

BIDDER'S QUESTIONS & DVHA RESPONSES

• RFP Section Reference: N/A – General Questions

1. **Question:** Are you working with your fiscal agent to provide the clinical criteria on their portal for your providers? What level of access to the criteria sets will your providers require? Will you also require the criteria sheets to be faxed to the providers as needed?

Answer:

The Department of Vermont Health Access (DVHA) currently post clinical criteria on the DVHA Fiscal Agent's secure password protected web portal for our providers to access. DVHA will continue to provide access to our providers utilizing our Fiscal Agent's secure web portal. DVHA will need the ability to fax criteria to our providers with a formal patient specific request.

2. **Question:** Are you looking to enable your providers to conduct medical necessity review at the point of care and submit authorization request to DVHA?

Answer:

Please clarify your question at the Bidder's Conference.

3. **Question:** In regards to product training of the to DVHA staff, please clarify if they require training on all criteria sets? If so, please provide the number of staff to be trained on each criteria set.

Answer:

DVHA requires the following number of staff to be trained for each criterion:

- DME & Medical Supplies criteria; Inpatient and outpatient procedure; Medical Rehab Services: 9
- Post-acute and Chiropractic Services: 9
- Acute hospital inpatient admissions: 6
- Behavioral Health (mental health and substance use disorder): 20 staff

(DVHA has a total of 9 clinical reviewers and the reviews are divided as listed above)

4. **Question:** Does DVHA require customization within the tool for Medicaid regulations or policies within the state of Vermont?

Answer:

DVHA would have a preference for a tool/product that has the flexibility and functionality to incorporate Medicaid regulations/policies and the ability to make modifications to the criteria.

5. **Question:** If there is a contract and BAA in effect today, can we assume it will remain in effect if we continue to be your vendor of choice?

Answer: Yes. Attachment E - <http://dvha.vermont.gov/administration/attachment-e-092113.pdf>

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6. **Question:** What integrations (type and to which systems) are being considered by DVHA?

Answer:

The product must have the capability to interface with the new MMIS system and the Care Management System which is currently under procurement.

7. **Question:** Does DVHA currently utilize a Care Management System? If yes, what system and vendor?

Answer:

DVHA currently does not have a Care Management System but is seeking to procure one.

8. **Question:** Does DVHA currently utilize a Claims System? If yes, what system and vendor?

Answer:

DVHA currently utilizes the MMIS system to process provider claims. The DVHA vendor is Hewlett Packard.

9. **Question:** Will DVHA have an interest to view a bidder's solution demonstration prior to the selection of VOC?

Answer:

DVHA has a strong interest in viewing a demonstration of the bidder's solution.

10. **Question:** Does DVHA require the submission of a CD copy of the RFP or would email be sufficient?

Answer: As per instructions illustrated in the RFP send ten (10) identical copies of each Program Proposal you are submitting and include a computer file copy of the document on a CD using Microsoft Word, Word Perfect or straight text file formats in the proposal packet.

11. **Question:** What level of detail is expected in response to Scope of Work?

Answer:

DVHA is interested in comprehensive explanation of the scope of work which should include all the functionalities of the product.

- RFP Section Reference: ***Section 1, General Provisions.***

12. **Question:** In Section 1 General Provisions, you mention the capability to integrate with other applications including the claims processing system. Can you provide information what other applications you wish to integrate the clinical criteria solution with (e.g., care management application)?

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Answer:

In addition to the MMIS system DVHA would like the capability to integrate with the Care Management System which is currently under procurement.

- RFP Section Reference: ***Cost/Summary of Funds.***

13. **Question:** Regarding the pricing table in Schedule A: Summary Of Costs, can we modify the table to reflect the type of solution we are offering to DVHA?

Answer:

Yes, the Summary of Costs, can be modified to reflect the type of solution offered.

14. **Question:** Are Schedules B, C and D required if they are not relevant to our solution offering, pricing structure and/or business model?

Answer:

Schedule C and D are not necessary. Schedule A and B are necessary – vendor can also submit an additional Fee Schedule to illustrate a detailed cost proposal in sufficient detail to allow DVHA to determine the cost of listed items.

15. **Question:** Page 40, is the Summary of Funds form required of privately held companies? Some information may be considered proprietary.

Answer: All bid proposals and submitted information connected to this RFP may be subject to disclosure under the State's access to Public Records law. The successful Vendor's response will become part of the official Contract file. Once the Contract is finalized, material associated with its negotiation is a matter of public record except for those materials that are specifically exempted under the law. One such exemption is material that constitutes trade secret, proprietary, or confidential information. If the response includes material that is considered by the Vendor to be proprietary and confidential under 1 V.S.A., Ch. 5 Sec. 317, the Vendor shall clearly designate the material as such prior to bid submission. The Vendor must identify each page or section of the response that it believes is proprietary and confidential and provide a written explanation relating to each marked portion to justify the denial of a public record request should the State receive such a request. The letter must address the proprietary or confidential nature of each marked section, provide the legal authority relied on, and explain the harm that would occur should the material be disclosed. Under no circumstances can the entire response or price information be marked confidential. Responses so marked may not be considered and will be returned to the bidder.

- RFP Section Reference: ***Page 32, "The availability and accessibility of clinical criteria by other health care providers and legal counsel."***

16. **Question:** What level of access is anticipated by other health care providers and legal counsel?

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Answer:

Providers and Durable Medical equipment vendors access clinical criteria to determine medical necessity for services that do not require a prior authorization. The criterion accessed is used for a specific patient that is under their care. Vermont Medicaid providers and vendors would access the criteria through a secure web portal. The Medicaid legal counsel utilizes clinical criteria to defend the cases during the appeals process. The legal counsel requests clinical criteria from the clinical unit staff and do not and will not have access to the web portal.