <p>Please advise: Item C: What does “Disease Management/Appropriate Drug Utilization” mean, and how would we measure our influence?</p> <p>One example for Item C: Member compliance with maintenance medication to manage a specific disease statement.</p> <p>Item F: What are the specific Rehabilitation settings EBD would like our answer to address?</p> <p>Prospective Contractor may provide details of one or multiple categories of rehabilitation facilities which they have experience, including, but not limited to stroke, neurological, ortho, general debility secondary to a medical condition.</p> <p>Item G: What influence factors/outcomes should we report for Hospice Care to respond to this item?</p> <p>Prospective Contractor may provide details on items such as delivery of care, member/family support available, etc.</p>
17.	<p><b>Technical Proposal Packet 7.B.3.</b></p> <p>Please clarify how “Describe your plan for screening for excluded or disbarred/debarred entities” relates to its section “Systems and Data Sharing.”</p> <p>The overall category for Section 7 is Operations &amp; Systems. This question falls under Operations. We have included information from the Office of Inspector General (OIG) to provide additional clarification.</p> <p>The OIG has the authority to exclude individuals and entities from Federally funded health care programs pursuant to Section 1128 of the Social Security Act (Act) (and from Medicare and State health care programs under Section 1156 of the Act) and maintains a list of all currently excluded individuals and entities called the List of Excluded Individuals/Entities (LEIE). Anyone who hires an individual or entity on the LEIE may be subject to civil monetary penalties (CMP).</p> <p>The link to the list of excluded individuals and entities (LEIE) is: <a href="https://oig.hhs.gov/exclusions/">https://oig.hhs.gov/exclusions/</a>.</p>
18.	<p><b>Bid Solicitation</b></p> <p>The bid opening date shows to be May 14, 2018 at 2:00.</p> <p>Are vendors invited to attend the opening?</p> <p>Yes.</p>
19.	<p>Please provide a Census file - complete with indicators for age, gender, zip code, plan code (waive, HMO A, HMO B, PPO High, PPO Low, etc.), tier status (single, two party, family, etc.)</p> <p>This request is not necessary for the contractor's response to the requirements of this RFP.</p>
20.	<p>Please confirm that (Prime Contractor) will act as claim fiduciary.</p> <p>Confirmed.</p>

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21.	<p>Please provide the current medical administration fee.</p> <p><a href="#">This request is not relevant to the contractor's response to the requirements of this RFP.</a></p>
22.	<p>The Price Sheets indicate that administration costs be provided on a PMPM (Per member per month basis). Please confirm this is for <u>members</u> and not on a per employee/per contract per month basis.</p> <p><a href="#">Tab 4, Employee Assistance Program (EAP), on the price sheets is PCPM (Per contract per month) all other tabs on the price sheets are PMPM (Per member per month).</a></p>
23.	<p>The Price Sheet requests pricing for a "Website". Is this a request for a customer specific website?</p> <p><a href="#">See Final RFP Section(s) 3.7.J., 7.4.B.2.k., 7.4.D., 7.4.E., 8.2.C., 8.2.D., and 8.2.E.</a></p>
24.	<p>Please provide clarification on the request for "RA/Payments Made to Providers Per EBD's Schedule" request on the pricing sheet.</p> <p><a href="#">See Final RFP Section 4.1.</a></p>
25.	<p>Page 8 of the RFP states that pricing should only be shown on the bid price sheets. Can we provide our own pricing documents as well?</p> <p><a href="#">No, see Final RFP Section 1.15.</a></p>
26.	<p>Please confirm someone with binding authority can sign all forms.</p> <p><a href="#">See Final RFP Section 1.12.</a></p> <p><a href="#">All forms must be signed by an authorized representative of the company who is able to provide a Power of Attorney indicating their authority to bind the corporation.</a></p>
27.	<p>Are we allowed to provide any other documentation other than what is outlined on pages 5-7 of the RFP?</p> <p><a href="#">See Final RFP Section 1.9.A.3.</a></p>
28.	<p>Can you please define "estimated average contracts" for the purposes of EAP pricing in the price sheet. <b>x 76,876 Estimated Average Contracts</b></p> <p><a href="#">Estimated average contracts represents the quantity of active contracts for a specific time frame.</a></p>
29.	<p>Are there EAP onsite resources today? If so, what are the responsibilities and expectations as well as number of hours per week and location.</p> <p><a href="#">This question is not relevant to the contractor's response to the requirements of this RFP.</a></p>

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30.	Do you currently require an eligibility feed for the EAP? <a href="#">See Final RFP Section 8.1.</a>
31.	Can you please provide a sample of the health risk assessment? How do you determine eligibility? <a href="#">This question is not relevant to the contractor's response to the requirements of this RFP.</a>