

Requisition Number: 03410-105-12  
Title: Eyeglasses, Lenses, Frames, Cases & Associated Parts  
**QUESTIONS AND ANSWERS**  
February 17, 2012

**Claims, Billing**

1. **Question** Claim submissions, page 12 of 49 Section 3.3 and page 37 of 49 both state we must submit HCFA forms for claim submission. Does the State of Vermont utilize electronic adjudication submission and payment systems for the current and/or future contracts or is HCFA claim forms required for each eyeglass claim?

*Answer Vermont Medicaid, through its fiscal agent HP Enterprise Services, will utilize electronic claims processing via the Vermont Medicaid Web Portal <http://www.vtmedicaid.com/> <http://www.vtmedicaid.com/Interactive/login2.html>*

2. **Question** What software is needed by the contractor in order to submit the CMS 1500 electronically to HP?

*Answer Provider Electronic Solutions (PES) is a transaction entry software package developed by HP (formerly EDS) to be used for claims submission <https://www.vtmedicaid.com/secure/logon.do>*

3. **Question** Page 43: We do our own electronic billing so would we be considered the fiscal agent?

*Answer No, DVHA would not consider you our fiscal agent. DVHA's fiscal agent is HP Enterprise Services (HP). HP, as a contractor for DVHA, is responsible for receiving and processing claims from enrolled Vermont Medicaid providers, claims payment and other provider services per their contractual agreement with DVHA. DVHA would not consider a contractor resulting from this RFP as DVHA's 'fiscal agent'.*

**Frames**

4. **Question** In the attachment to the RFP Eyeglasses... page 5, Frames 26, frames required for sample kit. The frames we intend to offer are at least in 3 colors with more than one size in some cases. Should we supply together with our bid all the possible configurations of the frames, or 26 representing frames only? Please advise. Should the frame kits that are to be provided to Medicaid providers include every size and color of every frame offered, or can they simply include just one of each model offered along with the list of available sizes and colors?

*Answer The sample kit will be representative of all the styles and colors; however, it can have one sample of each frame style. It is not necessary to supply, for each frame, all of the color and size options. The list must include frame information, including all available sizes and colors.*

5. **Question** If bidder MUST send frame samples along with the bid, or can be sent later upon request.  
*Answer* Frame samples must be included with the bid response.
6. **Question** As on Attachment B there is only one area for frame price, if the frames offered are in different prices, should we make an average price ?  
*Answer* The contract will allow for one code (V2020) and one price for billing frames. The bidder will submit one price to be offered/billed for code V2020 for any frame on contract. Prior authorization is required for billing V2025 Deluxe frames. See Answer to Question 12.
7. **Question** Are there currently memory metal frames on contract?  
*Answer* No. Memory metal frames are not currently on contract.
8. **Question** Are memory metal and lightweight frames considered deluxe (V2025) metal frames or standard metal frames (V2020)? The reason we ask is that the cost difference between memory metal or lightweight metal frames versus standard metal frames is significant. As the State is asking for one price for all frames, the inclusion of the memory metal and lightweight frames will drive the cost of the frames unnecessarily higher and therefore the overall cost of glasses higher.  
*Answer* Memory metal/ lightweight frames are considered standard if the bidder offers them in the response to this RFP as frame option(s) available within the price offered for V2020 billing code. [V2025 billing code is for Deluxe frames, and must be approved via the prior authorization process by the DVHA Clinical Unit (pricing is then determined with the DVHA Reimbursement Unit).]
9. **Question** What is the State's definition of "lightweight" frames? Does this mean stainless steel, titanium or both?  
*Answer* Lightweight may mean stainless steel, titanium, both or other. The State is seeking proposals that may direct us in contracting for durable, lightweight frames.
10. **Question** Are the current frame requirements the same as the previous contract frame requirements?  
*Answer* The frame requirements are the much the same as the previous contract; however, the State continues to seek durable frames, resulting in possibly less breakage, to obtain the best value.
11. **Question** Is the State satisfied with the current selection of frames available to Medicaid recipients?  
*Answer* In general, the State has been satisfied with the current selection of frames. We continue to seek out best value, possibility of less breakage and to be better educated in our options.

12. **Question** Please provide examples of what the State considers as a deluxe frame (V2025).

*Answer* Frames billable using the V2025 code are billable to Vermont Medicaid only if approved by DVHA's Clinical Unit by following the Prior Authorization process and for medical necessity. The vast majority of frames will be billed at the standard contracted price for V2020. In SFY 2011, over 6,200 frames were paid for code V2020; three (3) frames were paid for code V2025 after being prior authorized.

13. **Question** What does the State consider a "reasonable" breakage rate for children's eyeglass frames over a 2 year period? Please be explicit.

*Answer* Frame breakage rate varies by child and circumstance and it is impossible to state a "reasonable" breakage rate.

### Lenses

14. **Question** As indicated in the requisition and price proposal, all lenses are to be polycarbonate. Therefore the inclusion of item V2784 (the add-on for polycarbonate lenses ) is redundant and should be removed from the pricing schedule.

*Answer* Thank you for your comment.

15. **Question** In section 3.7.1 on page 34 it indicates that "Final manufacturing process will be done by a U.S. manufacturer..." Does this mean that the initial manufacturing process (the surfacing of the lenses) can be completed outside the U.S? Does this mean that only U.S. owned companies can complete the final manufacturing process?

*Answer* Exceptions to the requirements may be clearly stated in the response to the RFP for individual consideration relevant to the overall proposal.

### Current Contract

16. **Question** Who is the current vendor/contractor?

*Answer* The current contractor is Chadwick Optical Inc., White River Junction, VT

17. **Question** Is it possible to have a current contract copy available? If so, how can we obtain it? What are the current prices for the items requested in this requisitions (or where can we get this information)?

*Answer* The current contract is now online at <http://dvha.vermont.gov/administration/2012-requests-for-proposals>

18. **Question** Is it possible to obtain a current frame listing? If so, how can we obtain it? What are the current frame models available on contract to Medicaid recipients?

*Answer* The current frame listing is not available.

19. **Question** I need last contract tabulation.

*Answer* The current contract pricing is available (see #17).

## **Other**

20. **Question** If contractor must provide optometrist and optician, or this service is not a part of this contract.

*Answer* Vision services provided and billed by optometrists and opticians are not a part of any contract resulting from this RFP. Vision service providers enrolled in Vermont Medicaid submit claims directly to Vermont Medicaid for billable services.

21. **Question** Page 43: Is the “fw9” a typo that you meant to be “W9”?

*Answer* “fw-9” is a typo, meant to be W-9; however, this requirement is waived. A W-9 is not needed; the contractor will be required to be an enrolled provider. The enrollment information is available in the Enrollments section at <http://www.vtmedicaid.com/Downloads/forms.html>

22. **Question** Can Ophthalmologists, Optometrists, or Opticians, who are current Medicaid providers supply and bill for eyeglasses if they agree to meet the new contract price?

*Answer* No. Per Vermont Medicaid Rule 7316 <http://humanservices.vermont.gov/on-line-rules/dvha/medicaid-covered-services-7100-7700/view> , the purchase or replacement of eyeglasses shall be through the department's sole source supplier.

23. **Question** On page 29 section 2.2 the second and third paragraphs contradict each other. The second paragraph states that the Medicaid providers have to verify eligibility for eyeglasses. The third paragraph then states that the contractor must verify the eligibility for eyeglasses. Which is accurate?

*Answer* Both statements are accurate. Eligibility must be verified at the time of the exam or other billable service AND the eyeglass contractor must verify eligibility before processing the order.

24. **Question** Please provide an example of a “transition schedule” or provide a step by step guide in what is to be included in the schedule that is outlined in section 1.8.9 of the RFP in the implementation plan.

*Answer* The timeline for the RFP allows 2-3 months for a new contractor to plan, communicate to and educate vision service providers that will be ordering eyeglasses, and generally ensure that there will be a smooth transition from the current contractor to the new contractor and way of doing business. This should include contractor requirements such as working with DVHA’s fiscal agent, HP Enterprise Services, to enroll in Vermont Medicaid, prepare for electronic claims submittals and training. The bidders experience with previous contracts and project management should serve as a guide to the process.

25. **Question** Page 7 1.8.9 - Can you be more specific about the transition schedule and what it should include and if we need to work with past company or even have the ability to work with them. What is the time frame for transition with the current provider and how do the payment structure work during this time.  
*Answer DVHA is asking bidders to detail the process and timeframe between contract award notification and the start for the contract on July 1, 2012, when providers must be educated on procedure for ordering eyeglasses and doing business with the new contractor. It is not anticipated that the contracts will need to overlap or that billing for eyeglasses will overlap.*
26. **Question** Since the official bid opens on March 1<sup>st</sup>, does that mean the RFP needs to be submitted on or before March 1<sup>st</sup>?  
*Answer Any bid response to this RFP must be received at the DVHA office prior to 2:00 p.m. on March 1, 2012. Bids received after that date/time will be returned, unopened, to the bidder.*
27. **Question** Can you provide an example of Insurance Certificate?  
*Answer Insurance certificates may vary in appearance. Please check with your insurance agent/company regarding the Certificate of Insurance (COI). Give your insurance provider the detailed insurance requirements per this RFP so he/she will be able to assist you by preparing the COI.*
28. **Question** Is it possible for the bid to be cut in half if one vendor cannot provide a particular item?  
*Answer The single contractor resulting from this RFP must be capable of supplying all materials and services required per the RFP.*
29. **Question** Is it the eyeglass Vendor's responsibility to process Prior Authorizations? If so, and the vendor is unfamiliar with the process, will there be a training session on this?  
*Answer The eyeglass contractor is responsible for determining if prior authorization is a requirement and verifying the status of prior authorization prior to completing the order and billing Vermont Medicaid. The contractor can request training on the prior authorization requirements and procedure from the DVHA Clinical Unit.*
30. **Question** Page 14, Item 9: Does this audit requirement apply to this contract?  
*Answer No. This audit requirement in this section does not apply to a contract resulting from this RFP.*
31. **Question** Page 41: Can you clarify what the State is looking for in the "Delivery Offered \_\_\_\_\_ Days After Notice Of Award"? For example, is the State looking for the promised delivery time for eyeglasses after we receive an order? Or the delivery time for the insurance certificate?

- Answer On Page 41, Vermont Tax Certificate and Insurance Certificate, please state delivery time from date of receipt of an order. To clarify, the contract start date is July 1, 2012, and the contractor must be prepared for order/delivery to start that date. The insurance certificate should be included with the response to this RFP or must be supplied within 5 days of notification of an award.*
32. **Question** Page 7 1.8.3 – We have worked with well over 3 hospitals within the VA but do not have more “companies” as is required. How strict is this? Would multiple hospitals and references within those hospitals be considered?  
*Answer DVHA will accept/consider references from multiple (3 minimum) VA hospitals.*
33. **Question** Page 7 1.8.6 - How detailed does the org chart need to be?  
Management or everyone?  
*Answer The org chart should include everyone/all positions that pertain to the delivery of services for any resulting contract.*
34. **Question** Page 21, 2-1-1 Database - Are we able to get into the database without being a Vermont based business? Is it necessary to be part of the database? We have read the Inclusion/Exclusion document but just wanted more clarification.  
*Answer Please refer to the document <http://www.vermont211.org/index.php/apply-for-agency-inclusion/inclusionexclusion-policy-mainmenu-61> and for more information, use the contact information at the bottom of the document.*
35. **Question** Page 27, 1. Is it a contract requirement to have current Medicaid clients or is prior experience enough?  
*Answer Medicaid experience is preferred; however, evidence of experience is not limited to Medicaid.*
36. **Question** Page 27, 6. Are we allowed to up sell if the client can afford?  
*Answer No. Definitely not allowed. If the contractor/provider bills Vermont Medicaid for a service or item, the contractor/provider may not bill or collect money from the Vermont Medicaid beneficiary. .*
37. **Question** Page 27, 7. Policies, can you be more specific?  
*Answer This refers to policies that the optical provider may have as a standard for doing business. For example, these may include warranties, ANSI standards, returns, Rx acceptance, etc.*
38. **Question** Page 31, 2.5 - Who are the providers? Are they just doctors offices or retail operations? How many are there?  
*Answer Providers are Vermont Medicaid enrolled ophthalmologists, optometrists, opticians and licensed physicians, and currently there are about 130 enrolled, and currently less than half dispense eyeglasses under this contract.*