

**Department Of Human Services
HealthChoices Program**

Request for Information (RFI)



Date: May 29, 2015

Table of Contents

PART 1: GENERAL INFORMATION	1
1.1 Purpose of this Request for Information	1
1.2 Request for Information Timeline	1
1.3 Disclaimers.....	2
PART 2: BACKGROUND	2
2.1 HealthChoices Overview.....	2
2.2 Current HealthChoices Standard MCO Program Agreement	3
PART 3: REQUEST FOR INFORMATION SUBMISSION FORMAT	3
3.1 Response Submission	3
3.2 Cover Letter	4
3.3 Conceptual Solutions and Strategies Response/Demonstrations	4
PART 4 RFI DISCUSSION AREAS & QUESTIONS	4

PART 1: GENERAL INFORMATION

1.1 Purpose of this Request for Information

The Pennsylvania Department of Human Services (“Department” or “DHS”) issues this Request for Information (RFI) to solicit information that will be used to assist with the development of a Request for Proposal (RFP) for a HealthChoices Physical Health services procurement which will be released in the future as well as ideas and strategies for improvements in DHS’ mandatory managed care program, including the provision of both physical and behavioral health services.

The Department desires to make improvements to Pennsylvania’s HealthChoices program and is interested in ideas and approaches it should consider to accomplish the following:

- Promote the achievement of the Triple AIM (better health, better care, lower cost)
- Improve care coordination between physical and behavioral health services
- Promote the expansion of value based purchasing of health care services
- Promote the expansion of team based approaches to care delivery (for example- patient centered care medical homes)
- Promote community based public health initiatives
- Increase consumer access to needed services, especially in rural and underserved areas of the Commonwealth
- Improve the efficiency of the HealthChoices program
- Improve the provider experience with the HealthChoices program

The Department encourages health plans and other stakeholders to provide feedback in response to this RFI or any part thereof. A health plan or stakeholder may respond to all or any of the specific questions or topics included in this RFI.

1.2 Request for Information Timeline

Event	Date
Release RFI	May 29, 2015
RFI Responses Due	June 26, 2015

The Department is requesting that all responses to this RFI be submitted by close of business on the due date. Please submit your responses electronically to RA-PWHCRFIResponses@pa.gov.

1.3 Disclaimers

This RFI is issued for information and planning purposes only and does not constitute a solicitation for future business, an invitation to submit bids or proposals or any other type of current or future procurement or contractual action, and is only intended to gather information and input. The Department will not award a contract an agreement on the basis of this RFI or otherwise pay for any of the information received.

The Department may use the information gathered through this process in the development of future documents; however, the Department does not guarantee that this will occur.

Respondents are solely responsible for all expenses associated with responding to this RFI.

The Department will not return responses to this RFI. Respondents will not be notified of the result of the Department's review, nor will they be provided copies of it. If the Department issues a procurement document, no vendor will be selected, pre-qualified, or exempted based on its participation in this RFI process.

Respondents should be aware that the responses to this RFI will be public information and that no claims of confidentiality will be honored. The Department is not requesting, and does not require, confidential, proprietary information or other competitively sensitive information to be included as part of the RFI submission. Ownership of all data, material and documentation originated, prepared and provided to the Department during this RFI process will belong exclusively to the Department.

PART 2: BACKGROUND

2.1 HealthChoices Overview

The HealthChoices Program is the name of Pennsylvania's statewide mandatory managed care program for certain Medical Assistance recipients. Currently, DHS' HealthChoices Program consists of a Physical Health component and a Behavioral Health component.

Through Physical Health Managed Care Organizations, MA recipients receive quality medical care and timely access to all appropriate physical health services, whether the services are delivered on an inpatient or outpatient basis. The DHS Office of Medical Assistance Programs oversees the Physical Health component of the HealthChoices Program.

Through Behavioral Health Managed Care Organizations, MA recipients receive quality medical care and timely access to appropriate mental health and drug and alcohol services. This component is overseen by the DHS Office of Mental Health and Substance Abuse Services.

The HealthChoices Program has three primary goals that guide the Department of Human Services in its implementation efforts. These goals are:

- To improve access to health care services for Medical Assistance recipients

- To improve the quality of health care available to Medical Assistance recipients
- To stabilize Pennsylvania's Medical Assistance spending

As of April 2015, the HealthChoices Physical Health Program currently services about 1.7 million recipients on a statewide basis in the following zones:

- Southeast – Bucks, Chester, Delaware, Montgomery and Philadelphia counties
- Southwest – Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Green, Indiana, Lawrence, Somerset, Washington and Westmoreland counties
- Lehigh/Capital – Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry and York counties
- New West – Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango and Warren counties
- New East – Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne and Wyoming counties

Additional information about the HealthChoices program may be found at the following locations:

- www.dhs.state.pa.us/foradults/healthcaremedicalassistance/healthchoicesgeneralinformation
- www.dhs.state.pa.us/publications/healthchoicespublications/index.htm
- www.healthchoicespa.com

2.2 HealthChoices Standard MCO Program Agreement

Please view Pennsylvania's HealthChoices program agreement:

www.dhs.state.pa.us/provider/healthcaremedicalassistance/managedcareinformation/index.htm

PART 3: REQUEST FOR INFORMATION SUBMISSION FORMAT

Through this RFI, the Department is soliciting information and comments regarding options for improving Pennsylvania's HealthChoices program. All interested stakeholders are asked to respond in writing to this RFI, per the items outlined below.

3.1 Response Submission

Please prepare responses simply and economically, providing straightforward and concise language and descriptions. All responses should be produced in 12 point font or larger. Please limit your response to no more than 10 pages. The pages may be double sided. The cover letter does not count as a page in the response submission. Please refrain from sending marketing materials to the Department.

3.2 Cover Letter

Please include a cover letter with the following information:

1. An introduction to the Respondent’s organization, background, and interest in Pennsylvania’s HealthChoices program.
2. General information about you or your organization: Address, Point of Contact for this RFI with Telephone and Fax numbers and E-mail address.

3.3 Conceptual Solutions and Strategies Response/Demonstrations

The following provides a suggested structure for a response to this RFI. This structure is intended to minimize the effort required to develop and analyze submitted responses.

Please address the following:

1. Please describe your organization’s vision for improving Pennsylvania’s HealthChoices program while supporting DHS’s goals of improving services, improving quality, and reducing program costs. Include any information that you believe the Department would find valuable.
2. RFI Discussion Areas & Questions – respondents may respond to any or all of the discussion areas in Part 4.
3. Respondents may also provide ideas for improving the HealthChoices program that are not addressed in Part 4.

Part 4 RFI DISCUSSION AREAS & QUESTIONS

The Department is requesting that interested stakeholders send responses to the questions and topics detailed below:

Triple AIM	
1.	Please discuss any recommended changes to the HealthChoices program that may help DHS achieve the Triple AIM dimensions of improving health outcomes, improving care and lowering health care costs.
Coordination of care	
2.	Please discuss any suggestions that you or your organization may have to help DHS improve care coordination between physical and behavioral health services. Please include opportunities to improve relationships, information exchanges, and shared planning, decision making and consumer engagement opportunities.
3.	Please discuss your or your organization’s view on how HealthChoices managed care organizations can promote provider adoption of new primary care models, like patient centered medical homes and health homes across the Commonwealth.
Value-Based Purchasing (VBP)	
4.	Please discuss your or your organization’s view on how HealthChoices managed care organizations can best promote broad based adoption of new payment methodologies that reward providers for the value they create as opposed to methodologies that reward providers for the amount of services they provide.

5.	Please discuss your or your organization's view on how DHS could modify its contracting approach with managed care organizations to increase the value those organizations provide to the Commonwealth.
Community-based public health initiatives	
6.	Please discuss your or your organization's view on how DHS could use the HealthChoices program to support community-based public health Initiatives.
Improving consumer access to services, especially in rural and underserved areas	
7.	Please discuss any suggestions that you or your organization may have to help DHS improve consumer access to services, especially in rural and underserved areas.
8.	Please discuss any suggestions you or your organization may have about the Medical Assistance Transportation Program to improve access and coordination of care.
Improving the overall HealthChoices program	
9.	Please discuss any recommendations that you or your organization may have for DHS that may help increase efficiency, improve quality, and enhance the economic value of the HealthChoices Program.
Improving provider experiences with the HealthChoices program	
10.	Please discuss any suggestions that you or your organization may have to help DHS improve provider experiences in the HealthChoices Program and what strategies would encourage increased provider enrollment in the HealthChoices Program.
Medical Assistance Transportation program	
11.	Please discuss any suggestions you or your organization may have for improvements to the Medical Assistance Transportation Program.
Other topics	
12.	Please discuss any other topics that you or your organization believes will be useful to DHS in improving the HealthChoices program.