



## VENDOR QUESTIONS

**AHCCCS**  
**Arizona Health Care Cost Containment System**

**NAME OF SOLICITATION:** Broker for NEMT Services for Fee for Service Population  
**SOLICITATION NUMBER:** RFI YH14-0008

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701 East Jefferson, MD 5700  
 Phoenix, Arizona 85034

Question#	Vendor Name	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
1.	<b>LogistiCare Solutions, LLC.</b>	NA	NA	In order to properly calculate the estimated annual Program expenditure, can AHCCCS provide the total number of Member lives expected to be added / included in the FFS Program once the Affordable Care Act is fully implemented January 1, 2014.	AHCCCS anticipates a potential increase of up to 30,000 members in the Fee for Service program.
2.	<b>LogistiCare Solutions, LLC.</b>	NA	NA	Understanding that this is subject to change, please provide the total allocated FY 2014 AHCCCS Department Budget Fund	AHCCCS is allocated \$6.6 Billion for SFY 2014.
3.	<b>LogistiCare Solutions, LLC.</b>	NA	NA	To our understanding since 2010, the transportation fee structure has dropped by 8%. Can AHCCCS provide any insight to why that has occurred?	AHCCCS had rate reductions in 2010 and 2011 due to State budgetary constraints.
4.	<b>LogistiCare Solutions, LLC.</b>	Background of Project	4	As stated in Section 3, prior authorization is required for all transports greater than 100 miles. Can AHCCCS please provide the total number of authorizations approved as well as denied for calendar year 2012? Additionally, if possible, can AHCCCS please provide the total expenditure associated with all transports greater than 100 miles in calendar year 2012?	The total number of authorizations approved for calendar year 2012 was 5,928 and denials were 667.  The total expenditures for transports with mileage over 100 miles was \$21 million for calendar year 2012.
5.	<b>LogistiCare Solutions, LLC.</b>	Purpose	3	AHCCCS explains the purpose for the RFI and based on that, can AHCCCS describe the current process for managing Non-Emergency Medical Transportation for the American Indian Health Program and the Tribal Arizona Long Term Care Services Programs? Can AHCCCS describe the current strength of the existing NEMT services delivery model?	Currently the NEMT process is managed internally at AHCCCS through the FFS prior authorization unit and the assigned case managers.  AHCCCS currently requires prior authorization for claims over 100 miles. There is also a post payment audit system in place.



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6.	<b>LogistiCare Solutions, LLC.</b>	Purpose	3	Can AHCCCS describe what challenges “pain points” are currently being experienced within the existing model?	AHCCCS must ensure that the service is to the nearest appropriate facility and that the appropriate mileage is billed.
7.	<b>LogistiCare Solutions, LLC.</b>	Purpose	3	Can AHCCCS list out the main objectives for having a new vendor provide NEMT services?	Currently the program is managed at AHCCCS and no broker is utilized. The objectives of AHCCCS in potentially securing an outside vendor to perform this service is to see what a broker can provide.
8	<b>MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)</b>	Section 5 – How to Respond	4	May we include attachments as part of our response? If so, do these attachments count against the page limitations?	Yes, you may include attachments, page limitations are just guidelines, you may submit what you need to explain your service delivery.
9	<b>MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)</b>	5.3 Pricing	6	Can you provide data on the actual number of trips by vehicle type (Volunteer, Taxicab, Ambulatory Van, Wheelchair Van, Stretcher Van, Non-Emergency ALS, Non-Emergency BLS, Public Transit)?	For State fiscal year 2012 the number of claims billed were as follows:  Taxi- 30 Mini bus/bus- 315,966 Wheel chair van- 23,933 Ambulance non emergency- 4,773
10	<b>MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)</b>	5.3 Pricing	6	Can you provide data on the average distance by each vehicle type noted (Volunteer, Taxicab, Ambulatory Van, Wheelchair Van, Stretcher Van, Non-Emergency ALS, Non-Emergency BLS, Public Transit)?	AHCCCS does not have this data readily available.
11	<b>MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)</b>	5.3 Pricing	6	The AHCCC Transportation Rate Schedule does not contain any rates for public transit. Are public transit fares covered under the NEMT program?	Public transportation is not currently utilized in the Fee for Service program.
12	<b>MEDICAL TRANSPORTATION MANAGEMENT, INC.</b>	5.3 Pricing	6	How many trips by vehicle type (Volunteer, Taxicab, Ambulatory Van, Wheelchair Van,	In State fiscal year 2012 the number of claims billed over 100 miles were 64,432.



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	(MTM)			Stretcher Van, Non-Emergency ALS, Non-Emergency BLS, Public Transit) are over 100 mi.?	
13	MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)	5.3 Pricing	6	What is the average cost of each trip that is under 100 mi. by vehicle by vehicle type (Volunteer, Taxicab, Ambulatory Van, Wheelchair Van, Stretcher Van, Non-Emergency ALS, Non-Emergency BLS, Public Transit)?	The average approximate cost for trips under 100 miles by provider type:  Taxi-\$2.00 Mini bus/bus-\$16.00 Wheel chair van-\$21.00 Non-emergency ALS-\$436 Non-emergency BLS-\$481  The AHCCCS Fee for Service program does not currently utilize public transportation.
14.	MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)	5.3 Pricing	6	What is the present average trip cost for trips over 100 mi. by vehicle type (Volunteer, Taxicab, Ambulatory Van, Wheelchair Van, Stretcher Van, Non-Emergency ALS, Non-Emergency BLS, Public Transit) are over 100 mi.?	The average trip cost for calendar year 2012 for trips over 100 miles was \$335.
15	MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)	3 Background	4	Are the 500,000 trips provided annually one-way or round trips?	They're both types of trips.
16	MEDICAL TRANSPORTATION MANAGEMENT, INC. (MTM)	3 Background	4	Will AHCCCS provide a list of current approved NEMT providers?	Please see the attachment labeled "Provider Type 28 List".
17	MEDICAL TRANSPORTATION MANAGEMENT, INC.	3 Background	4	Are any FFS members or health care providers using telemedicine to monitor health conditions or on home dialysis as means of reducing health care	AHCCCS covers telemedicine in accordance with policy found in the AHCCCS Medical Policy Manual.



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	(MTM)			costs?	
18	RIDESOURCE HOLDINGS, LLC	3	4	If possible, please provide a service area map or chart indicating the member's distribution by county? Who will be served in this contract?	The Fee for Service population will be served in this contract. The service area is State wide.
19	RIDESOURCE HOLDINGS, LLC	3	4	Do you have trip data available by county including trip count and average miles per one-way trip? Please break down this information by mode of transportation if possible (ambulatory, bariatric, wheelchair, and stretcher.	AHCCCS does not have this data readily available.
20	RIDESOURCE HOLDINGS, LLC	3	4	Are the trips referred to in the RFI for all IHS and AHCCCS trips? Only AHCCCS? Can you provide the breakdown for each?	The number provided is for Fee for Service enrolled members eligible for transportation services.
21	RIDESOURCE HOLDINGS, LLC	5.3	6	Are AHCCCS rates used for provider costs? Does this also apply to IHS populations?	All non- emergency transportation providers are reimbursed at the AHCCCS Fee for Service rate.
22	RIDESOURCE HOLDINGS, LLC	2	3	Who are the current transportation providers by county and their approximate volume?	Please see the attachment labeled "Provider Type 28 List".
23	RIDESOURCE HOLDINGS, LLC	2	3	What is the expected start date for the NEMT broker to assume these services?	This has not been determined.
24	RIDESOURCE HOLDINGS, LLC	2	3	Is a RFP going to be issued after this RFI, if so, do you have an expected date?	This has not been determined.
25	RIDESOURCE HOLDINGS, LLC	3	4	How are the current NEMT services being performed/managed in terms of the process of requests, scheduling, billing, etc.?	The AHCCCS Division of Fee for Service Management is performing prior authorizations for trips over 100 miles.
26	RIDESOURCE HOLDINGS, LLC	3	4	Do you have the 2012 monthly data of meals and lodging requests available for review?	State fiscal year 2012 had \$120,000 in lodging and meals for this provider type. 175 claims were submitted in the same time frame.
27	RIDESOURCE HOLDINGS, LLC	3	4	Does AHCCCS anticipate defining standards in this RFP for performance in terms of average speed to	AHCCCS would outline all required standards if an RFP is issued, this could include items such as abandonment



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				answer, abandoned rates, grievances, no show rates, etc?	rates, grievance requests and network requirements.
28	IntelliRide Veolia TransDev	General Questions		Please provide the names of the current transportation brokers or managed care organizations providing current brokered transportation services.	This RFI pertains to the Fee for Service population only, a broker is not currently utilized for Fee for Service.
29	IntelliRide Veolia TransDev			Do these services occur statewide? If not please identify the covered service area.	AHCCCS Fee for Service members are Statewide.
30	IntelliRide Veolia TransDev			Please provide a name of all tribal nations currently using these services.	The Fee for Service program is Statewide.
31	IntelliRide Veolia TransDev			Can the transportation broker also be the transportation provider?	No
32	IntelliRide Veolia TransDev			Is AHCCCS considering ultimately making a single or multiple awards for these services? If multiple, how will the award be divided?	There will be no award resulting from this RFI, and AHCCCS has not yet determined whether or not to pursue a formal RFP nor how many awards would be made.
33	IntelliRide Veolia TransDev			Please provide the price scores and technical scores from the most recent procurement for this work.	This service has not previously been contracted out.
34	IntelliRide Veolia TransDev			Are member's friends or family allowed to transport and be reimbursed for fuel or mileage?	Refer to Arizona Administrative Code Title 9 chapter 22 R9-22-211.
35	IntelliRide Veolia TransDev			RFI refers "Random post payment audits". Please provide the frequency of these audits and what happens if the audit fails?	The audit schedule would be determined at a later date.
36	IntelliRide Veolia TransDev			Who can request transportation? Only the member, medical provider, etc?	The member, provider and or case manager could request transportation services.
37	IntelliRide Veolia TransDev			How often is eligibility updated and provided to the broker?	This will be determined at a later date.



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38	IntelliRide Veolia TransDev			In order to identify potential trends, please provide total unique (distinct) members for the last 5 years.	By calendar year: 2013 (to date)-average of 161,000 2012-158,000 2011-154,000 2010-149,000
39	IntelliRide Veolia TransDev			Since all transportation provider agreements are to be provided to AHCCCS, are these current agreements to be made available to a non incumbent bid winner?	Please see the attachment labeled "Provider Type 28 List" for a listing of current transportation providers. This information is public.
40	IntelliRide Veolia TransDev			Will the successful bidder have any education responsibility to the members? Notifying current users of pending changes?	If AHCCCS decides to pursue a formal RFP, the requirement of training and notification to users has not yet been determined.
41	IntelliRide Veolia TransDev			Will AHCCCS provide a list of all known transportation providers in the State?	Please see the attachment labeled "Provider Type 28 List".
42	IntelliRide Veolia TransDev			Is the intent to pull all, some or none of the current responsibility for preauthorization of transportation from the managed care organizations?	This RFI is for the Fee for Service program only.
43	IntelliRide Veolia TransDev	Pricing/Cost Questions		Please provide the breakdown on the stated 500,000 trips annually.	Please see responses to previous questions.
44	IntelliRide Veolia TransDev			What was the longest and shortest trip mileage?	The amount of mileage can vary greatly from claim to claim. There were a total of 26,701,458 miles billed in calendar year 2012.
45	IntelliRide Veolia TransDev			What is the average trip mileage overall?	The average trip mileage is 80 miles.
46	IntelliRide Veolia TransDev			What were the trip totals by mode (bus, sedan, volunteer, wheelchair, ambulance, personal mileage, etc.)?	For State fiscal year 2012 the number of claims billed were as follows:  Taxi-30



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					Mini bus/bus-315,966 Wheel chair van-23,933 Ambulance non emergency-4,773
47	IntelliRide Veolia TransDev			Please break down the above mode totals and breakdown by county if possible.	The AHCCCS Fee for Service program is Statewide and potential vendors would need to provide transportation services to all counties.
48	IntelliRide Veolia TransDev			Please provider the provider average trip mileage by mode and by county.	The average trip Statewide is 80 miles.
49	IntelliRide Veolia TransDev			On average what is the days' notice (ie 1 day in advance) for scheduling trips?	On average 1-2 days
50	IntelliRide Veolia TransDev			What was the total spent by mode of transportation?	The total spend for the base and mileage for calendar year 2012 was \$49 million.This data is more recent than the data published in the RFI introduction and background as it was taken from 2012.
51	IntelliRide Veolia TransDev			How many trips occurred over 100 miles?	64,432 claims were submitted in calendar year 2012.
52	IntelliRide Veolia TransDev			How many trips occurred over the border or out of state?	This is included in the total number of claims.
53	IntelliRide Veolia TransDev			Total spent on meals? Total spent on lodging?	State fiscal year 2012 had \$120,000 in lodging and meals for this provider type. 175 claims were submitted in the same time frame.
54	IntelliRide Veolia TransDev			How many trips per month over the last 2 years for nursing homes?	2,894 claims were submitted by nursing homes for calendar year 2012.
55	IntelliRide Veolia TransDev			How many trips per month over the last 2 years for developmentally disabled recipients?	This is included in the total number of claims



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56	IntelliRide Veolia TransDev			How many trips per month over the last 2 years for recipients requiring dialysis?	This is included in the total number of claims.
57	IntelliRide Veolia TransDev			Does AHCCCS prefer pricing to be based on a fixed trip rate, PMPM or another model and if so what would that model be?	Potential vendors should provide the pricing model they feel is appropriate.
58	IntelliRide Veolia TransDev			Please provide the last 5 years paid totals to the brokers.	The AHCCCS Fee for Service program has not utilized a broker for these services.
59	IntelliRide Veolia TransDev			Is there any prohibition against the broker also providing transportation?	Yes