

# Advanced Fraud Detection & Case Management System

RFP Number: 2013-CMFD-01

Vendor Conference

October 28, 2013

# Agenda

- Welcome and Introductions
- Overview - Program Integrity Division
- RFP Objectives
- Questions and Answers

# Overview

## Program Integrity Division

- Includes the Enrollment and Sanction, Provider Review, Recipient Review, Investigations, and Quality Control units
- Responsible for planning, developing, and directing Agency efforts to identify, prevent, and audit suspected cases of fraud, abuse and/or misuse in the Medicaid Program
- Reviewing paid claims history and conducting field reviews and investigations to determine provider and recipient abuse, deliberate misuse, and suspicion of fraud. In addition, these units are utilized to aid in program management and system improvement

# Overview

## Program Integrity Division

### **Selection of Providers and Recipients for Audit, Review, and Investigation**

- **Surveillance and Utilization Review DSS Profiler** to obtain exception reports and trend analysis on providers and recipients
- **Exception reports** based on parameters identified by Program Integrity staff
- **Referrals** obtained from various sources both external and internal

# What Are We Looking For?

- A system that:
  - Supports fraud detection and case management for both fee-for-service and managed care related claims and payments
  - Incorporates predictive analytics and neural networking that will allow the users to query the data in a way that reveals patterns and relationships between people, places, events, times, and things
    - offering users choices in how to uncover connections in seemingly unrelated data

# What Are We Looking For?

- A system that:
  - Enhances the Agency's ability to target provider and recipient investigations, reviews and audits, ensuring a higher return on the Agency's resource investment and assisting the Agency in identifying high risk areas
  - Provides detection and trending tools that will alert the Agency to procedure codes and providers that are exhibiting fraud or abuse indicators
  - Incorporates improved trending capabilities for complaint, case management and audit resolutions

# Proposal Format

- \*The Proposal must include the following sections:
  - 1. Transmittal Letter
  - 2. Executive Summary
  - 3. Corporate Background and Experience
  - 4. Project Organization and Staffing
  - 5. Methodology
  - 6. Project Management and Control
  - 7. Work Plan and Schedule

\* More details to follow in Amendment 3

# Questions and Answers

- Price Proposal
  - Vendor should provide a single Price Proposal Sheet for each Contract Year
    - Label Each Year as Contract Year 1, 2, etc.
  - Implementation Cost should be listed on the line labeled “Implementation Cost”
  - Hourly rate should be inclusive of all costs associated with the delivery of a service that includes staff time, travel, and other direct cost

# Questions and Answers

- Recovery Audit Contractor (RAC)
  - RFP is not intended to replace the services provided by the current RAC
  - RAC Program Manager is responsible for providing the Agency's fiscal agent with ICNs identified as improper payments so claims can be "flagged" in the MMIS
  - Once "flagged", claims cannot be adjusted
  - Vendor will be able to identify the claims by the "non-adjustable" indicator

# Questions and Answers

- Data
  - In addition to the 3 years of data to include claims, recipient, and provider information the Agency will also include samples of provider, recipient and investigation case files (including associated documents)
  - Data will be sent within a few days of the mandatory pre-proposal conference – dependent upon how many vendors request the data
  - PID will not take action on any of the providers, recipients, and/or claims identified by vendors in their pre-award analysis

# Questions and Answers

- Data
  - Revision to answer given to Question 25 in Round 3 Questions and Answers to RFP-CMFD-01
    - No. While there is no prescribed format for the presentation of the results, the results should list suspected improper claims as follows:
      - Provider name & Medicaid and NPI number
      - Recipient name & Medicaid number
      - ICN
      - DOS

# Amendments to the RFP

- Section I, Background, paragraph 7, page 8
  - Discrepancy corrected between paragraph 2 and 7 as they relate to firm and fixed price
- Section B. Schedule of Events
  - Revised all dates
- Section C.13. Ownership
  - Goes into more detail regarding the ownership of proprietary information

<b>RFP Issued</b>	<b>10/7/2013</b>
<b>Mandatory Pre-proposal Conference (Pre-registration required. Complete registration form (Attachment J) and return via email to the Project Director by 10/21/2013)</b>	<b>10/28/2013 - 1:00 p.m. – 3:00 p.m. State of Alabama Division of Purchasing RSA Union Building 100 N. Union Street Suite 192 Montgomery, AL 36130</b>
<b>Answers to Questions Posted As Available</b>	<b>10/14/2013 – 11/15/2013</b>
<b>Final Posting of Questions and Answers</b>	<b>11/22/2013</b>
<b>Data Analysis and Proposal Due by 5:00 p.m. CT</b>	<b>2/28/2014</b>
<b>Evaluation Period</b>	<b>3/3/2014 – 4/14/2014</b>
<b>* Oral Presentation</b>	<b>4/2-4/2014</b>
<b>**Contract Award Notification</b>	<b>4/21/2014</b>
<b>***Contract Review Committee</b>	<b>5/2014</b>
<b>Official Contract Award/Begin Work</b>	<b>6/1/2014***</b>

# Future Amendments to the RFP

- Amendment 3 – Sections C.4. Implementation Requirements and C. 5. Deliverables, page 14 will be posted on or before COB Friday, November 1, 2013
- Amendment 3 – Section VI. P. Proposal Format, page 26 will be posted on or before COB, Friday, November 1, 2013

# Things to Remember

- **Data Analysis and Proposals are due by 5:00 p.m. CT on February 28, 2014**
- **Check the Agency's website for updates, amendments, and answers to questions**
- **All questions must be in writing and emailed to:  
[jacqueline.thomas@medicaid.alabama.gov](mailto:jacqueline.thomas@medicaid.alabama.gov)**
- **Phone calls/messages will not be accepted/returned**
- **Answers to questions are not official until they appear on the Agency's website**

# QUESTIONS ?

**Answers provided at the Vendor Conference are not official until they appear on the Agency's website**