

Questions and Responses  
RFP 06-15 REISSUED HealthChoices Physical Health Services for all Zones Commonwealth-Wide

	RFP Section	Question	Answer
1		Please clarify the completion of the offeror information block on the Appendix N. Is this asking if the Offeror is a SDB and/or a SB?	Yes, this is the status of the Offeror who is submitting the proposal.
	RFP Section	Question	Answer
2	II-8-D Page 32	The RFP in Part II-8-D page 32 indicates the letter of intent should include the fixed percentage and associated dollar value. However, the draft letter of intent only shows the fixed percentage. Should the letter of intent include the associated dollar value?	Yes. A revised Letter of Intent (“LOI”) template that includes and clarifies this language is part of the Addendum.
	RFP Section	Question	Answer
3		The presentation indicated the Offeror cannot require a SDB/SB to recruit for CPP, but they can volunteer to do so. If the Offeror includes a %/dollars to be a SDB/SB to recruit for CPP, will this count for the SDB/SB scoring? For example, if the Offeror allocates 2% to a SDB for the functions of 1) recruiting customer service positions and 2) recruiting for the CPP project, will the full 2% credit be allocated to the Offeror in the scoring?	In the example provided, because the work of the SDB is directly related to the work of the Health Choices Agreement, the 2% commitment would be scored as part of the SDB/SB Proposal.
	RFP Section	Question	Answer
4	Page 24; Work Statement Questionnaire Quality and Performance Management	The RFP requires incumbent MCO’s to submit Pennsylvania specific HEDIS results while allowing new entrants to pick which state they wish to use. This potentially advantages new entrants by allowing them choice in selection and allowing the submission of results from states with dissimilar populations. How does the department intend to conduct the comparisons and resolve any inequities?	Please see second bullet under Question 1 of Quality and Performance Management which requires that Offerors who currently are not participating in the Pennsylvania Medical Assistance Program and have multiple lines of Medicaid business to submit HEDIS® rates of the state most similar to Pennsylvania.
	RFP Section	Question	Answer
5	Page 36	Typo “2000” & “200” points. And other places in RFP.	The correct amount is 2,000, and a correction will be made via an addendum on emarketplace.
	RFP Section	Question	Answer
6		Why was RFP reissued?	In order to move forward with this procurement, the Department determined

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			that it was in its best interests to reissue the RFP.
	RFP Section	Question	Answer
7		No qualified offeror?	If this question relates to the reason for reissuance of the RFP, please see response to Question 6.
	RFP Section	Question	Answer
8		Protests?	If this question relates to the reason for reissuance of the RFP, please see response to Question 6.
	RFP Section	Question	Answer
9		Is there an annual review/negotiation of capitation rates or PMPM?	Yes.
	RFP Section	Question	Answer
10	Page 32 & 36	How is “contract value” determined as % of PMPM with subcontractor?	This contract value for this RFP is in terms of administrative PMPM value. Please reference the correction via the addendum on emarketplace, and reference Appendix K for the estimated values by zone.
	RFP Section	Question	Answer
11		Is there a limit (page limit) for the RFP?	While there is not an overall page limit, you are to follow the page limit instructions where given and use the required templates/forms referenced for other submissions.
	RFP Section	Question	Answer

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12	Page 5	How is the Pay For Performance incentive paid out? Yearly, Lump Sum; % based on contract value?	The MCO Pay for Performance dollars get paid as a lump sum to qualifying MCOs based on HEDIS® performance once a year (in August).
	RFP Section	Question	Answer
13		Is it required that the prime share the incentive information be shared with subcontractors?	No.
	RFP Section	Question	Answer
14	Page 5	Could you please define “Home Nursing Risk Sharing” as listed on page 5 of the RFP?	The draft agreement provided with the RFP includes a Home Nursing Risk Sharing appendix (See draft Appendix 3c).
	RFP Section	Question	Answer
15		If an offeror has a current contract with a small business, can it submit their current agreement for approval under the SDB/SB program or must it enter into a new/revised subcontractor agreement with that vendor?	The Offeror’s existing subcontractor agreement may be utilized if it meets all requirements outlined in RFP Part IV, Section IV-4(E) and directly relates to the new HealthChoices Agreement. New Letters of Intent are required for each SDB/SB as part of the SDB/SB Proposal.
	RFP Section	Question	Answer
16		Is contractor partnership program scored as part of the technical submission?	The contractor partnership program is not a scored element of the technical submittal but is a requirement for Department agreements.
	RFP Section	Question	Answer

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17		Will the SDB presentation presented by Beverly Hudson be shared with MCOs?	Yes, it will be added as an addendum.
	RFP Section	Question	Answer
18		Can a SDB be listed and awarded a prime contract on multiple MCOs?	Per RFP Part I, Section I-13, an Offeror that qualified as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors. Additionally, a Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it choose in separate proposals.
	RFP Section	Question	Answer
19		Same question as above but as a subcontractor?	Refer to question 18.
	RFP Section	Question	Answer
20	Section III-4 (B) Small Diverse Business & Small Business Partic.	Can the department please clarify the total points and SDB/SB points available?	The Issuing Office has established the evaluation weight for the SDB and SB Participation Submittal criterion for this RFP as 20% of the total available points. Based on a total of 10,000 points for the RFP, the SDB/SB Participation Submittal will account for a maximum of 2,000 points. This will be communicated in the addendum.
	RFP Section	Question	Answer

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21		Will the evaluation team for the re-issued RFP 06-15 be the same as for the original submission?	See RFP Part III Section III-3. The Department has selected a committee of qualified personnel who will objectively review and score the technical submittals. BIDSBO will review and score the Small Diverse and Small Business Submittal.
	RFP Section	Question	Answer
22		SDBs are already qualified as SBs, does that mean that the SDB can be classified either way by the offeror for the purpose of fulfilling the SB and SDB requirements?	While SDBs are already qualified as SBs, when noting subcontractor commitments on the SDB/SB Participation Submittal, Offerors should not double count subcontractors in multiple categories. SDB commitments should be counted as SDB commitments, and SB commitments should be counted as SB commitments. Offerors are reminded that commitments to SDBs are weighted at 100% and SBs at 33.33% in the scoring process.
	RFP Section	Question	Answer
23		Please clarify the expectation for contract execution with SDBs and SBs. If start date for HealthChoices is April 1, 2017, do contracts have to be executed by May 1, 2017?	Yes. The selected Offeror must present an executed subcontractor agreement for each Small Diverse Business and Small Business listed on the SDB/SB Participation Submittal and for which a commitment was credited by BDISBO within 30 days of the final execution date of the HealthChoices agreement.
	RFP Section	Question	Answer
24		If a contract with an MCO is executed before the start date, (ex. April 1, 2017) how will SDB/SB know when 30 days begins?	Refer to question 23. In addition, it is the selected Offeror's responsibility to initiate the review and execution of a subcontractor agreement with each SDB/SB listed on the Participation Submittal.
	RFP Section	Question	Answer

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25	Appendix O	Is the model contract (Appendix O) required to be used or is another contract acceptable?	Use of the model subcontract agreement is not required; however, BDISBO will be reviewing the subcontractor agreements to ensure the provisions of RFP Part IV, Section IV-4(E) are present.
	RFP Section	Question	Answer
26	Appendix O	If an alternative contract is acceptable, what language is in model contract should be in it?	Refer to question 25.
	RFP Section	Question	Answer
27		If the dollar commitment to an SDB/SB is based on expected membership and the actual membership differs from that assumption, is MCO required to honor the dollar commitment or is it responsible to pay the percentage of the administrative PMPM it receives?	Refer to question 10.
	RFP Section	Question	Answer
28		I see that RFP 06-15 was reissued. Will a pre-proposal conference attendance list be provided?	The pre-proposal attendance list will be posted with the Questions and Answers.
	RFP Section	Question	Answer
29		Also, just curious and don't know if you can answer, but why has the State reissued RFP 06-15? I've worked with some primes as a subcontractor on their bids for the original 06-15, and we won some opportunities which were awarded on April 27. I'm guessing those subcontracting opportunities are now relinquished? Or is this a completely new RFP?	You are correct. This is a completely new procurement for RFP 06-15, replacing the procurement that has been cancelled. You will need to enter into new commitments for the reissued RFP.
	RFP Section	Question	Answer

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30	RFP--II-5. Work Statement Questionnaire: (Soundness of Approach) Page 27	The first pharmacy question asks “ <i>Describe the nature and scope of your prospective and retrospective drug use review programs ...</i> ” Would the DHS please clarify what they are looking for when they ask for "the nature" of the programs?	The term “nature” refers to a description of the characteristics and qualities of the prospective and retrospective drug use review (“DUR”) programs.
	RFP Section	Question	Answer
31	RFP--II-5. Work Statement Questionnaire: (Soundness of Approach) Page 27	The header for the PHARMACY/OUTPATIENT DRUG says “– <i>Responses should be based on the requirements in Exhibit BBB of the draft HealthChoices Agreement</i> ” In Pharmacy Question 5, a sub-question asks: “ <i>Describe the process by which the MCO will audit pharmacy and medical billed outpatient drug claims for accuracy.</i> ” There appear to be no audit requirements in Exhibit BBB in this RFP, as there were in the previous HealthChoices RFP – have they been eliminated or moved to another section?	This requirement is part of Question 4. Offerors should describe its current procedures to audit pharmacy and medical billed outpatient drug claims data to ensure that the data is accurate and complete. Offerors should also describe those procedures which will be used if selected for award. A selected Offeror’s proposal will become part of its agreement with the Department.
	RFP Section	Question	Answer
32	RFP—Part II Proposal Requirements Page 16	For the REISSUE RFP Response, the requested font choices are between Calibri 12 pt., and Arial 12 pt. We encourage DHS to permit the use of Times New Roman 12 pt. font. In the previous HealthChoices RFP, bidders were permitted to use Times New Roman. In the Work Statement Questionnaire several questions that previously appeared in the 2015 HealthChoices RFP have been combined, but the page limits have either stayed the same, or in some cases the page limits have been reduced. Calibri and Arial are large type fonts. By moving from Times New Roman to Calibri or Arial, the exact same content will take more pages, which may limit bidders’ ability to add detail. Please consider allowing Times New Roman, or as an alternative permitting 11 pt. font to be used with the Calibri or Arial font types.	Yes, DHS will permit the use of Times New Roman 12 pt. font.
	RFP Section	Question	Answer
33	Appendix A, Section B.1 Page 9	Regarding the phrase: <i>PH-MCOs must routinely check the HealthChoices Intranet.</i> We assume that this requirement is for those offerors who are awarded a contract as a result of this RFP, and that this requirement does not apply to offerors while they are preparing their responses to this RFP. In other words, we assume that all materials that offerors require to respond to this RFP are available on DHS and Pennsylvania websites without the need for a secure login to any system (such as	The cited language is from the draft Agreement and will apply to selected Offerors and does not apply to Offerors while preparing their responses to this RFP.

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		the HealthChoices Intranet). Are we correct in our assumption? If we are not correct, can DHS make any information on the HealthChoices Intranet available to all offerors, and or/expedite the issuance of login IDs for bidders for the HealthChoices Intranet?	
	RFP Section	Question	Answer
34	Appendix A	Given the abbreviated time for offerors to respond to the RFP and offer thorough responses to DHS, would DHS provide a version of Appendix A that shows (e.g. via redline additions and/or cross-outs showing deletions) so that offerors can see the changes made to Appendix A since its initial release in September, 2015?	No.
	RFP Section	Question	Answer
35	Appendix A, Section V.O.4.I.i Page 88	Would DHS offer a definition of the System for Award Management (SAM) – or perhaps a link on the web to publicly available information on SAM? We have located this link: <a href="https://www.sam.gov/portal/SAM/##11">https://www.sam.gov/portal/SAM/##11</a> - is this the same SAM to which DHS is referring?	Yes.
	RFP Section	Question	Answer
36	Appendix A, Section A.17 Page 48	Regarding these two sentences: <i>“The PH-MCO is not responsible for nursing facility costs after the thirtieth continuous day unless and until there is a determination that the Member is eligible for LTSS. In this event the PH-MCO’s responsibility is retroactive to the admission”</i> . By “admission” we assume DHS means “admission of the Member to a nursing facility”. Question: should the last sentence read: “In this event the PH-MCO’s responsibility will be through the Member’s effective date in Community HealthChoices (CHC)”? Our understanding of the “Exception” paragraph at the top of page 48 is that the PH-MCO will pay allowed nursing facility expenses for PH-MCO Members who are determined to be eligible for LTSS – and that the PH-MCO will be reimbursed by DHS at the CHC rate until the date when the Member is actively enrolled in CHC. Please confirm our interpretation of the “Exception” paragraph, or clarify if we are misinterpreting DHS’ intent?	Yes, this does refer to admission to the nursing facility. Your understanding is correct except that DHS plans to pay the MCO at the applicable Fee for Service nursing facility rate.
	RFP Section	Question	Answer
37	Attachment A, Section V.O.5.w Page 96	Can DHS expand on what is meant by <i>“screening and risk levels”</i> with respect to Providers? For example, does “screening and risk level” refer to credentialing information about a Provider (e.g. indicator of potentially fraudulent behavior); or does it refer to a type of risk adjustment of the Provider’s member panel; or is there some other meaning.	Please refer to the Medicaid Provider Enrollment Compendium which under the ACA is a Program Integrity Medicaid provision. Section 1.3 of this document should be referenced for very detailed definitions of all screening and risk levels. The following link will take you directly to



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			<p>the document.</p> <p><a href="https://www.medicaid.gov/affordablecareact/provisions/downloads/mpec-032116.pdf">https://www.medicaid.gov/affordablecareact/provisions/downloads/mpec-032116.pdf</a></p>
	RFP Section	Question	Answer
38	Attachment A, Section V.O.5.w Page 96	Can DHS point us to additional information on what the metric “ <i>screening and risk levels</i> ” means in the context of A.V.O.5.w?	<p>Please refer to the Medicaid Provider Enrollment Compendium which under the ACA is a Program Integrity Medicaid provision. Section 1.3 of this document should be referenced for very detailed definitions of all screening and risk levels. The following link will take you directly to the document.</p> <p><a href="https://www.medicaid.gov/affordablecareact/provisions/downloads/mpec-032116.pdf">https://www.medicaid.gov/affordablecareact/provisions/downloads/mpec-032116.pdf</a></p>
	RFP Section	Question	Answer
39	RFP, Part II, MIS, Question 4, and Appendix A, Exhibit XX	In Exhibit XX, the link in the Certification Requirements does not work ( <a href="http://dpwintra.dpw.state.pa.us/HealthChoices/custom/program/encounter/promise/documents/encounter_updated_certification_process_for_promise_v1.0_to_dpw_ph.doc">http://dpwintra.dpw.state.pa.us/HealthChoices/custom/program/encounter/promise/documents/encounter_updated_certification_process_for_promise_v1.0_to_dpw_ph.doc</a> ). Will it be updated with the correct link?	This is a HealthChoices intranet link. The document that the link opens will be posted as an addendum on the emarketplace site.
	RFP Section	Question	Answer
40	Appendix A, Section V, Subsection O.t Page 95	Regarding the sentence: “ <i>Information about these files is available on the HealthChoices Intranet Site</i> ” – how can bidders access the HealthChoices Intranet Site – and/or – can DHS make this information available to bidders who do not have access to the HealthChoices Intranet Site?	It is not necessary for Offerors to have access to the HealthChoices Intranet Site while preparing their responses to this RFP.

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	RFP Section	Question	Answer
41	Appendix A Draft Agreement Page 34	Please clarify the operational start date for the HealthChoices PH Program. In section C. Duration of Agreement and Renewal, it states, <i>“Subject to the successful completion of Readiness Review, the term of this Agreement will commence on January 1, 2017 and will have an initial term of three (3) years...”</i> Additionally, the footer on each page of Appendix A indicates <i>“Draft HealthChoices Physical Health Agreement January 1, 2017.”</i> This contradicts page 12 of the REISSUE RFP section I-24, which states, <i>“The term of the agreement will commence on 4/1/2017, or a later date selected by the Department and will have a three (3) year term.”</i>	This is a Draft Agreement, not a Finalized Agreement. Offerors should refer to dates in the RFP, not to dates in draft documents.
	RFP Section	Question	Answer
42	RFP—Work Statement Questionnaire Page 26	<p>Under the Provider Network Composition and Network Management section, Question 6 requests a significant amount of data to be provided. Specifically,</p> <p><i>“Amount and frequency of PCP network audits to confirm compliance with access and accessibility requirements for network providers over the past 2 calendar years (2014/2015).</i></p> <ul style="list-style-type: none"> <li><i>• Amount and frequency of Specialist network audits to confirm compliance with access and accessibility requirements over the past 2 calendar years (2014/2015).</i></li> <li><i>• Indicate the corrective actions used when providers are identified as being noncompliant with access and accessibility requirements.</i></li> <li><i>• Provide the number of network providers identified as non-compliant with accessibility and access standards over the past 2 calendar years. (2014/2015)</i></li> <li><i>• Provide the number of corrective actions imposed upon providers for access and accessibility non-compliance over the past 2 calendar years. (2014/2015)”</i></li> </ul> <p>For an incumbent HealthChoices PH-MCO, we assume the DHS is requesting this information only for their Pennsylvania line of business. For a non-incumbent health plan, would DHS consider including language similar to the Quality and Performance Management questions on page 25 requesting HEDIS and CAHPS rates (i.e. limiting it to one Medicaid contract that was similar to Pennsylvania)?</p>	<p>Current HealthChoices PH-MCOs must submit this information for the Pennsylvania line of business.</p> <p>Non-incumbent PH-MCOs should submit this information for a Medicaid contract from a state most similar to Pennsylvania.</p> <p>This will be communicated in the addendum.</p>
	RFP Section	Question	Answer

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43	General	After the initial awards were made in early May, the Commonwealth provided certain rate information including, but not limited to: Assumed Trend Factors, Administrative Expense/Margin Loads, Member Mix assumptions, Program Changes, Efficiency Adjustments, Jan-Jun 2017 Rates by Cell and Region, etc. Is it anticipated that these values will remain unchanged (except for the impact of the change to any midpoint to midpoint calculations performed by Mercer AND potential extension of the projection period)?	The rate information that DHS provided to offerors selected in the previous procurement is inapplicable to this procurement.
	RFP Section	Question	Answer
44		If not, is it reasonable to assume that any changes from the initial RFP release will be minor?	No. DHS and its actuary are developing new rates.
	RFP Section	Question	Answer
45	General	Does the Commonwealth anticipate implementing the 2017 rates, as provided in May 2016, for the first half of 2017 and then releasing revised rates for the latter half?	No.
	RFP Section	Question	Answer
46		Or will we be discussing rates for some other period AFTER the revised RFP awards are announced (perhaps for the period 201704-201712)?	DHS will provide a rate offer and documentation to selected offerors for the program period through December 31, 2017.
	RFP Section	Question	Answer
47	General	Will the Risk Corridor mechanism for Newly Eligibles remain in place for CY2017?	No.
	RFP Section	Question	Answer
48	[Section II-8 (D)]	This section indicates that Appendix J can be used to satisfy the requirement, but subsection 1 states that the Letters of Intent must include the “fixed numerical percentage commitment and associated dollar value”. The template in Appendix J does not include dollar value. Will DHS provide an updated template that reflects exactly how you would like to see this information in the letters of intent?	Refer to question 2.
	RFP Section	Question	Answer
49	[Section III-3 (B)(3-4)]	Please clarify the evaluation of the Small Diverse Business and Small Business participation proposal. Subsections 3 and 4 suggest that 2/3 of the points are allocated for SDB participation and 1/3 of the points are allocated for SB participation. Does this mean that a bidder that proposes to use all SDBs and no SBs would only be eligible to receive 2/3 of the available points for this section?	No. The mathematical formula will weigh the SDB commitment percentage at 100% of the available points, as SDBs are qualified as both small diverse businesses and small businesses.

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	RFP Section	Question	Answer
50	[Section II-5 Quality and Performance Management]	When considering HEDIS scores from states that asserted to be similar to Pennsylvania, will the state consider: The racial and ethnic composition of the comparison state versus that of PA?	As part of its evaluation, the Department will determine the degree to which the HEDIS® scores are from a state that is similar to Pennsylvania and will consider relevant information about the state as well as its Medicaid Program.
	RFP Section	Question	Answer
51	[Section II-5 Quality and Performance Management]	The overall number of lives in the Medical Assistance program of the comparison state versus that of PA?	Please see response to Question 50.
	RFP Section	Question	Answer
52	[Section II-5 Quality and Performance Management]	The size of the membership that the MCO manages in the comparison state versus that of the average sized MCO in PA?	Please see response to Question 50.
	RFP Section	Question	Answer
53	[Section II-5 Quality and Performance Management]	The seasonal meteorological conditions of the comparison state versus that of PA? Such conditions may impact access to providers, the exacerbation of certain medical conditions, and ER and inpatient volume.	Please see response to Question 50.
	RFP Section	Question	Answer
54	[Section II-5 Quality and Performance Management]	The number, type, and distribution of providers relative to MA beneficiaries in the comparison state versus that of PA? This can have an appreciable impact if the comparison state does not have an extensive rural area like PA's.	Please see response to Question 50.

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	RFP Section	Question	Answer
55	[Section II-5 Quality and Performance Management]	The relatives HEDIS performance of the offeror compared to all other Medicaid Managed Care plans in the state?	Please see response to Question 50.
	RFP Section	Question	Answer
56	[Section II-5 Quality and Performance Management]	Will the state take into consideration any regional “normalization points” awarded by NCQA that the MCO in the comparison state might be eligible for, especially when considering NCQA Accreditation status.	No.
	RFP Section	Question	Answer
57		my question is: Would it be possible to receive the attendance sheet of potential bidders from this morning's conference? I was not able to attend the meeting as my wife had to have surgery.	Yes. The attendance sheets will be posted to the DGS website.
	RFP Section	Question	Answer
58	Appendix A; Section V; B.2 Page 50	In Section V: B. 2 Time frames for Notice of Decisions, is the notification of authorization <u>approvals</u> to the provider sufficient, as there is no member liability for payment?	No, selected Offerors must notify both the provider and the member but may provide written or electronic notification of the approval.
	RFP Section	Question	Answer
59	Page 50	In Section V: B. 2 Time frames for Notice of Decisions, is the notification of authorization <u>approvals</u> to the provider sufficient, as there is no member liability for payment?	See response to Question 58.
	RFP Section	Question	Answer
60		Please provide the Consultant PA DHS utilized to draft and design the	DHS did not utilize a consultant to draft and design this RFP.

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		Reissue of RFP 06-15.	
	RFP Section	Question	Answer
61		Please provide the scoring sheets for all bids submitted in the cancelled procurement.	The Department does not provide this information.
	RFP Section	Question	Answer
62		Please provide detail regarding the Pennsylvania Department of Human Services' decision to cancel and reissue RFP 06-15.	See response to Question 6.
	RFP Section	Question	Answer
63	Page v.	Will the PA DHS consider extending the submission deadline to provided adequate time for offerors to review the additional provisions and new requirements outlined within the RFP and Draft agreement to ensure responses are comprehensive and compliant with RFP requirements?	Yes, the new bid due date is September 6, 2016. This will be communicated in the addendum.
	RFP Section	Question	Answer
64	Page 3	Please confirm offerors do not need to submit a COA with RFP, but are required to submit the COA no later than 3 months prior to anticipated implementation date of 4/1/16.	Correct.
	RFP Section	Question	Answer
65	Page 4	Are bidders required to submit LOIs with MA enrolled providers in the zones bidders choose to bid on to determine network adequacy for proposal submission?	No.
	RFP Section	Question	Answer

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66	Page 8	Please clarify: If offerors are resubmitting bids for RFP 06-15, may offeror utilize the same SBD vendors and completed forms for this re procurement as it did in the first procurement?	Offerors may utilize the same SDB or SB vendors previously submitted; however, the new SDB/SB Participation Submittal Form, along with new Letters of Intent reflecting the re-procurement must be submitted.
	RFP Section	Question	Answer
67	Page 13	Should the Offeror's Representations and Authorizations be addressed in the transmittal letter, or is it implied through submission of a proposal that the Offeror understands and acknowledges this section of the RFP?	As stated in the RFP, by submitting its proposal, each Offeror understands, represents, and acknowledges all points under Section I-25. Offeror's Representations and Authorizations on page 13.
	RFP Section	Question	Answer
68	Page 15	Please provide all elements expected to be included within the transmittal letter.	The transmittal letter should contain the name, signature, and contact information of the official authorized to bind the offeror to the provisions in the offeror's proposal.
	RFP Section	Question	Answer
69	Page 15	Please clarify if Technical Submittal tabbed sections should correlate to the section number within the RFP or should they follow the outline in Section II-A? For example, on page 15, Section II-3 is Management Summary; however, on page 17, Management Summary is numbered II-2.	You should use the format provided in Part II.A which lists the sections to be used for the technical submittal. The numbers beginning with Section II-1 and ending with Section II-11 are RFP sections.
	RFP Section	Question	Answer
70	Page 16	Is it preferred that graphics, tables, process flows etc. be included within the narrative or always provided as an appendix?	The offeror can choose to include the information in the narrative portion or as an appendix.
	RFP Section	Question	Answer

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71	Page 16	Please provide a format for how offerors should indicate which zones it intends to participate. Should offerors simply provide a statement, or is further indication necessary?	Providing a statement will suffice.
	RFP Section	Question	Answer
72	Page 17	Is there a page limitation for the Management Summary?	No; however, Offerors should be mindful of RFP Part I, Section I-15 which seeks to have straightforward and concise descriptions of Offeror's abilities.
	RFP Section	Question	Answer
73	Page 18	Please indicate which executive management and which key administrative positions must be filled by employees based in Pennsylvania.	As required in Section V.M of the HealthChoices Agreement all executive management staff must be full time and solely dedicated to the Pennsylvania HealthChoices Program.  Please refer to the requirements for administrative positions as detailed in Section V.N of the HealthChoices Agreement.
	RFP Section	Question	Answer
74	Page 19	For bidders not currently operating in PA should key administrative positions be filled with interim personnel, or should bidder indicate that the positions will be filled upon contract award with local personnel?	This can be indicated upon award of an agreement.
	RFP Section	Question	Answer
75	Page 21	Can the detailed/itemized Work Plan be included as an additional attachment?	Yes.
	RFP Section	Question	Answer



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76	Page 23	Please clarify "adult categories of assistance"	On page 23 "adult categories" is referring to Special Needs individuals who reach age 21.
	RFP Section	Question	Answer
77	Page 24	Please provide scoring methodology for the quality and performance management section. If a company scores in the 90th percentile, for example, what is the point value associated with this versus scoring in a lower percentile? Do certain HEDIS measures have different scoring weights than others, i.e. one measure is worth 5 points, another worth 10 points?	RFP Part III contains all the technical scoring information that is publicly released.
	RFP Section	Question	Answer
78	Page 35	Please provide the scoring methodology and full point allocation for the technical submittal. Please provide point allocation for each element of the technical submittal.	RFP Part III contains all the technical scoring information that is publicly released.
	RFP Section	Question	Answer
79	Page 35	Please provide a list of the qualified personnel that will review and score the technical submission.	The identity of Evaluation Committee members is not released.
	RFP Section	Question	Answer
80	Page 35, 37	Please provide clarification on how the disruption will be determined. Will the disruption be determined subjectively or objectively using a specified formula? If determined objectively, what is the exact formula that will be used to calculate the disruption? If determined subjectively, what specific criteria will be taken into consideration?	Please see Addendum 1 to the RFP which provides in part: The Department will not use the potential for disruption of HealthChoices services in making its selections for agreement award.
	RFP Section	Question	Answer

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81	Page 39	Please clarify under which area the emergency preparedness section should go under - within the work statement (as indicated on page 39), or generally as section II-8 in the Technical Submittal? Section II-8 is referred to as both emergency preparedness and Small Diverse Business and Small Business Participation Submittal on page 15.	An Offeror's emergency preparedness response should be submitted as Section 8 to the Technical Submittal (see Part IIA). Small Diverse Business requirements are located in Part II, Section II-8 of the RFP.
	RFP Section	Question	Answer
82	Page 39	If a copy of the offeror's emergency response plan is provided, do the sub elements outlined in item 2 need to be provided as well?	If a copy of an Offeror's emergency response plan is provided it must include elements outlined in item 2.
	RFP Section	Question	Answer
83	Page 35	Please clarify the individual weighted score between the three Quality and Performance Management sections, specifically the value of HEDIS measurements to CAHPS.	See response to Question 77.
	RFP Section	Question	Answer
84	Page 35	Please clarify the individual weighted score between the three Quality and Performance Management sections, specifically the value of HEDIS measurements to CAHPS.	See response to Question 77.
	RFP Section	Question	Answer
85	Page 15	The paragraph at the bottom of page 15 contains two different indications of how zone-specific tabs should be labeled. Please confirm that using "Section or Question [insert number and name of relevant section or question] HealthChoices [zone name] Zone" will be acceptable for all separately tabbed responses.	Yes. This is acceptable.
	RFP Section	Question	Answer
86	Page 29	Please indicate whether "Financial Capability" or "Financial Condition" is the preferred term for section II-6.	Financial Condition, as it is referenced in the RFP is the preferred term.

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	RFP Section	Question	Answer
87	Page 24	Given that question 1 of Coordination of Care (II-5) now includes continuity of care components, would the Department consider increasing the limit to 3 pages for this question?	Yes. This will be communicated in the addendum.
	RFP Section	Question	Answer
88	Page 32	Can the Department please clarify what “required information” they are referring to?	See Appendix N, and fully complete all sections.
	RFP Section	Question	Answer
89	Pages 31-33	Must the dollars committed to SDB/SB partners be directly related to the products and/or services required by the RFP?	Yes.
	RFP Section	Question	Answer
90	Page 33	Please clarify "Type of services being provided."	Yes. Please provide the type of service the entity will provide the Offeror along with your CPP submission.
	RFP Section	Question	Answer
91	Page 35	Please clarify the term non-TANF. Would this be those individuals hired for the Contractor Partnership Program and are not receiving TANF cash assistance but may be receiving other assistance; or is it all other personnel hired for the HealthChoices program that are not TANF Cash Assistance.	Non-TANF individuals are individuals who receive public assistance, but do not receive cash assistance.
	RFP Section	Question	Answer
92	Page 35	Will the evaluation team for the re-issued RFP be the same as for the 2015	See RFP Part III Section III-3. The Department has selected a committee of

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		HealthChoices RFP?	qualified personnel who will objectively review and score the technical submittals. BIDSBO will review and score the Small Diverse and Small Business Submittal.
	RFP Section	Question	Answer
93	Page 36	Please clarify the SDB/SB scoring and pro-rating formulas; provide example scenarios; and clarify how points are to be allocated between SDB and SB participation. Current language would seem to indicate that points will be allocated separately based on best SDB (2/3 or 1333.33 points) and best SB submissions (1/3 or 666.66 points), but scoring formula would seem to indicate that all points are awarded based on combined total of SDB/SB submissions, with SB commitments being weighted at only 1/3 of SDB commitments	See RFP Part III, Section III-4 (B), for both formulas. As clarification, the raw score mathematical formula will weigh the SDB commitment percentage at 100% of the available points, as SDBs are qualified as both small diverse businesses and small businesses. The pro-rated formula scores each SDB/SB raw score in direct proportion to the highest raw score.
	RFP Section	Question	Answer
94	Page 36	Will any quantitative or qualitative scoring criteria be used, or will the Commonwealth consider adding such criteria for SDB/SB participation to adjust/account for the total expected economic impact generated by an MCO's commitment? Providers of choice may be at a disadvantage in scoring if they submit a lower percentage commitment, even if it represents a higher dollar commitment than MCOs with smaller membership. For example, in the Southwest zone, an MCO with or anticipating 20,000 members could submit a 30% commitment, which would amount to \$2.54M per year, and achieve double the score of an MCO with or anticipating 200,000 members, which submits a 15% commitment amounting to \$12.69M per year (five times the economic impact).	No additional evaluation criteria will be used. SDB/SB Submittals will be scored independently by Zone.
	RFP Section	Question	Answer
95		Will the Department of Health and the Department of Human Services allow provider Letters of Intent to be submitted for review of provider network adequacy or will executed provider agreements be required?	Executed provider agreements are required by both the Department of Health and by the Department of Human Services for network adequacy.
	RFP Section	Question	Answer

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96	Cover Sheet	The appendix requests the Offeror SAP/SRM Vendor Number. Is the requirement satisfied if the Offeror submits its SAP number?	Yes
	RFP Section	Question	Answer
97	Appendix H	Please confirm that "filings with the Department of Labor" refers to unemployment tax returns filed by Offerors with the Pennsylvania Department of Labor and Industry.	Yes.
	RFP Section	Question	Answer
98	Page 32	The Letter of Intent template excludes mention of the specific dollar value of commitments, and bidders were instructed not to include this in LOIs during the initial bid; while RFP Section II-8 (B) and II-8 (D)(1) indicates this is a requirement for the LOIs. Should the associated dollar value of the Admin PMPM commitment be included in the LOIs and/or elsewhere?	Refer to question 2.
	RFP Section	Question	Answer
99	Appendix K	Please confirm that Appendix K is applicable to SDB commitments only, and should not include SB commitments	Appendix K is not a required submission form for the SDB/SB Proposal; however, it does contain the PMPM information for each zone upon which SDB/SB commitments should be based.
	RFP Section	Question	Answer
100	Appendix N	Please clarify the timeframe and/or membership relationship which should be represented by the estimated dollar value of commitment (e.g. PMPM, annually, over contract term and renewal period).	Refer to question 10.
	RFP Section	Question	Answer
101		How much will quality scores (e.g. HEDIS) weigh into the scoring of this RFP? How will quality be scored for new regions where the plan doesn't have current history?	RFP Part III contains all the technical scoring information that is publicly released. The Department will separately score an Offeror's technical submittal, including the quality component for each HealthChoices

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			zone for which a proposal is submitted (RFP Part III Section III-3). For Offerors not currently providing services in a HealthChoices zone, the Department will use the set of submitted HEDIS® rates in its evaluation.
	RFP Section	Question	Answer
102		Are Small Business and Small Diverse Business Verification certificates required to be submitted as part of the SDB/SB Submittal?	No.
	RFP Section	Question	Answer
103		If a plan is provider-owned, can SDB commitments (e.g. home health services) paid through either the owner hospital(s) or the health plan be calculated into the SDB commitment for the plan?	If these services are paid from the PMPM upon which the commitments are based and if the services directly relate to the HealthChoices Agreement, yes.
	RFP Section	Question	Answer
104		In the RFP scoring methodology, how does the Department make the determination that an SDB is a prime or sub-contractor?	The determination is made premised upon the information provided on page one of the SDB/SB Participation Submittal. Offerors must identify their status as a Small Diverse Business and/or Small Business.
	RFP Section	Question	Answer
105		How are Offerors supposed to know the “total contract cost” at this stage of the bidding process in order to determine if its SDB/SB commitment is above 1% of the “total contract cost”?	Refer to question 10. Per RFP Part III, Section III-4(B)(2), the 1% requirement is based upon the total of all SDB/SB commitments per Zone.
	RFP Section	Question	Answer

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106		Is the “total contract cost” meant to mean the contract cost for the full three-year contract term or just the annual estimated contract cost?	Refer to question 10.
	RFP Section	Question	Answer
107		If an Offeror chooses to not use an SDB/SB for any optional/renewal years, will that decision negatively impact the Offeror’s score on the SDB/SB Participation Submittal?	In the event an Offeror indicates they will not continue the services of the SDB/SB for any options/renewals, DISBO will seek clarification before scoring the proposal.
	RFP Section	Question	Answer
108		The Planned Approach section has a limit of 4 pages. Does this page limit include the requested work plans for project implementation and readiness review or can the plans be submitted as separate exhibits?	The plans can be submitted as separate exhibits.
	RFP Section	Question	Answer
109	Page 7	RPF# 06-15 (Reissued) still references the Draft HealthChoices Physical Health Agreement as effective 1/1/2017, although the RFP notes an implementation date of 4/1/2017. Can the Department confirm that the appendices and agreement exhibits to the draft Agreement that are marked reserved are still reserved?	This is a Draft Agreement, not a Finalized Agreement. Offerors should refer to dates in the RFP, not to dates in draft documents. Yes. Anything marked reserved is still reserved.
	RFP Section	Question	Answer
110	Appendix K	RPF# 06-15 (Reissued) includes Appendix K – PMPM SBD Zone Chart. However, there is no reference to this in the RFP. Is the completion of Appendix K required and, if so, where are the instructions on completion of this appendix?	Appendix K need not be completed but is referenced in Appendix N to assist in an Offeror’s completion of Appendix N.
	RFP Section	Question	Answer

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111	Page 8	If a small diverse business or a small business is listed on the Department's directory, is this sufficient proof that they have completed the self-certification process and will result in credit for the Offeror in the RFP scoring process? If not, what documentation is required?	Yes.
	RFP Section	Question	Answer
112	Page 32	Is it correct that the Small Diverse Business and Small Business (SDB/SB) submittal consists solely of the SDB/SB Participation Submittal Form (Appendix N) and the Letters of Intent (Appendix J) and that no other information is required?	Yes.
	RFP Section	Question	Answer
113	Page 36	Is it correct that the one-third (1/3) of the total points allocated to Small Business Participation is for small businesses that are <u>not</u> small diverse businesses?	Yes.
	RFP Section	Question	Answer
114	Page 36	Can the Department provide an example of the calculation of the SDB/SB raw score and the Final SDB/SB score using the equations provided in this section?	See question 49 along with Deputy Secretary Hudson's presentation from the Pre-Proposal conference for examples of raw score calculation.
	RFP Section	Question	Answer
115	Page 32	Section D.1. indicates that the Letters of Intent should include a fixed numerical percentage commitment and associated dollar value of the Administrative PMPM commitment. However, the sample Letter of Intent in Appendix J only includes the fixed numerical percentage. Should the Letters of Intent include an estimate of the associated dollar value? If so, should the estimate of the dollar value be based off of the administrative estimates provided by Zone in Appendix K?	Refer to question 2.
	RFP Section	Question	Answer



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116	Page 36	Is it a requirement of the RFP that the SDB/SB commitment be for the base contract period and any extension periods? If not, will the Offeror receive additional points in the scoring if they commit to the base contract period and any extension periods? Or will the Offeror be penalized in the scoring if they do not commitment for any contract extension periods?	Refer to question 107.
	RFP Section	Question	Answer
117	Page 36	Is 1% of total contract costs referring to administrative costs? If yes, do the administrative costs include taxes such as the premium assessment? If no, is it total revenue and would the total revenue be net of taxes and assessments?	Refer to question 105.
	RFP Section	Question	Answer
118	Page 31	Is the administrative % net of any premium taxes or assessments?	Yes.
	RFP Section	Question	Answer
119	Page 36	Can SDB alone be used to satisfy this requirement or do Offerors need to submit both SDB and SB to meet this requirement?	It is a business decision of the offeror to use one or both. The mathematical formula will weigh the SDB commitment percentage at 100% of the available points, as SDBs are qualified as both small diverse businesses and small businesses.
	RFP Section	Question	Answer
120	Pages 191-192	What services is the Commonwealth contemplating purchasing under any contract that is awarded as a result of this RFP utilizing the Commonwealth purchasing card?	None. This provision is standard language and is not applicable to the resulting HealthChoices Agreement. The provision will be deleted in the final Agreement.
	RFP Section	Question	Answer
121	Pages 191-192	Assuming this provision applies to the services that will be provided under any contract awarded as a result of this RFP, please indicate the amount of the fee that Grantees will be required to pay each time the purchasing card is used and the frequency with which the card is expected to be used.	See response to Question 120.

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	RFP Section	Question	Answer
122	Pages 54 & 56	Please explain what the Department means when it states that it will “consider” member disruption in connection with evaluating the proposals?	Please see response to Question 80.
	RFP Section	Question	Answer
123	Page 54 & 56	Will the Department be applying the heritage factor in the same way it did the first time that RFP 06-15 was reviewed?	No, please see response to Question 80. .
	RFP Section	Question	Answer
124	Page 54 & 56	What does the Department consider to be “significant” or “substantial” disruption?	Please see response to Question 80.
	RFP Section	Question	Answer
125	Page 54 & 56	What measurement will the Department use for "significant" or "substantial" member disruption?	Please see response to Question 80.
	RFP Section	Question	Answer
126	Page 54 & 56	What factors or criteria will the Department consider in determining substantial or significant disruption of member services?	Please see response to Question 80.
	RFP Section	Question	Answer
127	Page 54 & 56	If the primary factor in determining substantial or significant disruption is current membership, is there a market share or member threshold that the department will consider significant or substantial? If so, what is the level and how was it determined?	Please see response to Question 80.
	RFP Section	Question	Answer

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128	Page 54 & 56	Will MCOs with a certain level of established market share be automatically selected to contract if they are found to be qualified offerors?	No. Please see response to Question 80.
	RFP Section	Question	Answer
129	Page 54 & 56	What weight will alleged member disruption have on the scoring, evaluation, and/or selection of proposals in comparison to the technical and other substantive scoring components?	Please see response to Question 80.
	RFP Section	Question	Answer
130	Page 54 & 56	Will the potential for a significant or substantial member disruption be considered before or after the substantive components of the proposals are scored?	Please see response to Question 80.
	RFP Section	Question	Answer
131	Page 54 & 56	Will the same individuals involved in scoring the substantive components of the proposals also be involved in evaluating member disruption?	Please see response to Question 80.
	RFP Section	Question	Answer
132	Page 54 & 56	Assuming a different group of individuals will be involved in scoring the substantive components of the proposals than will be involved in evaluating the potential for member disruption, will either group of evaluators know the outcome of the other group's evaluation before conducting their own analysis? In other words, if, for example, the substantive components of the proposals are scored first, will the individuals evaluating the potential for member disruption know the outcome of the substantive scoring before determining the potential for member disruption?	Please see response to Question 80.
	RFP Section	Question	Answer

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133	Page 33	Is the Commonwealth asking a) "What services the Offeror will provide to the Commonwealth?" or b) "Which services the Offeror will provide to the hired individuals?" or c) "Which services the individual will provide to the Offeror?"	The correct answer is, C) "Which services the individual will provide the Offeror?" The Contractor Partnership Program can put offerors in touch with contractors where they will be able to find CPP eligible clients.
	RFP Section	Question	Answer
134	Page 24	The RFP requires incumbent MCOs to submit Pennsylvania specific HEDIS results while allowing new entrants to "pick" which state they wish to use. This potentially advantages new entrants by allowing them choice in selection and allowing the submission of result from states with dissimilar populations. How does the Department intend to conduct the comparisons and resolve any inequities?	Please see responses to Questions 4 and 50.
135		During the REISSUE RFP #06-15 for HealthChoices Physical Services all Zones Commonwealth-wide, are MCOs permitted to place their logo on marketing materials, including, but not limited to, flyers, websites, posters and newsletters for sponsored events in which HealthChoices participants may be present? Please note, this type of marketing does not include MCO information about the HealthChoices program, or information specifically regarding programs pertaining to the MCO, but is limited to logos or MCO name as sponsor only.	Yes. Nothing prohibits you from marketing your name and/or logos through sponsorship. Current HealthChoices MCOs should follow current marketing procedures as required in the HealthChoices Agreement.