

**Questions and Answers For Alabama Medicaid Agency Radiology Management
Services ITB (09-X-2198647)
September 30, 2008**

<p>Pages 29-30, Section 2.35 (d) Contract Sanctions-Liquidated Damages:</p>	<p>In the Q & A's of September 23, 2008 it is mentioned that the average reviewer processing time is 15 minutes. Please explain what the 15 minute entails (i.e. call center time, clinical review time etc)</p> <p>This time includes review of documentation and data entry.</p>
<p>Page 34, Section 3.6 (e) Management Criteria and Protocol</p>	<p>How are providers notified of the PA numbers (i.e. letter from InterChange)?</p> <p>Contractor will be responsible for notifying providers of approval but the PA number is not needed for filing of the claim.</p> <p>Will the prior authorization notice to providers be generated automatically from InterChange if the contractor elects to use electronic transfer of prior authorization rather than direct data entry?</p> <p>No.</p> <p>What information must be included in the contractor's prior authorization notice to providers?</p> <p>At a minimum, provider name/NPI, recipient name/ID, procedure requested, approval/denial status and explanation.</p>
<p>Page 36, Section 3.12 Reporting</p>	<p>Please describe how the contractor will be able to support the required clinical operations (i.e. tracking, criteria application, letter generation, report development, recommendations for provider incentives etc) if the Agency prefers that data entry occurs directly into AMMIS rather than an electronic transfer of the information.</p> <p>Vendor should offer a solution based on experience with similar contracts and the information provided in this ITB.</p>
<p>Page 38, Section 3.15 – Operational Requirements and Alabama Medicaid Agency first response to vendor questions.</p>	<p>Data Entry Time - the Agency shared in the 1st set of vendor responses that the average time for data entry in to the Agency's system is 15 minutes. Is that solely data entry time or a combination of data entry and "talk" time?</p> <p>This time includes review of documentation and data entry.</p>
<p>Page 38, Section 3.15 – Operational Requirements and Alabama Medicaid Agency first response to vendor questions.</p>	<p>Would the vendors be allowed to view the State's data entry process and system prior to the official closing of the bid?</p> <p>No. See attachment G for screen shots.</p>
<p>Page 39, Section 3.16 – Key Personnel</p>	<p>Project Management role – would the Agency consider a dual role to support the Agency once the bid was awarded based on assigning an experienced project manager (tenured project management and Medicaid program experience) in tandem with a Sr. Account Manager (with Agency-based and HP-based Medicaid account management, operations, clinical process experience).</p> <p>Yes.</p>

<p>General- Pricing and Alabama Medicaid Agency first response to vendor questions.</p>	<p>Pricing Alternatives – the Agency responded to the 1st set of vendor responses that you would allow the vendor to have some flexibility in allowing an authorization and provider feed between the Agency and the vendor. If the vendor were to make this an easy and cost neutral process, would you allow a second (alternative) pricing scenario with a set of assumptions to be submitted on the Pricing Exhibit?</p> <p>No. The price submitted should be a single firm and fixed price.</p>
<p>General</p>	<p>Attachment F number 7 of the Basic Proposal Requirements mentions a specific format and order of 3 client references. Where can we find these requirements?</p> <p>Please provide at a minimum: Client (State Medicaid Program or private health insurance entity) Contract Duration Contract Size Brief Description of Contract Services Key Client Contact Phone number and address</p>