

**Bidder Questions and Agency Responses to
Alabama Medicaid Agency Pharmacy Administrative Services
Invitation to Bid Number 14-X-2250523**

	Question	Passage from the ITB (if applicable)	Section Number	Page	Response
1	Please define contract "size".	"d. Furnish a minimum of four performance references to include contact name, title, telephone number, and address. Performance references should also include contract type, size, and duration."	1.4	8	Contract size refers to the dollar value of the contract being used for a reference.
2	Please confirm that the Division of Purchasing Pricing page is page 7 of the ITB cover packet at the front of the bid and that this amount is the total price from Pricing Schedule C.	"i. The bid price must appear on the Division of Purchasing Pricing page."	1.8	10	Yes, the Division of Purchasing Pricing page is page 7 of the entire ITB cover packet at the front of the bid and this is the amount that should be listed as the Total Evaluated Price on Pricing Schedule C, Attachment A, page 81.
3	For completion of Pricing Schedule B, are vendors to use per unit rate or per month rate (for totals)	Attachment A: Bid Pricing Schedule	Attach.	81	For completion of Pricing Schedule B, vendors are to calculate, above what is asked for in the contract, a unit per month price of each item. For example, the vendor should calculate the cost of 1 fax line per month, the cost of 1 academic detailer per month, the cost of 1 DUR letter per month, the cost of 1 help desk phone line per month, etc. The monthly cost for each line item in Pricing Schedule B should be totaled and added at the bottom for a total for Pricing Schedule B. If any item in schedule B is increased during the duration of the contract, the rate entered into Pricing Schedule B will be used for that service to the Agency.
4	For completion of Pricing Schedule C (evaluated price), please confirm how Schedule B is to be totaled (per unit?).	Attachment A: Bid Pricing Schedule	Attach.	81	Please see answer to question #3 above.
5	Are Contractors required to sequentially number all attachments along with the response?	"a. Contents: Each bid (including all copies thereof) shall be; 1) clearly sequentially numbered on the bottom (center) of each page"	1.9	11	No.

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6	How many sections should be included in the technical response?	1.12 TECHNICAL SPECIFICATIONS FORMAT	1.12	12	There should be 10 total sections in the technical specifications format.
7	Are contractors allowed to provide resumes as attachments to the response? Are resumes included in the total page count of the Attachments (50 pages)?	"Bids must be within a 25 (front and back for a total of 50) page limit, with up to an additional 25 (front and back for a total of 50) pages as necessary for attachments.	1.9	11	Yes, contractors may provide resumes as attachments. Attachments will be included in the additional 25 page count for attachments.
		"Contractor shall furnish with its response to the ITB a resume for the proposed ..."	2.9	21-30	
8	Are bidders to respond to every requirement in Section 2? In which section of the response should these requirements be included?	Technical Specifications Format	1.12	12	Yes. Bidders are to respond to each requirement in section 2 in correlation with Section 1.12, h, "Bidders Understanding of Alabama Requirements".
9	Are bidders to respond to every requirement in Section 3? In which section of the response should these requirements be included?				Bidders are to respond to each requirement in Section 3 Scope of Work requirements in e. Work Plan for all required components. This section can be labeled as 'Work Plans'.
10	Position f. Help Desk Supervisor is the only position denoted in accordance with the requirement. Please confirm which Key Personnel positions (a.-e. and g.-j.) are required to be located within the State of Alabama Medicaid Central Office?	"Key personnel must be located within the State of Alabama Medicaid Central Office, unless denoted in the respective section below."	2.9	21	Key personnel c (clinical staff pharmacist) and d (staff pharmacy technician) are the only personnel required to be located in the Alabama Medicaid Central Office. Medicaid will amend the sentence to read, "Key personnel must be located within the Contractor Help Desk physical location within the state, unless denoted in the respective section below."
11	Please define required documents to be included in an operational procedures manual for DUR Board. Will Alabama Medicaid provide a current manual upon contract award?	"Maintain an operational procedure manual for DUR Board to include meeting policies, election of officers, conflict of interest policy, etc."	3.1	36	Medicaid will provide a copy of the current manual, and work with contractor to develop and maintain a manual upon contract award. The DUR procedures manual provides the federal regulations and policies for membership and operating procedures along with information regarding retroDUR activities that is reviewed with each new member of the DUR Board. Documents included in the DUR procedures manual

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					include Federal regulations, including OBRA 90, Criteria Report samples, sample DUR mailings, Criteria Exception information, and Board Polices and Rules information.
12	How many days will recipients be allowed to select a provider and notify the Contractor?	"e. For recipients identified for PLI, set up a case in the workflow process and send a lock-in letter to the recipient, asking them to select a lock-in provider."	3.10	55	30 days
13	How frequently is the Contractor to identify prescribers and pharmacies with inappropriate prescribing and dispensing patterns of controlled substances and send letters to the top 100 prescribers and top 25 pharmacies?	"u. Identify prescribers and pharmacies with inappropriate prescribing and dispensing patterns of controlled substances. Send letters to the top 100 prescribers and top 25 pharmacies notifying them of the inappropriate utilization, and their peer rankings."	3.10	56	No less frequently than every quarter.
14	Please define "all PLI program activity".	"o. Log all PLI program activity in the workflow process, including the type of activity and the date the activity occurred."	3.10	56	All PLI activity is defined as any activity related to any requirements in the PLI section of the ITB.
15	Please explain workflow of recipient PLI inquiries. Will calls first be received by the Contractor, or will Alabama Medicaid first respond to calls.	"x. Provide call center support to answer recipient and provider calls/issues related to PLI activities. A separate toll free number must be provided for recipient calls related to PLI."	3.10	57	Calls will first be received by the Contractor. An amendment will be made to the ITB to move the requirement "Respond to recipient inquiries regarding PLI status and PLI processes" from Medicaid responsibility to Contractor responsibility.
		"The Alabama Medicaid Agency shall:... Respond to recipient inquiries regarding PLI status and PLI processes."	3.10	57	
16	Given the PLI schedule from the first notice to potential PLI recipient to the lock-in effective date, please confirm that Alabama Medicaid would like a monthly cost savings	"On a monthly basis, report PLI program savings and a monthly measurable growth rate from pre-enrollment to post-enrollment for PLI recipients. Outline the methodology	3.10	57	Medicaid wants a monthly cost saving report.

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	report rather than a quarterly report.	for this analysis based on claims data to a level of detail that enables Medicaid staff to substantiate the report's content."			
17	Will HP process pharmacy claims for the duration of the pharmacy contract?				HP's contract dates for the fiscal agent contract are: 10/01/2011 to 9/30/2018.
18	Regarding section 1.17 Pre-Bid Conference, will a teleconference dial-in number be made available so bidders can call in or does the bidder's staff need to be on-site?		1.17	15	The Pre-Bid Conference is mandatory, and bidders must attend/send a representative in person.
19	What was the utilization for 2012?				Please see the Bidders Library provided in the ITB on page 16 and located at the following link: http://www.medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4_Procurement.aspx
20	How many prior authorizations were reviewed in 2012?				Please refer to the ITB Section 3.2 Prior Authorization located on page 39 of the ITB.
21	What is the anticipated membership?				Please see the Bidders Library provided in the ITB on page 16 and located at the following link: http://www.medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4
22	Does HP have real-time data transfer connectivity with any vendors currently (eligibility, history)?				HP has real-time NCPDP P4 transactions (Prior Authorization Requests) and real-time eligibility verification requests/responses with 13 VANS. HP receives eligibility requests and pharmacy history requests from Surescripts and sends eligibility responses (x.12 271) and medical history responses (NCPDP 8.1) in real-time.

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23	Is all activity for the Pharmacy Lock-In (PLI) documented in the MMIS system?				Yes. All lock-in information is maintained in the MMIS unless prior approved by Medicaid.
24	Can the contractor's system be used to document PLI activity?				All lock-in information is maintained in the MMIS. Any documentation of PLI activity in the contractor's system must be prior approved by Medicaid.
25	In the Pharmacy Lock-In (PLI) section there is a requirement to "recruit providers (PCPs and pharmacies) who are willing to service as lock-in providers". Who will be contracting the pharmacies? Are there existing pharmacies that are in the PLI program? Are they reimbursed at different rates?				PLI pharmacies are pharmacies that are existing enrolled providers. They are not reimbursed at a different rate. Medicaid or its fiscal agent will be enrolling the pharmacies.
26	Is there a fee for each user that has access to the AMMIS system?				There is not a fee for the Contractor to access the MMIS system.
27	Are there any (MBE/WBE) Minority owned business entity or women owned business entity stipulations?				There are no stipulations/requirements related to minorities in business to be met to bid on the ITB. Assistance to minority or women owned businesses in acquiring MBE/WBE certification may be obtained from the office of minority business enterprise, 1-800-447-4191. Please visit the Alabama Department of Finance, Purchasing Department website at http://www.purchasing.alabama.gov/ to learn how to do business in Alabama for more

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					information.
28	Please confirm that a General Contractor's license is not required.			1 (1-7)	Page 1 lists the requirements of the Division of Purchasing. Your entity would not fall under General Contractor and the correct response would be "not applicable" for this blank.
29	The Scope of Work specified says it is in Section 4. Is the Scope of Work identified in Section 3?			7	Yes, the Scope of Work is identified as Section 3 as indicated by the Table of Contents and document headings and subheadings. Section 1.4 will be updated to amend this detail.
30	Which tab (a through j pg.12) does the Certificate of Authority fall under?			12	The Certificate of Authority shall be included as part of a. Transmittal Letter according to section details in 1.13c. "Bidder must use this section to state the business structure, whether it is anon-Alabama corporation or some other structure."
31	Which tab (a through j pg.12) does e. corporate experience and contract disclosure fall under?			8	Corporate experience and contract disclosure falls under tab c. Executive Summary.
32	Is ITB# 14-X-2250523 related to Pharmacy Benefit Manager (PBM) services for the Alabama Medicaid Agency?		N/A	N/A	No, ITB# 14-X-2250523 is solely related to the existing Fee For Service Medicaid Pharmacy program, and is a re-bid of the existing Pharmacy Administrative Services contract whose term is expiring on October 31, 2013.
33	Is the amendment to Medicaid going to be sent out?				Any amendments to the ITB will be posted on the ITB website.
34	Does the \$5,000 bid guarantee need to be paid before submitting the ITB or with the ITB?				The bid guarantee must be submitted with the ITB.

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35	Will there be a questionnaire template?				There will not be a questionnaire template.
36	Does contractor have to register first to respond to ITB? If so, is there a registration fee?		General	N/A	Registration is completed via the Department of Purchasing and as a state rule must be completed to bid on any open ITB. Yes, there is a registration fee.
37	Do the 1,800 interventions/visits include provider locations or actual providers? (targeting a location could include multiple providers)			58	The 1800 visits are based on individual providers visited over a quarter.
38	How do I get access to the bidder's library to view the Gold Standard criteria?			45	The bidder's Library is available on the Alabama website. Please see page 16 of the ITB for links to this information.
39	What is the bid price and what page is the Pricing page on?			10	Please see answer to questions 2 and 3.
40	Please confirm whether the "letter/form showing application has been made for a Certificate of Authority" must be issued by the Secretary of State or whether an entity submitting a bid may submit a copy of the document(s) filed with the Secretary of State to satisfy this requirement.			8	The Certificate of Authority (COA) or application for certificate must be included with bid. Please note that you may register to do business with the state without having obtained a COA, however a business may not make transactions until it obtains a COA.
41	Please clarify what "at the time of the contracting" means in regards to "Have all necessary business licenses, registrations and professional certifications at the			8	Please visit the Alabama Department of Finance Purchasing Department website at http://www.purchasing.alabama.gov/ to learn how to "do business" in Alabama. This site also provides information on the certificate of authority through the Secretary of State office.

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	time of the contracting to be able to do business in Alabama.”				
42	Please clarify what registrations are required beyond filing with the Secretary of State to do business in Alabama.			8	The registration process is dependent on the business structure of your organization. Please visit the Alabama Department of Finance Purchasing Department website at http://www.purchasing.alabama.gov/ to learn how to do business in Alabama.
43	Can the Transmittal Letter be more than 1 page?			12-13	There are not any specifications on the length of the Transmittal letter itself, but there are specifications for page totals for the bid response and attachments.
44	What is the low bid price (does this correlate to our question 11?)			15	The low bid price is the lowest price bidder, pending all specifications in the ITB are met. The low bid price is provided by the vendor in accordance with the pricing schedule.
45	Will maintenance of the pharmacy network maintain with the state?				Alabama Medicaid, or its Fiscal Agent, will remain responsible for all enrollment into the Alabama Medicaid Program.