

State of Vermont
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Agency of Human Services

MEMORANDUM

TO: Martha Faber, Admin. Services Manager, AHS Central Office
FROM: Daljit Clark, Clinical Operations Director, DVHA
RE: Sole Source contract request for Robert G Hayward, MD
CONTRACT # 20835 **START DATE:** 11/14/2011 **END DATE:** 11/13/2012
COST: \$10,000

DVHA is renewing its contract with Dr. Hayward for Prior Authorization (PA) reviews and Grievance/Appeals for DVHA beneficiaries. Dr. Hayward was selected via competitive bid process, and we have worked with him over the past four years. DVHA finds it necessary to maintain a contract with Dr. Hayward per the PA & Appeals process required by Medicaid regulations. Dr. Hayward is an experienced physician who has become very familiar with the demands and intricacies of both programs. He provides exceptional punctuality and service at a very low cost, compared with hourly market rates for doctors with his qualifications.

DVHA is not including performance measures in the contract, as a performance metric is very difficult to assign to PA review. The primary desired outcome is that we satisfy our federal obligations to the Medicaid Prior Authorization and Appeals processes, which is a task Dr. Hayward has fulfilled successfully for the past four years in the absence of performance measures.

Prior Authorization review and Appeals have traditionally been two separate agreements, but are being combined into one agreement to comply with AOA recommendations that single vendors have as few individual contracts as possible.