Solicitation # YH23-0003

Travel Related Services Reimbursement

Prepared for

Arizona Health Care Cost Containment System (AHCCCS)

Submitted by:

September 29, 2022

Part B

MTM

Part B

B1 Narrative of Experiences/Expertise of the Firm and Key Personnel (5.2)

The Offeror shall indicate whether they are the prime vendor or subcontractor when providing information on their relevant experience.

5.2.1. Offeror shall submit information documenting successful and reliable experience in past performances of the firm as related to the services in this RFP. The Offeror's experience and past performance will be evaluated on the extent of its success in managing and integrating work relevant to that defined in the Scope of Work.

MTM Experience

Medical Transportation Management, Inc. (MTM) has 27 years of non-emergency medical transportation (NEMT) and medical necessary services experience operating programs of similar size and scope. With this experience, we offer Arizona Health Care Cost Containment System (AHCCCS) a proven approach to providing medically necessary lodging and meal reimbursement for AHCCCS Fee for Service (FFS) members.

MTM has provided similar services since our founding in 1995. We have over 100 NEMT contracts in 31 states plus Washington, DC, and for all of them, we provide similar services to those being requested by AHCCCS. We handle over four million calls and provide 20 million trips to 13.6 million members annually.

Specifically for travel and ancillary service reimbursement, for 2022 (January to August), MTM has arranged and reimbursed over $504k in air travel, $484k in lodging, and $20k for Amtrack on behalf of our clients.

We have pricing agreements with national providers, including:

- Southwest Airlines
- Drury Hotel
- G6 Hospitality
- Wyndham Hotels
- Best Western
- Choice Hotels
- Extended Stay

We also have countless independent hotel partners with locally negotiated rates.

MTM is bidding as a prime vendor with no subcontractors for this solicitation.

5.2.2. The qualifications of the key personnel proposed by the Offeror to perform the requirements of this solicitation will be considered in the evaluation. Therefore, the Offeror should submit detailed information related to the experience, any technical expertise and qualifications for each key personnel proposed. Offeror shall provide the names, titles, and a summary of experience and expertise for each proposed key personnel the Offeror would assign to carry out the services of the Scope of Work. Clerical staff is not considered key personnel.

Key Personnel

MTM has a team of nine travel agents who will manage this program for AHCCCS. Manager of Travel Brett Leary and Supervisor of Member Travel Jamie Harrigan lead this team. In addition, MTM will assign in-market client support for AHCCS to include Market Director Matthew Classen and Account Executive Cheryl Looney; both of which are local to Arizona. We included resumes for these individuals in **Appendix A**.

Manager of Travel, Brett Leary

Brett has served as Manager of Travel at MTM for nearly five years. In this role, he has complete oversight of the company's travel and expense programs, including member travel and reimbursement related to NEMT services. Brett will maintain operational control over the program for AHCCS, leading his team of travel agents in accordance with program protocol and service standards.

Supervisor of Member Travel, Jamie Harrigan

Jamie has been with MTM for almost nine years and has served in her role as Supervisor of Member Travel for two years. In this position, she acts as an immediate resource to the travel agents on her team, assisting with questions or escalated issues. Jamie also makes sure the travel agents apply the proper protocols and process requests for travel and reimbursement in a timely, accurate manner.

Market Director, Matthew Classen

Matthew has eight years of experience with our organization and nearly 20 years of experience leading operations, product management, and marketing efforts. He manages NEMT for four health plans in Arizona and California covering 13 lines of business and two million members, including Medicaid/Medi-Cal, LTSS, Medicare Advantage, Dual Medicaid-Medicare plans, and facility point-to-point.

Account Executive, Cheryl Looney

Cheryl has been with MTM for nine years and has more than 30 years of experience in healthcare-related fields, including previously working as a Clinical Nurse Specialist. Cheryl is based in Arizona and currently handles seven NEMT accounts located in California, Idaho, Oregon, and Hawaii, representing more than 1.2 million members. Cheryl will serve as liaison between AHCCCS and MTM. She will regularly review reports for the contract and offer insights regarding opportunities for improvement and/or cost savings strategies.

5.2.3. The offeror may submit any other pertinent information which would substantiate each proposed key person possesses the experience, expertise and capability to provide the assigned services.

MTM would be happy to provide more information if AHCCCS has any additional questions or need. AHCCCS can review the resumes of our proposed key staff in **Appendix A**.

5.2.4. The Offeror shall limit its Experience and Expertise of the Firm and Key Personnel to ***twenty (20) pages.***

MTM is within the page limit for this section.

Appendix A

Brett Leary

Manager, Travel

Experience

MTM, Inc., Lake St. Louis, MO, 2018 to Present

Manager, Travel

- Oversee corporate travel and expense programs for MTM Inc. and subsidiaries
- Direct team in sourcing, site selection, and contracting of all meetings and events
- Clinical coordination- Manage ancillary services MCO/HP on behalf of plan population

Marriott International, St. Louis, MO, 2017 to 2018

Group Sales Manager

- Manage national and state associations, government and sports markets
- 3rd Quarter 2017 exceeded sales quota by 17%, $228,000 in total revenue

HelmsBriscoe, St. Louis, MO, 2016 to 2017

Manager, Global Accounts

- Represent clients in the marketplace, qualify and maintain clients long term business potential
- Strategize, research, evaluate, negotiate and present the ideal venue based on specific needs and priorities of the client
- Recommend strategies to reduce cost, minimize risk and manage the entire process

The Chase Park Plaza, St. Louis, MO, 2012 to 2016

National Sales Manager

- Manage corporate, sports, and entertainment markets
- 2015 exceeded sales quota by 23%, over $1.6 million in sales
- 2014 exceeded sales quota by 12%, over $1.4 million in sales
- 2013 exceeded sales quota by 18%, over $1.3 million in sales
- 2012 exceeded sales quota by 10%, over $1.1 million in sales

Millennium & Copthorne Hotels, St. Louis, MO, 2011 to 2012

National Sales Manager

- Managed corporate, sports, and fraternal markets
- Represented hotel in expositions, tradeshows, and in relevant local organizations
- Planned and executed relevant feeder city visits and backyard sales
- 2011 achieved over 96% of sales quota, over $950 thousand in sales

MTM

Brett Leary

Manager, Travel

Experience *(continued)*

Extended Stay Hotels, St. Louis, MO, 2009 to 2011

General Manager

- Grew occupancy by 7% YOY, increased RevPAR 2.5% YOY, ADR remained flat
- 2010 exceeded sales quota by 5%, leading group, and business transient
- Achieved ranking of 9 out of 686 hotels in Homeleads revenue, 2010

The Wildwood Hotel, St. Louis, MO, 2007 to 2009

National Sales Manager

- Assisted in the successful grand opening and positioning of the beautiful Wildwood Hotel (Ascend Collection); worked closely with Choice Hotels representative to ensure implementation of brand standards
- Researched and generated competitive analysis for group sales and catering pricing
- Assisted sales managers with action plans and sales strategy
- Directed training and development of all front office personnel

Education

University of Missouri – Saint Louis, St. Louis, MO

Bachelor of Science – Business Administration, Marketing

Professional Associations

Gateway Warrior Foundation

Member, Board of Directors

- Secretary and Tournament Director – January 2017 to Present
- Media and Communications – November 2015 to November 2019

Meeting Planners International (MPI) St. Louis Chapter

Member, Board of Directors

- Director, Strategic Partnership Marketing – July 2016 to June 2017
- Director, Media Communications – July 2015 to June 2016
- Committee Member, Media and Communications – March 2011 to June 2014

MTM

Jamie Harrigan

Supervisor, Member Travel

Experience

MTM, Inc., Lake St. Louis, MO, 2014 to Present

Supervisor, Member Travel, *2020 to Present*

- Reconciliation of corporate account for hotel reservations and direct billing of Wyndham Direct hotels
- Analyze statistical Member Travel data and work with Travel Team Management to determine areas of opportunity to prevent Corrective Action Plans
- Handle escalated meals and lodging issues and determine solution and provide leadership and guidance to direct and non-direct reports
- Audit booked travel and meal and lodging trips to ensure compliance is being met per plan guidelines
- Monitor and ensure the full compliance of current plan requirements and MTM travel policy
- Ensure ongoing collaboration with internal and external partners to ensure effective processes are in place and in line with corporate processes and goals
- Ensure oversight on Member Travel specific projects that have a direct impact on the business KPI's and goals
- Oversee team staffing levels and partner with People & Culture to help support recruitment efforts
- Host regular meetings with staff to discuss performance results, opportunities, create action plans, and promote teamwork

Floor Support Representative, *2015 to 2017*

- Facilitate ancillary services for member such as meal reimbursement, lodging reservations and flights; Book NEMT transportation when needed
- Communicate itineraries to member and initiate changes to travel plans when required
- Complete all data entries in AS400 and Reveal as related to lodging, meal reimbursement, gas mileage reimbursement and airfare

Customer Services Representative III, *2014 to 2015*

- Provide immediate support to the Customer Service Representatives (CSRs) to assist them with any questions or help they may need
- Direct the CSR's on how to locate the protocols and the necessary information to properly handle calls to have a first call resolution
- Demonstrate leadership skills within the call center and management. Discuss any concerns or improvements that need to be made with Supervisors
- Implement the transition of Workday in a positive way and help employees adjust to the new process
- Conduct New Hire Tours, train newly promoted Floor Support Representatives (FSRs), and assist with running reports, side by sides, coaching, and team agendas

MTM

Jamie Harrigan

Supervisor, Member Travel

Experience *(continued)*

Gamma Healthcare, St. Louis, MO 2012 to 2013

Customer Services Representative

- Maintained accurate records of patients' blood tests and results including, single orders and routine orders
- Scheduled blood tests, X-rays, and dispatch X-ray technicians
- Ordered STAT blood draws and dispatched STAT phlebotomists
- Updated, maintained and dispatched the scheduled draws for route phlebotomists
- Received and reported STAT and critical lab results

American Water Company, Alton, IL, 2009 to 2011

Customer Service Representative II

- Answered inbound calls from customers to provide information about their service
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, actions taken for resolution
- Determined charges for services requested, collected deposits or payments, or arranged for billing payment plans
- Obtained and examined all relevant information to assess validity of complaints and to determine possible causes
- Managed 4500+ incoming calls monthly with an average talk time of 4:12

Education

Belleville Area College, Granite City, IL

Nurse Assistant Certificate

MTM

Matthew Classen

Market Director

Experience

MTM, Inc., Lake St. Louis, MO, 2022 to Present; **Veyo,** Phoenix, AZ, 2018 to 2022

Market Director, *2022 to Present (MTM), 2018 to 2022 (Veyo)*

- Responsible for overseeing the Arizona and California markets, specifically working with our contracted health plans and managing the member transportation benefit, managing the IDP and 3PO provider networks, and responsible for identifying market trends, opportunities, and executing on financial goals
- Maximizes revenue by successfully leading teams to overcome the seasonality and challenges that arise with supply/demand cycles and have consistently kept an IDP capture rate of 80%+ of total trips completed, while maintaining budgeted cost-per-trip and margin goals
- Successful in creating a sense of urgency to work with Technology, Operations, and Data to make informed decisions on how to solve problems
- Directed all Market activities for MTM/Veyo's Arizona and California markets
- Lead a team of A-players in Business Development, Supply and Demand Management, Account Management, and cross-functional collaboration of all departments in our organization.
- Ensuring a high-quality and optimized Provider Network exceeds current demand at all times by at least 150%
- Played instrumental role in the market introduction of a Specialized Clean Fleet to transport infected or suspected COVID-19 patients to/from critical health care appointments.
- Developed new vendor relationships to source and outfit vehicles, provided guidance and approved protocols for terminal cleaning procedures, created market launch planning, pricing, forecasting, timing, and pre/post launch PR efforts.
- Led the IDP launch in our new Orange County, CA market by building an Independent-Driver Provider (IDP) network from the ground up that quickly captured 80+% of total available trips; both providing better overall service delivery and a vastly improved bottom-line.

MTM

Matthew Classen

Market Director

Experience *(continued)*

Total Transit Enterprises, Glendale, AZ, 2016 to 2018
Director of Operations

- Maximized operational efficiencies of the Greater Phoenix and Tucson markets, by developing and implementing business and operational plans that continuously improved the business operations and service delivery of the Discount Cab and Totalride transportation products.
- Ensured maximum utilization of over 800 taxicab vehicles, in two markets, including preventative maintenance to reduce expenses and provide customers a highly desirable product.
- Played instrumental role in market introduction of a TNC (Transportation Network Company) ride-share app that is projected to add ~$15M in revenue in second year of launch.
- Created market launch plan, messaging, product positioning, pricing, forecasting, timing, and pre/post-advertising planning with ad agencies.
- Led new product development of proprietary accounting software to enable a virtual and cashless environment for our operations team.
- Directed all marketing activities for all Total Transit Enterprises brands, including Discount Cab, Total Transit fixed transit bus routes, and TNC product Totalride app.
- Manage all digital and social advertising campaigns, optimized digital assets and websites, and managed creative direction of asset creation
- Led new product launch of OneCar leasing operations that added $300K in first year sales. Created brand name, brand positioning document, advertising and marketing campaigns, and managed P&L to provide unbranded vehicles to rideshare drivers to service our trip volume, as well as competing companies such as Uber and Lyft.

Schiller Grounds Care, Inc., Southampton, PA, 2004 to 2016
Product Manager – Little Wonder and Classen, 2013 to 2016
Operations Manager – Nebraska Operations, 2004 to 2013

Classen Manufacturing, Inc., Norfolk, NE, 1998 to 2004
Sales Representative and Technical Specialist

Education

Colorado State University, Fort Collins, CO
Master of Business Administration (MBA) in Marketing

Colorado State University, Fort Collins, CO
Bachelor of Science in Psychology

MTM

Cheryl Looney

Account Executive

Experience

MTM, Inc., Lake St. Louis, MO, 2013 to Present

Account Executive, 2018 to Present

- Manages day-to-day client relationships on behalf of MTM
- Accountable for service delivery, working closely with all operational departments to provide preventive consultation, analysis, and issue resolution
- Presents operational performance metrics to MTM's clients on a monthly and/or quarterly basis, tracking operational issues, service level agreements, and protocols to ensure contractual compliance

Manager, Home and Community Based Service (HBCS) Program, 2014 to 2018

- Responsible for the development and management of care coordination functions
- Coordinated with agencies and vendors providing HCBS services
- Developed and delivered training, policies, and procedures for internal and external audiences, and managed all HCBS contracts including implementation, reporting and analytics, contracting and credentialing, and claims adjudication and billing

Human Resource Coordinator, 2013 to 2014

- Oversaw full cycle recruiting of employees for assigned territories
- Approved employee changes in the human resources information system (HRIS), supervised the employment verification process, and supported employee labor relations issues

Sports Enhancement Group LLC, St. Louis, MO, 2004 to 2013

Business Manager

- Managed Physical Therapy and Sports Training departments
- Performed all tasked related to physical therapy billing, insurance coding, and client building, as well as scheduled, trained, and managed all clients
- Handled all insurance and client collections and managed financial budget for clinic

Deaconess West Hospital, St. Louis, MO, 1997 to 1997

Clinical Nurse Specialist

- Designed, implemented, and taught the Critical Care Orientation Program for staff Registered Nurses (RNs)
- Wrote care plans and protocols in conjunction with surgeons to provide continuity of care for patients, from admission to discharge

MTM

Cheryl Looney

Account Executive

Experience *(continued)*

St. Louis University Hospital, St. Louis, MO, 1996

Clinical Nurse Specialist

- Worked closely with the cardiovascular surgical team, including residents, to provide quality care for patients
- Conducted daily patient rounds to establish a plan of care for each patient
- Served as a knowledge resource for all staff RNs with regards to patient care and other miscellaneous needs

St. John's Mercy Center, St. Louis, MO, 1991 to 1995

Staff Nurse

Lutheran General Hospital, Park Ridge, IL, 1990 to 1991

Staff Nurse

Education

St. Louis University, St. Louis, MO

Master of Science in Nursing – Clinical Nurse Specialist

Bradley University, Peoria, IL

Bachelor of Science in Nursing

MTM

B2 Approach and Methodology Narrative Proposal (5.3)

5.3.1. Proposals will be evaluated based on the Offeror's distinctive plan for providing these specialized services. The Offeror shall utilize a written narrative or any other printed technique to demonstrate the ability to satisfy the Scope of Work. When appropriate, the narrative should describe a logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described. Offerors must also include the following in their proposal for this section:

MTM has **a dedicated Travel team** that handles requests for travel arrangements. This team is MTM's internal "owner" of arranging all aspects of member travel, meals, and lodging and **is made up of experienced Travel Agents.**

Our Travel Agents have several years of experience handling ancillary requests for members, their representatives, and health plans, and are experts in the process of making these arrangements. This team, led by Manager Brett Leary and Supervisor Jamie Harrigan will manage all requests for the AHCCCS program from start to finish.

As we do for similar programs, MTM will set up email communications for case management staff and/or treating facility staff to request travel assistance. Staff can request services by emailing the necessary documents and details to MTM's team, who will make the arrangements and communicate details back to the requesting staff. In addition, requesting staff can reach MTM's travel team via phone at a toll-free number, which we will establish upon contract award.

Arranging Air Travel

If we receive prior authorization and medical certification from the member's medical provider, our Support Representative selects the most appropriate mode based on the member's medical condition, reason for transport, urgency of transport, and destination; this may include commercial air travel with or without an attendant, or a private charter flight. The Support Representative purchases the most cost-efficient option available, considering the number of transfers and/or travel time, as well as departure/arrival time based on the member's needs. MTM only purchases coach seating tickets for commercial air travel. Once purchased, the Support Representative distributes tickets and travel itinerary to the member and escort, if applicable.

The following is an example of an itinerary we would send to the member or their representative.

Concur Travel Confirmation (not a receipt): TRIP FROM BALTIMORE TO PROVIDENCE

CT Concur Travel <TravelWizard@concursolutions.com>
To Eduardo Fitzhugh; Brett Leary

Reply

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

BWI-PVD.ics 3 KB | PVD-BWI.ics 3 KB | Fairfield Inn & Suites Providence Arpt.vcf 777 bytes

Trip Overview

Trip Name: Trip from Baltimore to Providence
Start Date: February 10, 2020
End Date: February 14, 2020
Created: January 31, 2020, Brett Leary *(Modified: January 31, 2020)*
Description: (No Description Available)
Business Purpose: Assist the operation with a pilot program
Agency Record Locator: 3DPNNI
Ticket Number(s): 5262167184024
Passengers: Eduardo.Preston Fitzhugh
Total Estimated Cost: $752.08 USD
Agency Name: 7CD (US) World Travel Service (Medical Transportation Management)
Daytime Phone: 800-251-9047

Reservations
Monday, February 10, 2020

Flight Baltimore, MD (BWI) to Providence, RI (PVD)

Southwest 3945

Departure: 07:55 AM
Seat:No seat assignment
Baltimore Washington Intl Airport (BWI)
Duration: 1 hour, 20 minutes
Nonstop

Confirmation: M9MSWZ
Status: Booked directly in Southwest /M9MSWZ

Arrival: 09:15 AM
Providence Airport (PVD)

Additional Details
E-Ticket
Cabin: Wanna Get Away (T)

Sample Travel Itinerary. *Example of a travel itinerary that MTM sends to members or their representatives.*

Due to the costly nature of such trips, MTM conducts pre-transportation validation checks on all air travel request. We also conduct retroactive reviews of authorization requests for air travel occurring after business hours, on weekends, and on holidays.

5.3.1.1. Describe your process and details of payment to a vendor or hotel, including method of payment and time frames.

Paying Vendors and Hotels

For similar clients, we require ancillary service requests to be submitted at least five days prior to the date of service. Our schedulers arrange the least expensive, most appropriate service.

We understand how imperative it is to ensure reimburse services in a timely, accurate, and efficient manner. At the same time, we know it is equally important to AHCCCS that vendors receive payment for only those services rendered.

Paying Transportation Providers

Prior to arranging transportation with a commercial provider, we will always check the availability of complementary shuttle or alternative free transportation to and from the lodging and medical facility as it is a standard operating procedure to seek out the most cost effective and most appropriate mode of transportation for all members.

If complementary or free transportation is unavailable, MTM arranges transportation with a commercial provider for the member. Once the provider completes transportation, and submits the information for the trip to MTM, we initiate our claims process. Transportation providers appreciate MTM's timely, seamless, and transparent claims processes; we routinely hear from providers that our claims processing is much speedier than our competitors. We spend considerable time ensuring transportation providers understand our processes, as cash flow is often very important to their ability to provide consistent, high-quality service.

MTM reconciles 100% of submitted trips; MTM Link matches each claim to the authorized trip, ensures data points are consistent, and trip documentation is valid. Payment is made once the claim is reconciled, protecting against fraudulent activity. MTM pays transportation providers in our network on a biweekly basis via Automatic Clearing House (ACH) electronic check.

Transportation providers can submit billing information and review payment details electronically using the process below.

1. **Online Trip Information Entry:** Using the MTM Link portal, providers submit trip claim information, where it is assigned an Internal Control Number. MTM requires transportation providers to submit their claims within 90 days of service; trips not claimed within 90 days are denied based on timeliness and must be appealed for payment.
2. **Information Validation:** The portal reviews documentation for completeness and compliance and places the claim into approved or denied status. Approved claims move on to step three. Transportation providers receive automatic notification of claim denial. MTM mails payment denial notifications during the regular payment cycle. If the provider does not agree with the denied status, they may request an appeal online, which our claims staff address. Following evaluation, a claims representative annotates it as approved and the claim moves to step three, or annotates it as rejected, and notifies the provider of their right to submit a second level appeal. For second level appeals, an Appeals Board reviews all claim material and decides whether the claim should receive payment.
3. **Payment Authorization:** Upon the successful completion of the above steps, the transportation provider receives payment for approved trips. MTM pays providers within 30 calendar days of receipt of a clean claim.

Across our book of business, MTM maintains a timely claims reconciliation process, paying over 50% of clean claims in 10 days, and 99.9% of clean claims within 90 days.

Paying Hotels

The Travel team handles hotel billing via single use authorization (SUA) virtual credit cards, which eliminates challenges faced by members at check-in, and greatly reduces the risk of fraud, waste, and abuse by eliminating the need to send multiple credit card authorizations to hotels.

5.3.1.2. Describe your process and details of payment of meal per diem to a Member and/or escort including method of payment, and timeframes for both standard and same day/urgent requests.

Meal Per Diem

MTM will provide meal per diem payment to members and/or escorts according to AHCCCS' protocol. To support the meals and lodging process, MTM can offer our MTM Currency debit card to members. MTM can load a member's card with a per diem amount for meals and lodging. The AHCCCS would dictate and pay for funds, while MTM would send US Bank cards to members and load/activate funds as directed. This is an excellent way to promote member independence and give members control over their allotted funds, without having to submit receipts for reimbursement after their appointment.

Members also appreciate the card, as it can be used at Point of Sale or at a number of ATMs nationwide. They do not have to wait for a check in the mail, deal with lost checks, or pay to cash a check if they do not have a bank account. The cards provide more convenient access for members.

5.3.1.3. Describe your method of making the additional $50 per diem payment to an escort meeting the established requirements (not Member's family Member/Member of household).

Escort Meal Per Diem

Just as with member meal per diem payment, MTM will provide $50 per diem for all approved escorts accompanying members to their services on our MTM Currency debit card.

5.3.1.4. Describe your process and provide details on how you will ensure the quality of each Member's lodging accommodations (i.e. safety, cleanliness, etc.).

Ensuring Quality of Lodging

MTM verifies the quality of lodging accommodations using a proven process. First, we only work with our preferred hotel partners and charitable houses. Our team carefully reviewed these partnerships for cleanliness standards, green initiatives, and traveler reviews/feedback before negotiating terms. The review these areas on a quarterly basis to ensure accommodations remain up to MTM's standards. Nearly all our hotel sourcing is done via the brand's custom MTM landing page(s) or the Global Distribution System (GDS).

If MTM receives a report of safety, cleanliness, or customer service concerns, we investigate with the assistance of our brand account executive and offer the property an opportunity to respond and correct. If the property does not correct the issue or becomes a repeat offender, we block them from our systems, including the GDS, and they will no longer appear as an option for MTM services.

5.3.1.5. Describe your process for ensuring 24-hour/7 days a week access to your services for resolution of member/escort issues with arrangements.

Providing 24/7 Service Support

MTM will provide 24/7/365 access to our team for urgent support; upon contract award, our team will work with AHCCCS to define the protocols for determining an urgent need. To provide this access, member or representatives can call our toll-free phone and speak to one of our Customer Care Representatives (CCRs) who will assist the caller, if possible, or escalate the call to a member of our travel team who can assist.

Our travel team will handle any issue that does not classify as urgent based on the definition agreed upon by MTM and AHCCCS during business hours.

5.3.1.6. Describe your process for achieving cost containment using the most reasonable options available to include use of charitable lodging and meals services when available.

Cost Containment

Whenever possible, MTM secures lodging for the member with nonprofit lodging organizations available near the treatment facility. If non-profit housing is unavailable, we arrange accommodations at the next most appropriate, cost-effective lodging facility where we have negotiated competitive rates. The scheduler takes into consideration whether the lodging facility provides meals, shuttle service, etc.

MTM coordinates with agencies and facilities that provide complimentary or discount accommodations such as the Ronald McDonald House, national motel chains that offer hospital rates, and corporations that own housing units offering long-term lodging. MTM also has national agreements with several hotel chains including Marriott, Hilton, IHG, and LaQuinta. Through these agreements, we have established preferred, discounted rates.

5.3.1.7. Describe your process for making payment to unregistered transportation providers, authorized by AHCCCS, to provide medically necessary transportation.

Paying Unregistered Transportation Providers

If AHCCCS authorizes an unregistered transportation provider to provide medically necessary transportation, MTM will pay the provider using the claims process outlined in response to *Question 5.3.1.1*.

5.3.1.8. Describe your internal method for monitoring and verifying appropriate utilization of meal cards in the absence of obtaining Member receipts and provider signatures as verification of services.

Monitoring and Verifying Appropriate Fund Utilization

With the MTM Currency card, we can monitor and verify fund utilization without requiring receipts and/or signatures for services. MTM loads a specified amount on the card according to the amount needed for the approved services. Following its use, MTM can pull monthly transaction history reports, which we cross reference with the approved services. If the transaction reports match the approved services, we take no further action. If the reports do not match the approved services, our Quality and Compliance team investigates to determine if the member/escort misused the funds.

If our team finds the member/escort misused funds, they flag the member's account and deactivate the card. MTM does not provide additional funding for flagged members until we recoup the misused funds.

If appropriate, MTM can also control the MTM Currency card with specific Merchant Category Codes (MCCs). This allows us to restrict where members can utilize the card and its funds; for example, with this coding, MTM can restrict the card so members can only make public transit purchases, ensuring funds are used solely for their intended purpose.

5.3.2. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action. The usage of technical language should be minimized and used only to describe a technical process.

*5.3.3. The Offeror shall limit its written narrative / method of approach to **fifteen (15) pages**.*

MTM is within the page limit for this section.

B3 Cost Proposal (Attachment A) (5.4)

*5.4.1. The evaluation of the category of Cost shall be based on the prices, as indicated on the **ATTACHMENT A: PRICING SCHEDULE** submitted with Offeror's proposal.*

5.4.2. Taxes: If the products and/or services specified require transaction privilege or use taxes, they shall be described and itemized separately on the offer. Arizona transaction privilege and use taxes shall not be considered for evaluation.

5.4.3. After award, the Contractor shall assist the State when developing invoicing schedules and budgetary requirements to be sent to CMS, FNS the State of Arizona, or other funding partners.

5.4.4. At any time in the evaluation process, pricing proposals may be reviewed, apart from the cost scoring process, for realistic and competitive pricing. Outside information may be utilized as deemed appropriate by the Procurement Officer including but not limited to:

- *5.4.4.1. Other pricing proposals submitted for this RFP.*
- *5.4.4.2. Expenditures and pricing of any current or expired contract if the solicitation is a re-bid of a current service.*
- *5.4.4.3. Public or Independently obtained information based upon market research.*
- *5.4.4.4. Cost bids submitted by the Offeror in relation to any closely related procurement.*
- *5.4.4.5. Awarded Pricing obtained from other contracts held by the Offeror.*
- *5.4.4.6. Pricing obtained from other contracts for the same or similar service awarded by a public entity.*
- *5.4.4.7. Other information as deemed appropriate by the Procurement Officer.*

5.4.5. At any time during the evaluation, but before award, AHCCCS may reject a proposal in part or in whole based upon unrealistically high or low pricing.

MTM completed the required ***Attachment A: Pricing Schedule***, as required by the RFP. We formed pricing based on our experience providing similar services for agencies and organizations across the United States.

Our management team would be happy to discuss our proposed price with AHCCCS and make changes if appropriate.

ATTACHMENT A: PRICING SHEET

YH23-0003

TRAVEL RELATED SERVICES REIMBURSEMENT

PRICING
Offeror is required to propose pricing for their method of approach. The pricing proposal shall be broken down into two parts:

- Sample Pricing Scenarios
- Admin Fee

Sample Pricing Scenarios:
Provide a Per trip, flat rate price and a breakdown of cost details, aligned with the scenarios identified below.

Using the Arizona Department of Administration (ADOA) General Accounting Office (GAO) State of Arizona Accounting Manual (SAAM) per diem rates as a general guideline; provide a price quote, including rationale for the price and a breakdown of cost per covered service, for the following scenarios:

A. A sick newborn is transferred from Tuba City Regional Health Care in Tuba City, AZ to University of San Francisco Medical Center in San Francisco, CA. The infant's mother is his Escort. The infant and mother will require lodging and meals while the baby is receiving care in California, which is estimated to be from 12/24/22-03/11/23. The infant and Escort will require travel back to Arizona via commercial air flight on 03/11/23.

B. An adult FFS plan Member that lives in Chinle, AZ is scheduled to begin receiving outpatient chemotherapy treatments in Albuquerque, NM, from April 30, 2022 to July 1, 2022. The Member will require an Escort during treatment. The Member and the Member's Escort will require lodging (one room) and meals during their time in Albuquerque, NM which is expectedto be from April 30th, 2022, returning to Chinle, AZ on July 1, 2022.

C. Part 1 – An urgent same day lodging and meals request is submitted by a facility case manager after your standard business hours for a 45-year-old AHCCCS AIHP Member for transplant related services. The Member and their family member Escort are en route to Phoenix from Northern Arizona and require lodging and meals for 2 nights, beginning the evening of November 30, 2022, for transplant related appointments scheduled to begin the following morning at 8:00 AM.

Part 2 – On the morning of December 2, 2022, the facility Transplant Case Manager has requested a continuation of meals and lodging for Member and Escort to stay near the transplant facility for an additional three (3) weeks for additional treatment.

Proposed Administrative Fee:
Provide your agency's administrative flat fee per trip and a detailed breakdown of how it was developed.

All fees shall be inclusive of all costs associated with the delivery of the service and includes contractor's staff time, mileage, insurance, and administrative cost. No additional fees will be paid by AHCCCS.

Scenario A

A. A sick newborn is transferred from Tuba City Regional Health Care in Tuba City, AZ to University of San Francisco Medical Center in San Francisco, CA. The infant's mother is his Escort. The infant and mother will require lodging and meals while the baby is receiving care in California, which is estimated to be from 12/24/22-03/11/23. The infant and Escort will require travel back to Arizona via commercial air flight on 03/11/23.

Category	Cost	Assumptions
Airfare		
AZ to CA	$0.00	Assumed the infant and mother transported to CA via ambulance and did not require transport
CA to AZ	$417.00	One commercial airfare ticket; infant is free
Transportation		
-	$0.00	Assumed transport during the stay in CA while the infant receives care is not needed
Lodging - *Two pricing options*		
Hotel	$13,269.41	Lodging for 77 nights, 12/24/22 - 3/10/23 $172.33/night based upon hotel rates at time of pricing; capped at $247/night for Dec 24-31, and $270/night for Jan 1 - March 11 per gao.az.gov
Ronald McDonald House	$3,850.00	*If available;* $50/night
Meals - *Assumed baby is inpatient at hospital, San Francisco reimbursement rate of $66/day per gao.az.gov*		
12/24/2022	$49.50	Travel day capped at 75% of rate ($66/day) in San Francisco
12/25/22 - 3/10/23	$5,016.00	76 days @ $66/day
3/11/2023	$49.50	Travel day capped at 75% of rate ($66/day) in San Francisco
Total Trip Cost		
Hotel	$18,801.41	
Ronald McDonald House	$9,382.00	
Admin Cost	$50.00	
Total Cost including Admin		
Hotel	$18,851.41	
Ronald McDonald House	$9,432.00	

Scenario B

B. An adult FFS plan Member that lives in Chinle, AZ is scheduled to begin receiving outpatient chemotherapy treatments in Albuquerque, NM, from April 30, 2022 to July 1, 2022. The Member will require an Escort during treatment. The Member and the Member's Escort will require lodging (one room) and meals during their time in Albuquerque, NM which is expected to be from April 30th, 2022, returning to Chinle, AZ on July 1, 2022.

Category	Cost	Assumptions
Airfare		
-	$0.00	Assumed airfare/transportation covered since the scenario only indicated lodging and meals needed
Transportation		
-	$0.00	Assumed airfare/transportation covered since the scenario only indicated lodging and meals needed
Lodging		
-	$6,882.00	Lodging for one room, 62 nights, 4/30/22 - 7/1/22 Albuquerque, NM not listed in the State of Arizona Accounting Manual; capped reimbursement at federal rate of $111/night per gsa.gov
Meals - *Two individuals traveling*		
4/30/2022	$67.50	Travel day capped at 75% of rate ($45/day)
5/1/22 - 6/30/22	$5,580.00	62 days @ $45/day
7/1/2022	$67.50	Travel day capped at 75% of rate ($45/day)
Total Trip Cost	$12,597.00	
Admin Cost	$50.00	
Total Cost including Admin	$12,647.00	

Scenario C

Part 1

An urgent same day lodging and meals request is submitted by a facility case manager after your standard business hours for a 45-year-old AHCCCS AIHP Member for transplant related services. The Member and their family member Escort are en route to Phoenix from Northern Arizona and require lodging and meals for 2 nights, beginning the evening of November 30, 2022, for transplant related appointments scheduled to begin the following morning at 8:00 AM.

Category	Cost	Assumptions
Airfare		
-	$0.00	Not required
Transportation		
-	$0.00	Not required
Lodging		
-	$189.46	Lodging for two nights, 11/30/22-12/1/22, one room; $94.73/night based upon hotel rates at time of pricing; capped at $121/night for Phoenix per gao.az.gov
Meals - *Two individuals traveling*		
11/30/2022	$69.00	Travel day capped at 75% of rate ($46/day)
12/1/2022	$92.00	$46/day per gao.az.gov
Total Trip Cost	$350.46	
Admin Cost	$50.00	
Total Cost including Admin	$400.46	

PART 2

On the morning of December 2, 2022, the facility Transplant Case Manager has requested a continuation of meals and lodging for Member and Escort to stay near the transplant facility for an additional three (3) weeks for additional treatment.

Category	Cost	Assumptions
Airfare		
-	$0.00	Not required
Transportation		
-	$0.00	Not required
Lodging		
-	$1,825.53	Lodging for 21 nights, 12/2/22 - 12/22/22, one room; $86.93/night based upon hotel rates at time of pricing; capped at $121/night for Phoenix per gao.az.gov
Meals - *Two individuals traveling*		
12/2/22 - 12/22/22	$1,932.00	$46/day per gao.az.gov
Total Trip Cost	$3,757.53	
Admin Cost	$50.00	
Total Cost including Admin	$3,807.53	

Proposed Administrative Fee:

Provide your agency's administrative flat fee per trip and a detailed breakdown of how it was developed.

All fees shall be inclusive of all costs associated with the delivery of the service and includes contractor's staff time, mileage, insurance, and administrative cost. No additional fees will be paid by AHCCCS.

On a monthly basis, MTM will submit an invoice for actual costs of the ancillary services provided plus an administrative fee per request received.

The costs provided in the scenarios are an estimate of costs to provide the requested service.

Administrative Fee per Request Received: $50.00

Administrative Fee encompasses the following:

- **Direct Costs:**
  - Salary and benefits for the following direct support teams:
    - Ancillary services team booking hotels, flights, and meals
    - Accounting team paying providers and/or members
    - Client services support
  - Mailing/Postage
  - Card issuance fees for member reimbursement
- **Overhead Costs:**
  - Salary and benefits of corporate support (e.g. Operations, HR, Finance, Technology, Legal, etc.)
  - Technology licenses
  - Insurance
  - Facilities
  - Travel
  - Other general and administrative expenses