

Community HealthChoices Services for all Zones Commonwealth-Wide

Request for Proposals (RFP) 12-15

Pre-proposal Conference

March 16, 2016



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Agenda

- Introductions
- Ground Rules
- Pre-Proposal Conference Purpose
- Critical Points and Focus Areas
- Project Background and Goals
- Financial Information
- Contractor Partnership Program
- Small Diverse Business Overview
- Timeline
- Break / Question Submittal
- Questions

Introductions

- Kevin Hancock – Office of Long-term Living Chief of Staff
- Jennifer Burnett – Office of Long-term Living, Deputy Secretary
- Peggy Morningstar – Office of Long-term Living CFO
- Mac Spiker – Bureau of Financial Operations, Project Officer
- Curtis Burwell – Small Diverse Businesses
- Faith Ellis – Contractor Partnership Program

- Other Commonwealth Staff
- Attendees

Ground Rules

- Sign in sheets
- Questions may be submitted in writing on the forms provided by the end of this conference
- The Commonwealth team will determine which questions may be preliminarily answered
- Any answers provided are not final until formally issued in writing
- Any changes to the RFP will be issued as a formal written amendment
- Any communication shall be made only through the RFP Project Officer

Pre-Proposal Conference Purpose

This Pre-Proposal Conference has three purposes:

- To furnish you with some of the background leading to the issuance of this RFP;
- To emphasize those requirements of the RFP we consider especially important; and
- To answer your questions concerning the RFP.

Critical Points and Focus Areas

- No answers are official until it is confirmed in writing and posted as an addendum to the RFP.
- Proposals must be timely received and properly signed by the Offeror. Please ensure that the delivery mechanism you choose meets the delivery deadlines indicated in the RFP.
- If you specify that the proposal is not firm for the time period specified in Section I-12 of the RFP, your proposal may be rejected.
- If you state that the proposal is contingent on negotiation of offeror terms and conditions, your proposal may be rejected.

Critical Points and Focus Areas

- Offerors should avoid duplicative responses if the same processes/policies will be employed across zones. Please be sure to follow the directions in the RFP for use of tabs to identify separate zone responses.
- Page limits are maximums, not requirements.

Critical Points and Focus Areas

- The RFP will be evaluated based on the following criteria:
 - Technical – 80%
 - Offeror's proposal must be greater than or equal to 70%.
 - An Offeror must score 70% of the available technical points in order to be considered for negotiations.
 - If the 70% threshold is not met, the proposal will not be further evaluated.
 - Small Diverse Business Participation – 20%

- The technical evaluation will be based upon the following criteria:
 - Soundness of Approach;
 - Offeror Qualifications (Corporate Background);
 - Personnel Qualifications; and
 - Financial Condition.

Project Background and Goals

- Governor Wolf is committed to increasing opportunities for older Pennsylvanians and individuals with physical disabilities to remain in their homes.
- To do so, the governor has directed the Departments of Human Services and Aging (PDA) to develop and implement a Managed Long-Term Services and Supports (MLTSS) program for older Pennsylvanians and adults with physical disabilities called Community HealthChoices (CHC).

Project Background and Goals

- CHC will serve the following Participants:
 - Adults age 21 or older who require MA LTSS (whether in the community or in private or county nursing facilities) because they need the level of care provided by a nursing facility or an intermediate care facility for individuals with other related conditions (ICF/ORC).
 - Dual Eligibles age 21 or older whether or not they need or receive Long-Term Services and Supports (LTSS).

Project Background and Goals

- Enhance opportunities for community-based living for Participants through improved person-centered service planning and performance incentives.
- Strengthen coordination of LTSS and other types of healthcare, including Medicare and MA services for Dual Eligible individuals.
- Enhance quality and accountability.
- Advance program innovation.
- Increase efficiency and effectiveness of healthcare and LTSS.
- Promote achievement of Triple Aim (better health, better services, lower costs).
- Promote the expansion of team-based approaches to service delivery (i.e. patient centered medical homes).
- Promote community-based public health initiatives.
- Increase consumer access to needed services, especially in rural and underserved areas of the Commonwealth.

Project Background and Goals

- Managed Long Term Services and Supports is the delivery of LTSS through capitated Medicaid managed care programs.
- It refers to an arrangement between Pennsylvania's Medicaid programs and MCOs. The MCOs receive capitated payments (flat, fixed fees per Participant based on their aggregate costs) for LTSS and are accountable for the health and welfare of participants through the delivery of services and supports that meet quality and other standards set in the contracts.

Key Program Requirements

- Managed Long Term Services and Supports is the delivery of LTSS through capitated Medicaid managed care programs. Covered services include but are not limited to:
- Long-term Services and Supports in the form of Nursing Facility Services or Home and Community-Based Services.
- Physical Health Services such as, but not limited to:
 - Hospital-based services
 - Pharmacy
 - Primary Care Physician and Specialist Services
 - Durable Medical Equipment
 - Transportation
 - Emergency Services
 - Hospice

Financial Information

Financial Overview

Peggy Morningstar
Chief Financial Officer
Office of Long-Term Living
Department of Human Services

Financial Information

- I. Steps to price the initial agreements
- II. Overview of CHC's revenue structure
- III. Timing of capitation payments
- IV. Solvency Protection
- V. Equity Requirement
- VI. Solvency Protection
- VII. Financial Monitoring Overview

Financial Information

Steps to Price the Initial Agreements

- Responses to the RFP without Cost Proposals
- MCOs Selected
- Actuarially Sound Rate Ranges
- Negotiations
- Signed Agreements

Financial Information

Overview of CHCs Revenue Structure

- Capitation Per Member Per Month (PMPM)
- High Cost Risk Pool
- MCO Pay for Performance
- Assessment Program

Financial Information

Timing of Capitation Payments

- Monthly payments
- By the 15th of the following month
- Example

Financial Information

Equity Requirement

- Statutory Accounting Principles basis equity as of Sept. 30, 2015
- Equity Requirement Test – the highest of:
 - \$20 million;
 - 5.5% of revenue earned for the most recent 4 quarters; or
 - 5.5% of revenue earned for the most recent quarter times three.

Financial Information

Solvency Protection

- Financial viability
 - Financial statements
 - Financial reports as requested
 - Timely claims payments

Financial Information

Financial Monitoring Overview

- Financial Reporting Requirements and Claims Reporting Requirements

Proposed Milestones

- March 31, 2016: Post formal written answers to Offerors' question to the DGS website.
- May 2, 2016: All proposals must be received by the Procurement Office by 2 p.m. on this date.
- May and June, 2016: Complete proposal evaluation and announce selected Offerors by July, 2016.
- June, 2016: DHS conducts individual non-rate discussions with selected offerors.
- May through July: Development of rates; send rate offers to MCOs; conduct rate discussions with MCOs.
- July, 2016: finalize Agreements.
- July through November, 2016: DHS will conduct full-scale Readiness Review of selected offerors.
- January 1, 2017: "Go Live" Implementation of Community HealthChoices Physical Health in the Southwest Zone.

CPP Overview

Contractor Partnership Program Participation Overview

SDB Overview

Small Diverse Business (SDB) Participation Overview

Timeline

The Project Timeline includes:

- 03/02/2016 – RFP 12-15 is Issued
- 03/16/2016 – Pre-proposal Conference
- 03/31/2016 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
- 05/02/2016 – Due date for proposals
- Offeror selection and negotiations

Break / Question Submittal

Break & Question Submittal

Questions may be submitted in writing on the forms provided during this break or at the end of the conference

Questions

- ▼ To date, 8 written questions have been submitted by email.
- ▼ You may submit additional questions today on the forms provided.
- ▼ Questions submitted today will be read and a preliminary response will be provided.

Questions

- ▼ We will not answer any question not provided in writing
- ▼ No answer is official until it is answered in writing
- ▼ Answers will be posted to the DGS website as an addendum to the RFP

RFP #12-15

This concludes the pre-proposal conference

Answers to all questions posed will be posted to the DGS website at

<http://www.emarketplace.state.pa.us/Search.aspx>

by close of business March 31, 2016

No further questions will be entertained or answered

Project Officer

Mac Spiker
Department of Human Services
Bureau of Financial Operations
Health & Welfare Bldg., Rm 402
Harrisburg, PA 17120
<mailto:ra-pwrfpquestions@pa.gov>

Any contact with the Department concerning this RFP must be through the RFP Project Officer

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
1		Is this RFP related to an earlier RFP for Community Health Choices that was out late last year?	The earlier RFP was a draft RFP released only for the purpose of soliciting public comment. The current RFP is the RFP that should be used for preparing and submitting proposals.
	RFP Section	Question	Answer
2		<p>In reviewing the recently released RFP No. 12-15, AmeriHealth Caritas has noticed that a number of links in the historical data summary for the CHC Program listed in the Community HealthChoices Historical Data Summary site cannot be opened either by directly clicking on them or by copying the link URL into the browser. As such, we would like to submit the following question:</p> <ul style="list-style-type: none"> • Can the Department review the links in the files listed below found on pages 7-9 of the Community HealthChoices Historical Data Summary and enable them to allow for review of this data in preparation for the Pre-proposal Conference and the March 16th QA submission deadline? <p>CHC Population Data: http://hsavprduc001.DPW.LCL:16200/cs/groups/webcontent/documents/document/c_222136.xlsx</p> <p>Historical Claims Data – File: http://hsavprduc001.dpw.lcl:16200/cs/groups/webcontent/documents/document/c_222677.pdf</p> <p>LIFE Program Historical Data – File: http://hsavprduc001.DPW.LCL:16200/cs/groups/webcontent/documents/document/c_222906.xlsx</p> <p>Incidents by County and CHC Zone – File: http://hsavprduc001.DPW.LCL:16200/cs/groups/webcontent/documents/document/c_222139.xlsx</p> <p>Nursing Facility Occupancy by County and CHC Zone – File: http://hsavprduc001.DPW.LCL:16200/cs/groups/webcontent/documents/document/c_222140.xlsx</p> <p>Chronic Conditions Costs and Services by CHC Zone – File: http://hsavprduc001.DPW.LCL:16200/cs/groups/webcontent/documents/document/c_222142.xlsx</p>	Refer to Addendum 2
	RFP Section	Question	Answer

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

3		Starting on page 7 of the CHC Historical Data Summary document (referenced on page 4 of the Department of Human Service’s RFP), we are unable to access any of the documents links whose URL address begins with “ http://hsavprduc001.DPW.LCL:16200 ”. Can the Department please either provide updated links or the documents themselves that are referenced in such links?	Refer to Addendum 2
	RFP Section	Question	Answer
4		I am writing to inquire as to whether any details have been released yet on how to register for the Pre-Proposal Conference on 3/16.	Refer to Addendum 1
	RFP Section	Question	Answer
5		Could you please confirm that it is an open meeting and if a registration is needed?	Refer to Addendum 1
	RFP Section	Question	Answer
6		Our agency is not an MCO and will not be submitting a proposal for Community HealthChoices, but we have a related question. We would like to be considered as the vendor for Financial Management Services (FMS). Could you please let me know how the FMS provider will be selected, when that selection process will be open, and how we can obtain the information on that service proposal?	The question is not relevant to submitting a proposal to this RFP.
	RFP Section	Question	Answer
7		Will an attendance list of the pre-proposal conference be provided?	Yes, it is provided with this Addendum.
	RFP Section	Question	Answer
8		Can social service agency representatives, not part of an MCO, attend the Pre-Proposal Conference on Wednesday, March 16?	Refer to Addendum 1.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
9		In accordance with Part I Section 1-9 Questions & Answers of RFP No. 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide, please find below a question submitted on behalf of WellCare Health Plans, Inc. Please confirm that the Restriction of Contact provision (RFP Section I-21) does not prevent an Offeror from communicating with Commonwealth personnel outside the Department of Human Services on matters separate from, but tangentially related to the RFP. For example, the provision shouldn't prohibit an Offeror from communicating with the Pennsylvania Insurance Department and/or the Pennsylvania Department of Health regarding obtaining the necessary HMO license to offer a Community HealthChoices plan pursuant to an award under the RFP.	The Restriction of Contact does not prevent those types of communications.
	RFP Section	Question	Answer
10		Please confirm that system diagrams may be provided as an attachment and the attachment will not count toward the page limits in this section.	The system diagrams can be provided as an attachment and do not count towards the page limits.
	RFP Section	Question	Answer
11		Part III-4.A. establishes that the weight for the Technical criterion for this RFP as 80% of the total points. Then, Part III-4.B established the allocation of the remaining 20% of total points based on Small Diverse Business Participation. Within III-4.B. there is a parenthetical "(200 points total available)". Please confirm that the 200 points are the total for the full proposal, and therefore 160 points (80%) are allocated to the Technical Score and 40 points (20%) based on Small Diverse Business Participation. Is there an allocation of the 160 points available within the technical proposal?	There are 200 points available for SDB and 800 points for the Technical criterion.
	RFP Section	Question	Answer
12		Appendix 4 of the draft agreement discusses Private NF Access to Care Payments in Section II(A). How will those payment rates be calculated? Would all nursing facilities receive the payments? Would the payments be distributed equally among all nursing facilities in the MCO's network? What will the funds be used for? Why are nursing facilities singled out to receive additional payments?	The question is not relevant to submitting a proposal to this RFP.
	RFP Section	Question	Answer
13	General	Can an Offeror include attachments not specifically requested? Are all attachments (specifically required ones or additional ones) excluded from the page limits?	Attachments are excluded from the page limits but must be relevant to the proposal itself.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
14	Appendix A Draft Agreement; § V.A., page 34	Please describe any changes in covered services between July 2012 and covered services as listed in RFP 12-15 and supporting documents.	Proposals are to be written in response to services listed in the RFP and for the service definitions in the 1915(b) and 1915(c) waivers. The question is not relevant to submitting a proposal to this RFP.
	RFP Section	Question	Answer
15	Appendix D, Page 3 of Appendix D	Offerors are asked to "Place an 'x' in the one box that describes the services was contracted to provide" (emphasis added) in each state. One option is "Full Medicaid Benefits" and another is "LTSS". Please confirm that where a plan covers full Medicaid benefits AND LTSS then both boxes ("Full Medicaid Benefits" and "LTSS") should be checked.	Yes, both should be checked.
	RFP Section	Question	Answer
16	Appendix D, 3 of Appendix D	Please confirm that at the top of page 3 the contract years should be 2012 - 2013, 2013 - 2014, 2014 - 2015 and 2015 - 2016.	Confirmed, refer to the revised Appendix provided with this Addendum.
	RFP Section	Question	Answer
17	RFP Part I; § I-10, Page 7	The solicitation modification emails from RA-paealerts@pa.gov indicate "All flyers/addendums must be returned with the bid." however the RFP doesn't reflect that these addendums should be returned. Please confirm if these addendum should be returned and if so, please confirm the appropriate placement of these addendums in the Technical Submittal.	The Addenda must be provided and should be provided after the appendices in the Technical Submittal.
	RFP Section	Question	Answer
18	RFP § I-19(C), Public Disclosure, Page 10	This section states that the Offeror must include a signed written statement for confidential proprietary information or trade secrets to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. It states further along that financial capability information submitted in response to Part II of the RFP is exempt from public records disclosure under 65 P.S. § 67.708(b)(26). Do Offerors have to provide a written statement with respect to the financial capability information submitted in response to Part II of this RFP even though its exemption is expressly stated in the RFP?	No, an additional written statement is not needed.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
19	RFP Part I, § I-21 Restriction of Contact, 11	Please confirm that the Restriction of Contact provision (RFP Section I-21) does not prevent an Offeror from communicating with Commonwealth personnel outside the Department of Human Services on matters separate from, but tangentially related to the RFP. For example, the provision shouldn't prohibit an Offeror from communicating with the Pennsylvania Insurance Department and/or the Pennsylvania Department of Health regarding obtaining the necessary HMO license to offer a Community HealthChoices plan pursuant to an award under the RFP.	Refer to the response to Q.9.
	RFP Section	Question	Answer
20	RFP Part II, Proposal Requirements, Page 14	According to the bulleted list on page 14, Tab 5 of the technical response is supposed to include "Personnel (including Appendix F)". Appendix F is the Executive Staff and Key Administrative Personnel Checklist, which has already been "completed" (i.e. the checks are to indicate the information that must be included). Does the Department want Offerors to include a copy of this checklist even through it will have no substantive information from the Offerors? Or is the intent of the bulleted list that Tab 5 include "Personnel (including the documents referenced in Appendix F)"?	Appendix F does not need to be included; it was provided for informational purposes. Refer to the revised Appendix F provided with this Addendum.
	RFP Section	Question	Answer
21	RFP Part II, Proposal Requirements, Page 14	An Offeror is required to submit separately tabbed sections of its response for those responses that differ between zones. Please confirm that the page limits stated in the Work Statement Questionnaire do not include the pages in these additional tabs to respond for specific zones.	Confirmed – the page limits are applicable to each zone; not in total.
	RFP Section	Question	Answer
22	RFP Part II, Proposal Requirements, and § II-3.A, Corporate Background, Page 14 and 15	In the general requirements for the Technical Response (page 14), the instructions state that Tab 4 should include "Prior Experience (including Appendices D and J)". However, in the more detailed instructions for Tab 4 on page 15, the Offeror is instructed that the response to § II-3-A must detail certain information "as well as the information requested in Appendix J - Ownership Structure and Related Information." Would the Department rather the Offeror provide the information in Appendix J in the II-3.A narrative or as a separate appendix?	The information in Appendix J should be provided as a separate appendix.

Questions and Responses
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	RFP Section	Question	Answer
23	RFP Part II, Work Statement Questionnaire, Page 25 - 26	Please confirm that in response to Question 11 on pages 25-26, an Offeror that is currently not operating in Pennsylvania and that does not operate a commercial plan in another state may provide HEDIS® measures for a Medicaid managed care plan operated in another state.	Yes.
	RFP Section	Question	Answer
24	Part II-Proposal Requirements-A	Are offerors allowed to use colors other than black to highlight various items in their responses? For example, can section headers be in a color other than black (perhaps a company color)? Can bullets be a color? Can graphs contain color regarding lines or other notations?	Yes, colors other than black are acceptable. Yes, headers may be in a different color. Yes, bullets may be a color. Yes, graphs may contain colors.
	RFP Section	Question	Answer
25	II-5 Work Statement Questionnaire - Participant Service Coordination and Care Management section	The maximum page limit for the Participant Service Coordination and Care Management section of the Work Statement Questionnaire is 30 pages, yet additional questions/bullet points were added from the draft RFP to the actual RFP. Can additional pages be added to the maximum page limit for this section?	No, the Department is not changing the page limit requirements provided in the RFP.
	RFP Section	Question	Answer
26	II-4 – Personnel A. (Executive Management)	Must offerors submit a minimum of three (3) client references for <u>each</u> Executive Management personnel identified?	Yes.
	RFP Section	Question	Answer
27	II-4. Personnel A. (Executive Management)	If offerors do not currently employ persons working in Executive Management positions listed in the RFP, may they just submit job descriptions for the vacant executive management positions without submitting resumes and client references?	No, resumes and client references are required for Executive Management positions.
	RFP Section	Question	Answer
28	Part II – Proposal Requirements	Would the department consider redefining page limits by question versus section? Does the restatement of the question count towards the page limit?	No. No.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
29	II-4 – Personnel	In section II-4 B (Personnel, Principal Administrative Positions), it reads that “Offerors who do not currently employ individuals responsible for a function described in this section, may instead provide job descriptions, including the minimum required education and experience.” Does this statement apply to the Executive Management positions as well, or do resumes need to be supplied for those positions even if the position for this program has not been filled?	No, resumes must be supplied for Executive Management positions.
	RFP Section	Question	Answer
30	I. General Information, Type of Agreement/Rates, Page 5	While the Department anticipates awarding agreements to no fewer than two and no more than five Offerors depending upon the zone, based upon the low population by zone, it will have significant consequences for Offerors to leverage fixed administrative costs. How has the Department considered this factor in its decision for the high number of possible awards per region?	In determining the appropriate number of agreements to award, the Department will consider the zone, its population and the number of population to be served as well as other relevant factors.
	RFP Section	Question	Answer
31	I. General Information, Page 7	Some documents, such as signed forms and financial statements, will need to be submitted as PDFs on the electronic (CD ROM/Flash drive) copies of our submittal. Is this acceptable to the Department?	Yes.
	RFP Section	Question	Answer
32	Item II.B.e, Page 14	By “appendices” in this item, is the Department referring to the Appendices it published as part of the RFP package for this procurement was released? Typically, we reference an appendix or attachment by its title in the body of our Technical Proposal narrative; is this acceptable to the Department, instead of by page number?	Yes, this section references the RFP appendices. Yes, it is acceptable to use the title.
	RFP Section	Question	Answer
33	Item II.B.f, Page 15	It appears exceptions for font size are permissible for graphical exhibits that are included in appendices. Please confirm we may use a font size below 12-point for graphics and tables that are part of our Technical or Small Diverse Business proposal narrative.	You may use a smaller font, provided the graphics and tables are readable.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
34	II. Proposal Requirements, Page 15	Is it permissible to place appendices directly behind the pertinent section in the Technical Proposal without negatively impacting the section-specific Page limits? For example, may we include our completed Appendix D behind our Corporate Experience narrative?	Yes. Yes.
	RFP Section	Question	Answer
35	II.3.C - References , Page 16	The RFP states that: "The Offeror must provide a list of at least three (3) relevant contracts or agreements within the past three (3) years to serve as corporate references. These references may not be DHS contracts or agreements." May an Offeror include as a reference a County Office who has a contract with DHS?	Yes.
	RFP Section	Question	Answer
36	II-4. Tab 5 – Personnel, Item B. Principal Administrative Positions, Page 19	Positions listed in Appendix F do not appear to match those listed in the RFP. Could the Department please verify which list of positions is correct?	Refer to the revised Appendix F provided with this Addendum.
	RFP Section	Question	Answer
37	II-5. Planned Approach, Page 20, Question 2	Please confirm that the work plan is excluded from the 25-Page limit.	The work plan is excluded from the page limit requirement.
	RFP Section	Question	Answer
38	II-5 Participant Service Coordination and Care Management, Page 21, Question 1	Who are the FMS providers approved for the CHC program?	The current provider is PCG Public Partnerships LLC.
	RFP Section	Question	Answer
39	Part II-8 Small Diverse Business Submittal, Page 35	Consistent with what was provided for the Physical Health RFP, please provide Administrative PMPM estimates applicable to MLTSS by Zone for Appendix L.	The estimated Administrative PMPM is not available at this time. Offerors are to submit their estimated Administrative PMPM in Appendix L.

Questions and Responses
RFP 12-15 Community HealthChoices Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
40	Exhibit K(4) HEDIS, Subsection C, Appendix A, Draft Agreement, Page 229	The Department has indicated that it currently contracts with an NCQA-licensed entity to validate the MCO's HEDIS results used in public reporting. What is the name of that entity?	The current vendor is iPRO, Inc.
	RFP Section	Question	Answer
41	Tab 5 Personnel, including Appendix F	Is the expectation of DHS that Offerors hire for all of these positions prior to submitting proposals? For Principal Administrative Positions, the following option is given: for Offerors who do not currently employ individuals responsible for a function described in this section, [Offerors] may instead provide job descriptions, including the minimum required education and experience. Is this option also available for Executive Management positions? May Offerors provide information for currently employed individuals who will have oversight over these functions?	No, the Department does not expect the hiring of all positions prior to proposal submission. For Executive Management positions, see response to Q.29. Yes, an Offeror may submit information for individuals who will have oversight in addition to the information required in the RFP.
	RFP Section	Question	Answer
42		Could DHS please clarify whether Offerors must supply three references for the whole of Executive Management, or three references for each position/function?	Three (3) references are required for each Executive Management position. If an Offeror is proposing to combine functions or split responsibility across zones, it need only submit three references per individual.
	RFP Section	Question	Answer
43	Tab 6 Work Statement and Work Statement Questionnaire, Program Integrity, Question 4	Are there any page limits or other restrictions on attachments for this section? Are there any page limits or other restrictions on attachments for any other sections of this RFP?	No, however; proposals should be clear and concise. All page limits are provided in the RFP.
	RFP Section	Question	Answer
44		Where can I get the copy of previous pricing document?	The Department is unable to determine what is being references as the "pricing document".

Questions and Responses
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	RFP Section	Question	Answer
45		Can the Department share with the offerors the estimated administrative PM PM amount for each Community Health Choices zones?	Refer to the Response to Q.39.
	RFP Section	Question	Answer
46		Can you expand the CPP population to include the CHC participants? (SSI, Duals)	No, the Department’s Contractor Partnership Program is limited to individuals currently receiving Temporary Assistance to Needy Families (TANF) cash assistance.
	RFP Section	Question	Answer
47		Please confirm the restriction of contact provision (RFP Sec. I-21) does not prevent an offeror from communicating with Commonwealth personnel outside DHS on matters separate from, but tangently related to the RFP. For example— MCOs are not prohibited from communicating with the PA DO I and DOH regarding obtaining the necessary HMO license to offer a CHC plan pursuant to award under the RFP.	Refer to the response to Q.9.
	RFP Section	Question	Answer
48		Which actuarial consulting firm will be doing the rating work for the state?	Mercer Health & Benefits LLC.
	RFP Section	Question	Answer
49		Could the department please clarify the definition of a “prime provider” as it relates to the Small Diverse Business requirement?	The prime provider is the Offeror.
	RFP Section	Question	Answer
50		Letters of intent for SDB’s require an estimated PMPM percentage. Will the Commonwealth be releasing a zone-based admin PMPM?	Refer to the response to Q.39.
	RFP Section	Question	Answer
51		Due to the number, type and complexity of the RFP questions, we are recommending revising the page limits as follows: Participant service & Care Coord 50 pages; Service Integration: 25 pages; Pharmacy: 50 pages; Management Information Systems: 40 pages; Provider Network: 35 pages.	The Department is not changing the page limit requirements provided in the RFP.

Questions and Responses
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	RFP Section	Question	Answer
52		Will DHS be providing G&A Admin PMPM guidelines to base SDB commitment? (ex. Appendix L of RFP)	Refer to the response to Q.39.
	RFP Section	Question	Answer
53		For zone specific responses will each response be reviewed as a standalone response for scoring that zone? Or will the reviewer have access to all zone responses while scoring. Ex. Is the MCO required to repeat identical response components across zone specific breakout responses?	Yes, the Committee will evaluate each zone separately. The evaluators will be the same for all zones. No, the MCO need not repeat the identical response for each zone.
	RFP Section	Question	Answer
54	RFP Part II-5, Work Statement Questionnaire, Planned Approach, Page 20	Question 2: Is the Work Plan for Implementation part of the 25 page limit for the Planned Approach section? And does the same limit apply if the Work Plan for Implementation is submitted on 11X17 paper as allowed on Page 15. Additionally, can the work plan be submitted in Microsoft Project rather than Excel in the electronic submission of the Offeror's proposal.	No, the Work Plan for implementation is not part of the page limit. No, the page limit does not apply. No, the work plan should be submitted as Excel or .pdf.
	RFP Section	Question	Answer
55	Appendix A Draft Agreement, SECTION III: RELATIONSHIP OF PARTIES, A. Term of Agreement, 31	Appendix A, Draft Agreement, leaves blank the contract commencement date, the length of the initial term, and the length of any extensions, while RFP Section I-24, Term of Agreement, details specific start dates and the length of the initial contract term and any extensions. Please confirm that the information specified in Section I-24 of the RFP represents the contract start dates, term lengths, and extension periods that will eventually become part of the final Agreement for the Pennsylvania MLTSS program.	The information in the RFP Part I, Section I-25 states the anticipated start dates for each zone. The term length and renewal periods are as stated in the RFP.
	RFP Section	Question	Answer
56	I-14. Contractor Partnership Program (CPP), 9	Can you expand the CPP population to include the CHC participants (SSI, Duals, etc.)?	No, The Department's Contractor Partnership Program is limited to individuals currently receiving Temporary Assistance to Needy Families (TANF) cash assistance.
	RFP Section	Question	Answer
57	Pages 14 & 32	Would the State prefer "Financial Capability" or "Financial Condition"?	Financial Condition.
	RFP Section	Question	Answer
58	A. Pages 14 & 34	Would the State prefer "Objections to Standard Terms and Conditions" or "Objections and Additions to Standard Contract Terms and Conditions"?	Objections and Additions to the Standard Terms and Conditions.

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	RFP Section	Question	Answer
59	B. Pages 14-15	Please consider allowing Calibri to be used in place of Arial, as the size of the font is similar to Times New Roman, and will allow better use of page limitations.	The Department is not changing the formatting requirements provided in the RFP.
	RFP Section	Question	Answer
60	C. Page 15	Given the page limits for the response and best practices in page layout, we recommend that the minimum font size for tables be nine (9) point to improve contrast and readability. Please confirm this is acceptable.	Nine point font for tables is acceptable, but not required.
	RFP Section	Question	Answer
61	II-5 Work Statement and Work Statement Questionnaire: (Soundness of Approach), Pages 19-32	<p>Due to the number, type and complexity of the questions asked, we are recommending revising the page limits as follows:</p> <ul style="list-style-type: none"> • Participant service and care coordination – current limit is 30 pages with 29 questions; we recommend this be increased to 50 pages. • Service integration – current limit is 15 pages with 10 questions; we recommend this be increased to 25 pages. • Pharmacy – current limit is 15 pages; while there are 8 questions, some have several subparts; we recommend this be increased to 30 pages. • Management information systems – current limit is 20 pages with 21 questions; several of these questions address complex issues; we recommend this be increased to 40 pages. • Provider network composition and network management – current limit is 25 pages with 15 questions; some of those questions have several subparts; we recommend this be increased to 35 pages. 	The Department is not changing the page limits provided in the RFP.
	RFP Section	Question	Answer
62	Work Statement Questionnaire, PLANNED APPROACH	Please confirm: The workplan can be an attachment that will not count toward the page limitations	The work plan can be an appendix and does not count toward the page limits.
	RFP Section	Question	Answer
63	II-8, Page 35	When is DHS going to provide the estimated administrative PMPM for the offeror to complete Appendix L?	Refer to the Response to Q.39.

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	RFP Section	Question	Answer
64	I-14. Contractor Partnership Program (CPP), Page 9	Can offerors earn additional evaluation points for highlighting innovative programs that maximize a high level of TANF employees as part of their Contractor Partnership Program (CPP) commitment?	The Department does not provide specific scoring information. Refer to Part III, Section II-4 Evaluation Criteria for the Technical criterion.
	RFP Section	Question	Answer
65	I-13. Small Diverse Business Information, Page 8	What are the Administrative Per-Member-Per-Month (PMPM) amounts for each Zone for the purposes of completing the Small Diverse Business (SDB) chart in Appendix L of the RFP? If this information is not yet available, can the Department indicate when it will be made available?	Refer to the Response to Q.39.
	RFP Section	Question	Answer
66	III-4. Evaluation Criteria	Does the Department intend to invite all responsible offerors that score greater than or equal to 70% of the technical points to enter into Agreement negotiations?	The Department has not yet made that determination.
	RFP Section	Question	Answer
67	I-14. Contractor Partnership Program (CPP), Page 9	Will the Department allow CHC-MCOs to count their TANF hires for both HealthChoices and Community HealthChoices programs, or will CHC-MCOs only be allowed to count TANF hires related solely to the Community HealthChoices program?	No, the HealthChoices program agreements and CPP commitments will not be considered commitments for purposes of the CHC.
	RFP Section	Question	Answer
68	Appendix G, Executive Management Reference Questionnaire	<p>Considering the client references for Executive Management are not necessarily employers or former employers of the proposed candidates, is the Department willing to consider the following changes to Appendix G, Executive Management Reference Questionnaire, in order to accommodate a broader pool of candidates and to mitigate confusion for individuals completing the form?</p> <ul style="list-style-type: none"> · Change Q1 from “What function did this person perform for your organization?” to “What relationship did this person have to your organization?” · In Q6, change “project deliverables” to “work” · Change Q10 from “Would you hire this individual again?” to “Would you recommend this individual?” 	The Department is not changing Appendix G, in consideration of potential Offerors which have already solicited references.

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	RFP Section	Question	Answer
69	Principal Administrative Positions/Functions and Appendix F, Corporate Reference Questionnaire	In the lists of staff provided in RFP Part II, Section II-4, Tab 5 (pgs. 18-19), the Department provides a list of Principal Administrative Positions/Functions. When cross-checked with the list of positions/functions in RFP Appendix F, the position for "Maternal Health Coordinator" appears in Appendix F but not in Section II-4 of the RFP. Would the Department clarify if a Maternal Health Coordinator is required for the CHC Program?	A Maternal Health Coordinator is not required. Refer to the revised Appendix F provided with this Addendum.
	RFP Section	Question	Answer
70	Addendum 1	Addendum 1 to the Community HealthChoices RFP instructs bidders to "Attach this Addendum to your solicitation response." Can the Department clarify where the Offeror should attach these Addendums?	After the Appendices to the Technical Submittal.
	RFP Section	Question	Answer
71	Part I-12. Proposals, page 8	Does the requirement that "Offerors should not include any costing information in the Technical Submittal" mean that Offerors should not include dollar amounts saved or proposed through company initiatives?	Offerors may include achieved savings through company initiatives and/or innovative plans.
	RFP Section	Question	Answer
72	Part II. Proposal Requirements, page 14-15	Would the Department allow the Offerors to use fonts ranging from 10-14 pts in size for headings, tables, and graphics?	Yes.
	RFP Section	Question	Answer
73	Part II. Proposal Requirements, page 15	Would the Offerors be allowed to use 12 pt. Calibri for their proposal submissions?	No, the Department is not changing the formatting requirements provided in the RFP.
	RFP Section	Question	Answer
74	Part II-5. Tab 6 - Work Statement and Work Statement Questionnaire	Several questions within the RFP Work Statement and Work Statement Questionnaire(i.e. Question #4 in Program Integrity, Question #2 in Planned Approach) ask for additional documentation to be attached to the response. Should the Offeror attach such documents immediately following a section?	Yes.

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	RFP Section	Question	Answer
75	Part II. Proposal Requirements, page 14	Similarly, Part II states that "Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the proposal." Is attaching an appendix immediately following the relevant section the preferred approach?	Yes.
	RFP Section	Question	Answer
76		Several sections within the RFP ask that any "different, separate, or additional" information pertaining to different zones be provided behind "separately tabbed sections" of the response. Does this mean any difference at all, even if the "different, separate, or additional" information is a single paragraph that addresses a unique regional issue or local government/community entity, should be provided behind "separately tabbed sections" of the response?	Yes.
	RFP Section	Question	Answer
77	Part III-4. Evaluation Criteria, page 38	Part III-4. Evaluation Criteria. states that evaluation will be based on "Content that demonstrates how the Offeror's approach has been specifically crafted to address the particular and unique demographic, cultural, economic, geographic, or other relevant characteristics of the regions, counties, and municipalities comprising the zone(s)." Should any content demonstrating these approaches be included behind separately tabbed sections?	Content demonstrating those approaches should adhere to the format defined in Part II Proposal Requirements of the RFP. You should be describing your approaches for the differences within an entire zone. If the approaches differ for each zone for which you have submitted a proposal, the zone specific response should be separately tabbed.
	RFP Section	Question	Answer
78	cover letter page 1; Part I-12. Proposals, page 7	Instructions state that the electronic "redacted version of the Technical Submittal" must be "in Microsoft Office or Microsoft Office compatible format." Microsoft Word does not have a redaction function, which makes it difficult to redact information while also ensuring the redacted copy is a "mirror image of the paper copy." Can Offerors submit the redacted version in .pdf files instead?	Yes, Adobe Acrobat is Microsoft Office compatible.
	RFP Section	Question	Answer
79	Appendix C - Trade Secret Confidential Proprietary Notice	Where should Appendix C be included within the proposal response?	After the Cover Letter, before the Tab 1.

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	RFP Section	Question	Answer
80	Part II-5. Tab 6 - Work Statement and Work Statement Questionnaire	Can the Offeror list the question text on a separate page? If so, please confirm this separate question page will not count towards the prescribed page limits.	Yes, the questions are not included in the page limits.
	RFP Section	Question	Answer
81	Part II-4. Tab 5 - Personnel A. Executive Management	Please confirm the following Executive Management positions can be shared between Community HealthChoices and HealthChoices programs: Administrator, Chief Financial Officer, Medical Director, Pharmacy Director, CHC Program Manager, Director of Quality Management and Utilization Management, and the Information Systems Coordinator.	No, those positions, excluding the Chief Financial Officer, are full-time to the CHC-MCO. The Chief Financial Officer may be shared with the HealthChoice Program. The language on Page 17 of the RFP should have indicated "Pennsylvania's Community HealthChoices Programs".
	RFP Section	Question	Answer
82	Appendix F	Is the "Maternal Health Coordinator" title listed in Appendix F a required position?	No, a revised Appendix F is provided with this Addendum.
	RFP Section	Question	Answer
83	Cover Letter and Part I-2. Issuing Office	Please confirm all questions about RFP 12-15, including questions related to the Small Diverse Business and Contractor Partnership Program, should be directed to Mr. Mac Spiker, the Project Officer and sole point of contact identified in Part I-2. The Cover Letter to the RFP references a different Project Officer, Michelle Smith.	Mac Spiker is the Project Officer for the RFP; however, questions submitted to Michelle Smith will also be accepted.
	RFP Section	Question	Answer
84	Part I-14. Contractor Partnership Program	Would DHS expand the eligibility for the Contractor Partnership Program beyond just the cash assistance eligible population?	No, refer to the response to Q.56.

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	RFP Section	Question	Answer
85	Part II-8.B.1.d. Small Diverse Business Submittal, page 35 and Appendix K.	Part II-8.B.1.d. of the RFP requires the Small Diverse Business Letter of intent to identify the fixed percentage and PMPM dollar amount commitment to the Small Diverse Business. However, the Small Diverse Business Letter of Intent template in Appendix K only requires the Offeror to insert the "percentage of the Per-Member-Per Month (PMPM) commitment". Please clarify whether the Offeror should modify the Letter of Intent template to reflect both a fixed percentage and a PMPM dollar amount. Further, please confirm the fixed percentage amount is required to be a percentage of the Administrative Per-Member-Per-Month (PMPM).	The Small Diverse Business Letter of Intent should include the dollar amount. The fixed percent amount is the percentage of the estimated Administrative PMPM.
	RFP Section	Question	Answer
86	Appendix L, PMPM SDB Zone Chart	When will the Department share with the Offerors the estimated administrative PMPM amount for the Community HealthChoices zones?	Refer to the response to Q.39.
	RFP Section	Question	Answer
87	Appendix L, PMPM SDB Zone Chart	Is the Offeror asked to provide only a summary of the sum of the percentages of total administrative PMPM in the column titled "small diverse commitment as a percentage of total administrative PMPM" versus listing out individually by vendor?	Only a summary is required for Appendix L.
	RFP Section	Question	Answer
88	cover letter page 1; Part I-12. Proposals, page 8	Instructions indicate that the electronic redacted copy should only include the Technical Submittal. Should Offerors include the Small Diverse Business Submittal in the redacted copy if there is information therein that is considered confidential or proprietary?	Yes, the electronic redacted copy should also include the redacted SDB Submittal. In addition, Appendix C, Trade Secret/Confidential Proprietary Information Notice of the RFP should identify the confidential proprietary information in the SDB Submittal.
	RFP Section	Question	Answer
89	cover letter page 1; Part I-12. Proposals, page 7	Please confirm that Offerors are to submit the following: <ul style="list-style-type: none"> • 1 original and 9 copies of the Technical Submittal. • 2 copies of the Small Diverse Business Submittal. • 2 copies of both Technical and SDB Submittals on CD-ROM or Flash drives in Microsoft Office-compatible formats. • 1 copy of both Technical (excluding Financial Capability) and SDB Submittals on CD-ROM or Flash drives in PDF format. • 1 redacted copy of the Technical Submittal (excluding Financial Capability) on CD-ROM or Flash drive. 	The 5 th bullet, 1 redacted copy of the Technical Submittal (excluding Financial Capability) on CD-ROM or Flash drive, is not needed.

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	RFP Section	Question	Answer
90	page 14, Preproposal Conference Answer	<p>The RFP states that “however; if an Offeror is proposing on multiple zones, all portions of the proposal that describe different, separate, or additional components specifically designed to address RFP requirements for a particular zone must be provided under separately tabbed sections of the Offeror’s response.” During the preproposal conference, Mr. Hancock indicated that Offerors should submit separate proposals for each zone they are bidding on.</p> <p>If an Offeror intends to bid on multiple zones, are full, separate proposals required for each zone the offeror is bidding on?</p>	Full, separate proposals are not required for each zone. The referenced RFP text is correct.
	RFP Section	Question	Answer
91	page 14, Preproposal Conference Answer	If Offerors are not to submit separate proposals for each zone, should Offerors separately tab the questions (e.g., Planned Approach #1) or the sections (e.g., Planned Approach #1 & #2) that contain different, separate, or additional components for particular zones?	Yes.
	RFP Section	Question	Answer
92	page 14, Preproposal Conference Answer	If the information in a response is the same across all zones except for a single table/paragraph that contains relevant but customized information for all zones, should Offerors separately tab out responses for each zone?	Yes.
	RFP Section	Question	Answer
93	Part II-5 Tab 6 - Work Statement and Work Statement Questionnaire	Does the page limit account for space used by listing each question? The RFP questions take up valuable writing space in the response. We recommend adding 5 pages to each section limit that will allow Offerors to make up for the lost writing space.	The space for the headings and questions are not counted towards the page limit. The Department is not changing the page limit requirements provided in the RFP.
	RFP Section	Question	Answer
94	Part II - B: Submission Format	Can Offerors use a smaller font size in the graphics and tables for the response?	Yes, provided the graphics and tables are readable.

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	RFP Section	Question	Answer
95	Part II-5 Tab 6 - Work Statement and Work Statement Questionnaire	Many of the questions include multiple bullet points that must be addressed in this response. For these questions, would the State consider adding pages to allow for complete responses to these questions?	The Department is not changing the page limit requirements provided in the RFP.
	RFP Section	Question	Answer
96	Draft Agreement Section V.V. Executive Management	Please clarify if the executive full time staff should be committed to Community HealthChoices or if we can leverage staff from the HealthChoices program for some of these full time staff? (Ex:CFO)	Yes, those positions, excluding the Chief Financial Officer, are full-time to the CHC-MCO. The Chief Financial Officer can be shared with the HealthChoice program. The language on Page 17 of the RFP should have indicated "Pennsylvania's Community HealthChoices Programs".
	RFP Section	Question	Answer
97	RFP I-12 Proposals pg(7)	The RFP requires two complete and exact copies of the small diverse business submittal. Please confirm the SDB submittal cover for binder contents should state " COPY" on both of the covers?	That is acceptable.
	RFP Section	Question	Answer
98	RFP I-14 CPP (pg9)	if the bidding MCO already has a commitment to hire employees through CPP as part of the healthchoices program - can the MCO leverage that agreement or will the MCO need to add additional CPP commitment for the CHC contract?	The HealthChoices program agreements and CPP commitments will not be considered as a CPP commitment for the CHC.
	RFP Section	Question	Answer
99	RFP C References Appendix E (pg16)	The RFP requires the bidding MCO to provide corporate reference questionnaires in a sealed envelope signed by the reference. These will be included in the original technical submittal but please clarify how the department wants the MCOs to reference these sealed questionnaires for the 9 copies of the technical submittal that MCO's have to submit ?	The Corporate Reference Questionnaires do not need to be referenced in the 9 copies.

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	RFP Section	Question	Answer
100	RFP II-8 Small Diverse Business Submittal B.(pg 35)	Appendix L does not list the administrative PMPM for the zones. Will the state release guidelines for how the MCOs should estimated percentages for the SDB Commitment? What benchmark Administrative PMPM can the MCO's use as a guideline?	Refer to the response to Q39.
	RFP Section	Question	Answer
101	RFP - Part II-5 Tab 6 (pg 19 & 20)	RFP states that the offeror should repeat each question before providing the response. Please clarify the space used to repeat the question does not count towards the page limits for that section.	The page limit pertains to the section, but does not include the restatement of the question.
	RFP Section	Question	Answer
102	Part I, Page 5	The web link in the bottom third of the page does not work. This link appears to refer the reader to the same location as the link supplied on RFP, Part I, page 4 (top of page) – which does work. Are we correct that the two links are intended to refer reader to the same DHS web page? If we are not correct, can DHS supply a working link for the link on RFP, Part I, page 5?	Yes, the two links refer to the same DHS website. http://dhs.pa.gov/citizens/communityhealthchoices/chhistoricaldatasummary/index.htm#.Vr9_SK3ruHt
	RFP Section	Question	Answer
103	I-2	Page 1 states the sole point of contact shall be Mac Spiker, the Project Officer, but the cover letter says the Project Officer is Michelle Smith. Please clarify which individual is the correct sole project contact for the CHC RFP.	Mac Spiker is the Project Officer and sole point of contact for the CHC RFP.
	RFP Section	Question	Answer
104	Exhibit E(1) S. and Exhibit E(1) A	This section appears to be requiring background checks for any personnel who will have direct contact with facility residents or unsupervised access to personal living quarters be submitted with the bid. It references ACT 13. However, Exhibit E (1) A on applicability indicates “...it is recognized that certain terms contained herein may not be applicable to all the services which may be provided through Department contracts.” Please confirm that DHS is not asking bidders to submit background checks for service coordinators or other Participant facing personnel, that are presumably (as no contracts have yet been awarded) not yet hired and/or contracted, with their RFP response for Community HealthChoices.	Background checks are not required to be submitted in your proposal.

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	RFP Section	Question	Answer
105	II-5	<p>In the Community HealthChoices RFP the Department has provided page allocations based on entire categories of questions. We strongly encourage the Department to provide page allocation by question. The page limit as provided make it difficult to completely address all populations and/or provide a complete response on questions with multiple subparts.</p> <p>As an example, the CHC RFP pharmacy questions – with a few exceptions – are identical to the pharmacy questions asked by the HealthChoices RFP in 2015 (the CHC RFP added a sub-question to Pharmacy Question 1 and removed a question regarding data submissions to the State). However, the CHC RFP sets a page limit of 15 pages for 8 questions; the HC RFP had a page limit of 51 pages for 9 questions.</p> <p>Given the complex, and specialized nature of the LTSS program, we recommend, across the CHC RFP page limits be applied that are both allocated by question and that these be closer to the approach taken on page allocations for the HealthChoices RFP.</p>	The Department is not changing the page limit requirements provided in the RFP.
	RFP Section	Question	Answer
106	RFP cover page and § I-12, Proposals, Page 16	Reference persons providing references on the forms in Appendix E and Appendix G are required to seal the reference in an envelope, sign their names across the seal and return the sealed envelope to the Offeror. Please confirm that with respect to these references, Offerors need only provide one original and need not provide nine hard copies and/or copies on CD-ROMs or flash drives.	Only originals must be submitted.
	RFP Section	Question	Answer
107	Agreement, page 76, and RFP II-4 – Personnel A. (Executive Management)	Please verify the following positions are full-time to the CHC-MCO: Medical Director, Pharmacy Director, and CFO. Please clarify on page 76 where it states “These full time positions must be solely dedicated to the Pennsylvania’s HealthChoices Programs” and page 17 of the RFP which states “Full time positions for executive management mean full time positions dedicated to the HealthChoices Program in Pennsylvania”.	Yes, those positions, excluding the Chief Financial Officer, are full-time to the CHC-MCO. The Chief Financial Officer may be shared with the HealthChoices program. The cited language should have indicated “Pennsylvania’s Community HealthChoices Programs”.

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	RFP Section	Question	Answer
108		Would like to inquire whether or not the CPP portion of the RFP will be scored, evaluated and included in the 80% total score as a part of the Technical Submittal. We respectfully ask because during the PA HealthChoices bid it was communicated through the Q & A process that CPP is not a scored technical element of the RFP, but is a requirement for most DHS contracts and agreements.	Refer to the response to Q.64. CPP is requirement for most DHS contracts and agreements.

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