

Round 3 Questions and Answers for RFP Number 2013-CMFD-01

Question	Response
Question 1: Can we have a MMIS claims processing flow?	Yes. See data model below.

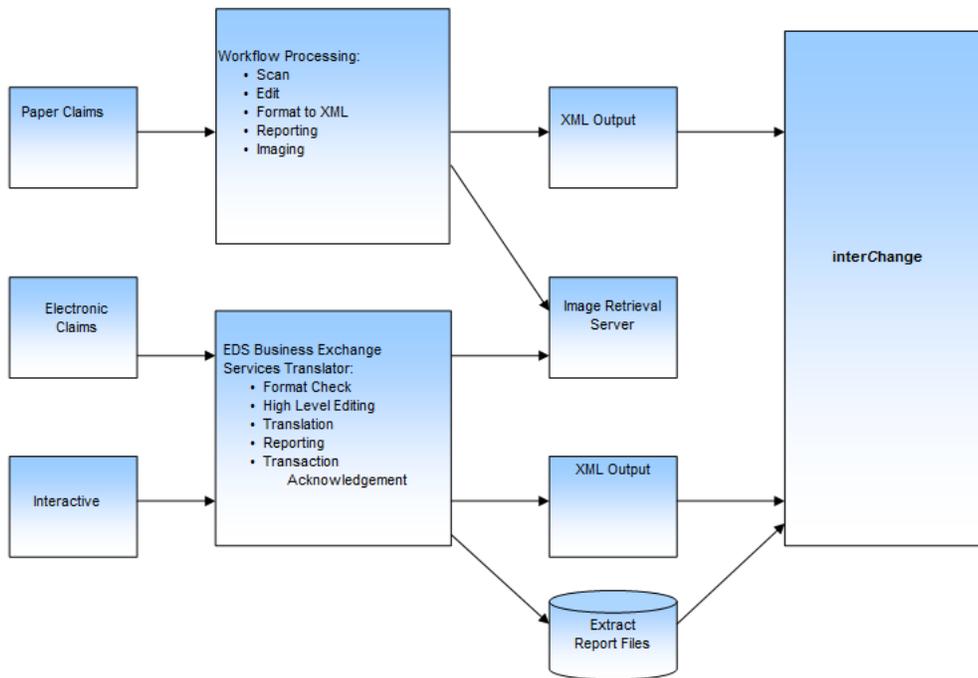
Data Model

Data Model / Hierarchy Chart

The following data model diagram provide a view of some of the entities within the Claims functional area. A single diagram showing all the Claims entities could not be produced with the clarity necessary for a viewer to understand due to the size limitations of the presentation area.

Data Model / Hierarchy Chart

Claims Entry Process Model



Question 2: Is Alabama looking to replace their SURDSS Profiler tool or augment it with a proven managed care market place solution?	The Agency is looking to replace the SURDSS Profiler tool.
Question 3: I understand it says “provide a high capacity hard drive w/ encryption to load the data.” Can you be more specific about how the data will be encrypted so that we come prepared with the correct equipment.	Medicaid will encrypt the data on the drive provided using SecureZip for Windows. SecureZip for Windows uses AES-256 bit encryption

Question 4: Has an agenda been set for the pre-proposal conference? If so, would you be able to provide a copy?	No.
Question 5: Is there a call-in number for the conference for those who are unable to physically attend?	No.
Question 6: Will the State consider releasing cleansed or de-identified data to Vendors in connection with the performance of the analysis to be presented with Vendor's response? Utilizing cleansed data would prevent the transfer of protected healthcare information and alleviate the need for a Business Associate Agreement.	No.
Question 7: If the State opts to transfer protected healthcare information for the performance of the analysis to be submitted with Vendor's response, will the State consider additions or exceptions to the language in the form Business Associate Agreement attached to the RFP?	No.
Question 8: Does the State anticipate performing the collection duties for funds recovery, or will the vendor be expected to collect?	The State will perform the collection duties for funds recovery.
Question 9: On Page 6, the RFP lists the five (5) operational units within PID. Please provide the number of full-time equivalents (FTE's) in each of these units.	Director's Office – 4 FTE's Provider Review – 6 FTE's Recipient Review – 6 FTE's Investigations – 5 FTE's Quality Control – 5 FTE's
Question 10: On Page 6, the RFP mentions that the State utilizes a Recovery Audit Contractor. Is this RFP intended to replace the services provided by the current RAC? If not, please describe how the Agency envisions the System will be used in conjunction with the RAC, with emphasis on how coordination will be achieved for detection by the System and detection by the RAC.	No. Coordination will be through the RAC Program Manager in order to prevent duplication of services. Improperly paid claims identified by the RAC will be flagged in the MMIS as non-adjustable as will any claims identified through the System.
Question 11: On Page 7, the RFP describes that PID currently uses the Decision Support System (DSS) for both case identification and case tracking. Is it the intention of PID to sunset DSS once the Advanced Fraud Detection and Case Management System becomes operational? If not, please describe how PID envisions the interaction between DSS and the Advanced Fraud Detection and Case Management System.	Currently, the PID only utilizes the SUR DSS Profiler not the case tracking system. Yes – PID intends to sunset DSS once the Advanced Fraud Detection and Case Management System becomes operational.
Question 12: On Page 7 the RFP states, "Other	

<p>divisions within the Agency will also be able to use the Case Management System.” Please list the other divisions and briefly describe how each division will use the System.</p>	<p>The State reserves the right to allow access to the system as it deems appropriate.</p>
<p>Question 13: In the background section on page 8, the State indicated claims, member and provider data would be provided for the data analysis. What "types" of claims will be provided? Will it be specific to one area such as hospital, physician, pharmacy, lab, etc. or will the claims contain all types?</p>	<p>All claim types will be provided.</p>
<p>Question 14: On Page 8, the RFP states that vendors will be given three (3) years of claims, recipient, and provider data.</p> <p>a. Will the Agency include a data dictionary that provides a business definition for each data element, as well as a technical description of data element format, valid values, etc.?</p> <p>b. Will this data set include historical results of previous PID investigations (both successful and unsuccessful), which would be useful in demonstrating the power of predictive modeling?</p> <p>c. Does this data set contain a known set of fraudulent (or otherwise improper) claims that the Agency has “planted” in the data, and that the Agency will use to evaluate how well vendors uncover the known improper claims?</p> <p>d. Will this data set contain “final” claims only? If not, please provide the logic for navigating original and amended claims.</p> <p>e. Does PID intend to take action on any of the providers, recipients, and/or claims identified by vendors in their pre-award analysis, thereby reducing the potential revenue from the contingency portion of the contract payment structure?</p>	<p>a. Yes b. Yes. c. Yes. d. Adjusted claims can be identified by the first two positions of the ICN. If ICN begins with 50 – 59 the claim is an adjusted claim. e. No</p>
<p>Questions 15: On Page 8, in the second paragraph, the RFP states that there are three pricing components – fixed, contingency, and extra contractual. Yet, on Page 8, in the seventh paragraph, the RFP states, “All proposals must state a firm and fixed price for the services described.” Please clarify this apparent discrepancy.</p>	<p>See Amendment 2 posted on the Agency’s website.</p>
<p>Question 16: On Page 9, the RFP states that the Advanced Fraud Detection and Case</p>	<p>The MMIS will have only FFS data at the point of contract award. The transition to managed care is still in</p>

<p>Management System will need to support both fee-for-service and managed care claims. On Page 10, in Section C.1, the RFP describes that claims will come from the Agency's MMIS. Please confirm whether both fee-for-service and managed care claims are contained in the Agency's MMIS. If managed care claims are not contained in the Agency's MMIS, please describe how the Agency desires to source managed care encounter data into the new system.</p>	<p>the early stages; however, it is anticipated that encounter data will be contained in the MMIS</p>
<p>Question 17: On Page 10, for Requirement #106, please describe in greater detail the type(s) of consulting services desired by the Agency and the duration expected for those services.</p>	<p>The Agency would require a 6 month minimum of face to face support by a System Subject Matter Expert as needed and a hotline number as needed for the duration of the contract.</p>
<p>Question 18: On page 11, requirement 209: How will complaints be loaded into the system (Automated from another system, manual from the user)?</p>	<p>The Agency expects the vendor's system to have the capability of allowing a user to enter a complaint into the case management system. Also, the system should automatically load a case in the case management system that is identified through the System.</p>
<p>Question 19: On Page 12, for Requirement #406, the RFP states as a requirement, "Be compatible with all Microsoft products." Microsoft sells hundreds of different software products and solutions. Please provide a narrowed list of products that the Agency deems relevant for this requirement.</p>	<p>Microsoft Office Suite– Word, Excel, Access, etc.</p>
<p>Question 20: On Page 53, the RFP states that the Agency will attempt to contact each reference up to three (3) times. Will the Agency consider having vendors schedule such reference calls (but not participate in them) to better facilitate the reference-checking process?</p>	<p>No.</p>
<p>Question 21: On Page 57, in Schedule C, the RFP requires vendors to provide an hourly rate. The RFP also states that the Agency, at its sole option, can renew the contract for up to three (3) one-year terms. How would the Agency like vendors to account for inflation in hourly rates, which is typical in an extended time-and-materials pricing structure?</p>	<p>The vendor should provide a single Price Proposal Sheet for each Contract Year.</p>
<p>Question 22: How many users will be using the system?</p>	<p>As stated in Section C.1., page 10 of the RFP, the vendor should supply at a minimum of 50 licenses for the proposed systems.</p>
<p>Question 23: Regarding requirement "404 Record complaints from various sources, including an online complaint form. Complaint</p>	<p>Referrals come from multiple sources including, but not limited to, anonymous tips, fraud hotline, other agency unit referral, investigations, Medicare. The complaint</p>

<p>will then be triaged by PID staff to determine if audits/investigations case needs to be opened." How many other sources are there? Does the system have to provide the complaint form or integrate with an existing from?</p>	<p>form should be provided and maintained through the system.</p>
<p>Question 24: When does the agency anticipate sending the data required for analysis to the vendors (as part of the proposal evaluation)?</p>	<p>The Agency expects to send the data within a few days of the mandatory pre-proposal conference. However, the time frame is dependent upon how many vendors request the data.</p>
<p>Question 25: Is there a prescribed format for presentation of the results of the 3 years of data?</p>	<p>No. The expectation is that the results will be a high level presentation of the findings to include a summary of the details and type of issues identified. Extra consideration will be given to solutions presented that surface types of FWA previously unknown to the Agency.</p>
<p>Question 26: What is the current split of FFS claims and capitated managed care claims?</p> <p>Can you provide this by estimated claim/encounter count?</p> <p>How do you foresee this ratio in 2-3 years?</p>	<p>Currently there are only FFS claims.</p> <p>N/A</p>
<p>Question 27: Will the data sample provided by the state include pharmacy and/or dental claims?</p>	<p>Yes to both.</p>
<p>Question 28: Vendors analyzing the data will need to map the data to their specific formats in order to run any meaningful analytics. Mapping data is an arduous task and can take up to 6 weeks. In addition, with the scheduled holidays and paid time off, vendors will have significantly less than time than two months and will have less staff available to assist with these tasks.</p> <p>Would the State consider extending the submission date of the proposal and data analysis to early February 2014?</p> <p>Or is the State willing to provide each vendor with data that has been mapped to their specific software format?</p>	<p>Yes. The date will be extended to February 28, 2014. Refer to Amendment 2 on the Agency’s website for more information.</p> <p>No. The State is not willing to provide each vendor with data that has been mapped to their specific software format.</p>
<p>Question 29: The requirement to comply with the terms of this RFP without additions or exceptions</p>	<p>Vendor may propose a COTS product. Contract terms and conditions are outlined in the RFP. If there are</p>

<p>will have the unintended consequence of limiting competition and increasing the fees to develop a System that is already in the market.</p> <p>Please confirm that Vendors may propose a COTS product that will leverage the desired advanced detection tools and that commercially reasonable software license terms will be negotiated.</p> <p>Furthermore, please confirm that a negotiated licensing contract, once in place, will control over any terms contained in the RFP.</p>	<p>suggested language revisions to the terms of the contract, the Vendor must include these requests during the question and answer period so all potential Respondents have notice of a possible contractual term modification. If the Vendor includes any assumption that a contract term will be changed or revised in its response, the Vendor's response is at risk of being rejected as noncompliant.</p>
<p>Question 30: The RFP contains several liquidated damages provisions that impose potentially severe penalties upon contractors. Please confirm that these terms may be negotiated in order to limit the potential damages of contractors to something appropriate for the size of the contract.</p>	<p>Contract terms and conditions are outlined in the RFP. If there are suggested language revisions to the terms of the contract, the Vendor must include these requests during the question and answer period so all potential Respondents have notice of a possible contractual term modification. If the Vendor includes any assumption that a contract term will be changed or revised in its response, the Vendor's response is at risk of being rejected as noncompliant.</p>
<p>Question 31: The RFP states that the Agency may "adopt to its use all, or any part, of a vendor's proposal and to use any ideas or all ideas presented in a proposal." This may have the effect of causing contractors to restrict the information contained in a proposal.</p> <p>Please describe in what circumstances the Agency would adopt information contained in a proposal.</p> <p>Additionally, please confirm that contractors may mark information in a proposal as confidential.</p>	<p>This will be evaluated carefully on a case by case basis.</p> <p>The Vendor can mark sections designated proprietary or trade secrets as confidential in the submission or even submit a separate redacted version. However, the information could still be required to be released if it is required under Alabama and/or federal law.</p>
<p>Question 32: The RFP imposes obligations on contractors to maintain the confidential information of the Agency. In any resulting contract between the Agency and contractors, the Agency will also be exposed to the confidential information of contractors.</p>	<p>The vendor can mark sections designated proprietary or trade secrets as confidential in the submission or even submit a separate redacted version. However, the information could still be required to be released if it is required under Alabama and/or federal law.</p>

<p>Please confirm that confidentiality provisions in a contract can be negotiated to provide mutual protection.</p>	
<p>The RFP provides that the Agency may terminate the contract at any time due to contractor breach, or for the convenience of the Agency. There is no corresponding right to contractors to terminate.</p> <p>Please confirm that certain protections for contractors may be negotiated, including notice provisions, mutual termination rights, etc.</p>	<p>Contract terms and conditions are outlined in the RFP. If there are suggested language revisions to the terms of the contract, the Vendor must include these requests during the question and answer period so all potential Respondents have notice of a possible contractual term modification. If the Vendor includes any assumption that a contract term will be changed or revised in its response, the Vendor's response is at risk of being rejected as noncompliant.</p>