Pennsylvania Department of Human Services
Request for Information (RFI) – Data Mining and Predictive Analytics

Purpose of this RFI

The Commonwealth of Pennsylvania, Department of Human Services (DHS) administers the state's Medical Assistance (MA) Program, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) Program, and Low Income Heating and Energy Assistance Program (LIHEAP). Through this RFI, DHS is seeking information regarding current data mining, predictive analytics, and other innovative processes available to improve oversight of provider payments in DHS programs, ensure appropriate distribution of benefits and services to clients, and improve the client experience regarding quality of and access to services. For the MA Program, this information should encompass both the Fee-for-Service (FFS) and Managed Care service delivery systems.

DHS is interested in the use of data mining and predictive analytics techniques to improve existing oversight of the programs listed above to ensure the cost effective, compliant, and quality-driven administration of its services to Pennsylvania's citizens. Specifically, DHS is interested in the use of data mining techniques to help detect patterns of client and provider non-compliance with DHS requirements, fraud and waste of Commonwealth funds, and methods to help DHS improve decisions that affect the quality of care it delivers. Through this RFI, DHS is requesting information from interested entities regarding current data mining, predictive analytics, or other capabilities that leverage technology and nationally-proven methods to identify any patterns that require further investigation. Respondents may be asked to perform demonstrations of their capabilities to DHS staff.

Overview

DHS recognizes that data mining can influence a wide array of its decisions and that data mining and predictive analytics can enhance its ability to detect patterns of waste, fraud, and abuse in its programs on a prospective or retrospective basis. Examples of its application could include, but are not limited to the following:

- Identifying claim review strategies that efficiently and proactively prevent or address potential errors (*e.g.,* prepayment edit specifications or parameters).
- Providing mechanisms to investigate patterns that may indicate abuse of services by clients.
- Producing innovative views of utilization or billing patterns that illuminate potential errors.
- Maximizing recoveries by identifying high volume or high cost services that are widely over utilized.
- Identifying areas of potential errors (*e.g.,* services which may be non-covered or not correctly coded) that poses the greatest risk or vulnerability.
- Establishing baseline data to enable DHS to dynamically recognize unusual trends, changes in utilization over time, or schemes to inappropriately maximize reimbursement.
- Adapting systems, rules, and algorithms on an ad hoc basis in order to be responsive to emerging trends, patterns, and issues as they are identified.

- Clearly distinguishing which applications are standardized as part of the product package and which applications will need to be purchased as a system enhancement.
- Establishing baseline data and recommendations to improve the client experience related to access to services and the quality of the services received.

DHS is interested in information concerning the use of data mining and predictive analytics in the areas discussed above. This information should include written descriptions and demonstrations of successes of the approach being proposed, particularly with other state human service agencies.

Through this RFI, DHS is particularly interested in observing actual demonstrations of the use of data mining, predictive analytics, or other solutions. The demonstrations may be done using the vendor's sample data.

Instructions for Responses

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 any marketing materials to DHS.

The response from interested vendors should include the following information:

1. A cover letter containing a brief profile/overview of your company as well as a vendor point of contact information for this RFI, including an email address and phone number.
2. A description of what ways DHS could use data mining and predictive analysis to detect and prevent fraud, waste, and abuse.
3. A description of how DHS could use data mining and predictive analysis to improve the client experience regarding quality and access to services.
4. Information concerning the potential uses of data mining and predictive analysis by a human services agency.
5. Suggested elements of an effective data mining or predictive analysis program.
6. A description of your company's prior experience in using data mining, predictive analysis, or other solutions for MA, TANF, SNAP, and LIHEAP clients and providers, including the results achieved (*i.e.,* costs savings, program efficiencies, *etc.*).

Demonstrations

DHS, in its sole discretion, may request respondents to perform demonstrations of their capabilities to DHS staff. DHS will initiate requests for demonstrations and will determine the form of the demonstrations. The submission of a response to this RFI does not guarantee that DHS will request a demonstration.

Ownership

DHS shall own any written response submitted in response to this RFI. DHS shall also own any report prepared by a respondent, at DHS' request, as part of any demonstration of a respondent's data mining capabilities.

Timeline for Response Submissions

Respondents must submit RFI responses no later than the close of business on Monday, November 9, 2015. Responses may be submitted electronically by email to RA-pwrficomments@pa.gov or in writing to the following address:

DHS – RFI
Bureau of Information Systems
PO Box 2675
1106 Hemlock Drive
Room 64, Willow Oak Building
Harrisburg, PA 17105

Questions

Interested vendors may submit questions by email to RA-pwrficomments@pa.gov.

Disclaimer

This RFI is issued solely for information and planning purposes 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 procurement action, and is only intended to gather information and input. The Department will not award a contract or an agreement on the basis of this RFI or otherwise pay for any 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.

Respondents to this RFI should **<u>NOT</u>** provide recommendations as to specific courses of action. The Commonwealth will evaluate the information presented and determine any subsequent course of action, which may consist of contracting for implementation of Commonwealth-determined work.