Solicitation # YH23-0003

Travel Related Services Reimbursement

Prepared for

Arizona Health Care Cost Containment System (AHCCCS)

Submitted by:

September 29, 2022

Part A

MTM

September 27, 2022

Cynthia Smolens
Arizona Health Care Cost Containment System
801 E Jefferson Street
Phoenix, AZ 85034

Re: Solicitation #YH23-0003 Travel Related Services Reimbursement

Dear Ms. Smolens:

As a demonstration of its commitment to providing quality services to its fee for service (FFS) members, the Arizona Health Care Cost Containment System (AHCCCS) seeks a qualified contractor to provide medically necessary lodging and meal reimbursement. With over 27 years of experience providing similar services as a non-emergency medical transportation (NEMT) broker, Medical Transportation Management, Inc. (MTM) is AHCCCS' best choice to manage travel related reimbursement services for AHCCCS' FFS members.

MTM offers AHCCCS a proven approach and record of success in arranging meals, lodging, travel, and ancillary services for members receiving health care service that requires long-distance or overnight travel. Our experienced team of travel agents will manage the program for AHCCCS and its members, providing comprehensive service from request to reimbursement.

Our proposal details our approach to meeting AHCCCS' objectives for the program, as well as our experience successfully delivering similar services across the nation. We have read, understand, and agree to provide the services subject to the terms and conditions set forth in the RFP. As President and CEO, I am the officer authorized to bind MTM to the presented offer. I certify that the information in our proposal meets all general conditions. MTM does not request any of our proposal to be kept confidential.

AHCCCS may communicate with our principal contact for the proposal:

Contact: Amy Ritchie, Vice President of Proposals
Phone: 636-695-5634 **Email:** aritchie@mtm-inc.net
Address: 16 Hawk Ridge Drive, Lake St. Louis, MO 63367
Fax Number: 636-561-2962

On behalf of MTM, I look forward to discussing our proposal for MTM's operation of AHCCCS' travel related service reimbursement program in the near future.

Sincerely,

Alaina Maciá

Alaina Maciá, President and CEO
314-495-4953 | amacia@mtm-inc.net

Offer and Acceptance

OFFER

The undersigned Offeror hereby agrees to provide all services in accordance with the terms and requirements stated herein, including all exhibits, amendments, and final proposal revisions (if any). Signature also certifies Small Business Status.

Arizona Transaction (Sales) Privilege Tax License No.:

MTM will apply upon award of contract

Federal Employer Identification No.:

43-1719762

E-Mail Address: aritchie@mtm-inc.net

Medical Transportation Management, Inc. (MTM)

Company Name

16 Hawk Ridge Circle

Address

Lake St. Louis MO 63367

City State Zip

For clarification of this offer, contact:

Name: Amy Ritchie

Title: Vice President, Proposals

Phone: 636-695-5634

Alaina Maciá

Signature of Person Authorized to Sign Offer

Alaina Maciá

Printed Name

President and CEO

Title

CERTIFICATION

By signature in the Offer section above, the Offeror certifies:

1. The submission of the offer did not involve collusion or other anti-competitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-09 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror _____ is / ✓ is **not** a small business with less than 100 employees or has gross revenues of $4 million or less.
5. The Offeror is in compliance with A.R.S. § 41-3532 when offering electronics or information technology products, services, or maintenance; and
6. The Offeror certifies that it is not debarred from, or otherwise prohibited from participating in any contract awarded by federal, state, or local government.

ACCEPTANCE OF OFFER (to be completed by AHCCCS)

Your offer, including all exhibits, amendments and final proposal revisions (if any), contained herein, is accepted. The Contractor is now bound to provide all services listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by AHCCCS.

The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contact release document or written notice to proceed.

This contract shall henceforth be referred to as Contract No. **YH23-0003**

AWARD DATE: _____

CONTRACT SERVICE START DATE: **February 1, 2023**

_____

MEGGAN LAPORTE, CPPO, MSW, AHCCCS Chief Procurement Officer

AHCCCS
Arizona Health Care Cost Containment System

SOLICITATION AMENDMENT #1		
YH23-0003 Travel Related Services Reimbursement	Solicitation Due Date: **September 29, 2022 3:00 pm Arizona Time**	Procurement Officer: Cynthia Smolens Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

The attached Answers to Questions is incorporated into this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	**THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.**
SIGNATURE OF AUTHORIZED INDIVIDUAL: Alaina Maciá	SIGNATURE: **SIGNATURE ON FILE**
TYPED NAME: Alaina Maciá	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: President and CEO	TITLE: Chief Procurement Officer
DATE: 9/13/22	DATE:

ATTACHMENT D - QUESTIONS AND ANSWERS FORM

Travel Related Services Reimbursement RFP

YH23-0003

#	Offeror Name	Section Reference	Page Reference	Question	AHCCCS Response
1.	MTM	Attach. A	N/A	Can you please provide historical annual volume for one way trip legs, average mile per leg, hotel overnight stays, airplane rides (with average pricing), meal volume, bus trips and train trips.	One way trip legs, bus trips, and train trips are currently not applicable. SFY22 had over 3300 PAs issued. SFY21 over 2300 PAs issued for meals and lodging.
2.	MTM	Content	16	What key personnel are required for this contract? Are there any minimum requirements for key personnel roles?	There are no key personnel requirements. The Offeror is to propose their key personnel.
3.	MTM	4.6	5	How will the vendor receive eligibility files?	Eligibility files are not sent to the vendor. Eligibility information is accessible online 24/7 via the Provider Portal.
4.	MTM	4.10	6	Please explain the process to receive prior authorization from AHCCCS.	Submission of an authorization request via the Provider Portal.
5.	MTM	4.10.3	6	Can you provide a sample of the medical necessity form? Must a Member get a new form from their medical provider for each trip, or is the form good for a period of time?	A letter of medical necessity including supporting clinicals would come from the referring or receiving provider to support the request and accompany the Prior Auth Request form. This would be subject to nurse review and dependent upon medical necessity, covered service and benefit limitations.
6.	MTM	4.2	5	Who makes the request for travel assistance? Is it the Member, the case manager, the medical facility, etc.?	Case management staff at the member's medical home, or the treating facility can request travel assistance.

#	Offeror Name	Section Reference	Page Reference	Question	AHCCCS Response
7.	MTM	4.2	5	Are any of the travel requests submitted to the vendor electronically? If so, what percentage?	No.
8.	MTM	4.12	6	Regarding the requirement to have a 24-hour contact for any Member issues that require immediate attention and/or escalation, is the expectation that we also accept new transportation requests for emergency services 24/7/365, such as an urgent organ transplant request?	There is the possibility that urgent assistance may be required on short notice. Transplant-related assistance is typically known in advance.
9.	MTM	2	4	This section states that services may include air or ground services. Please confirm that the awarded vendor will not only be responsible for airfare, but also transport to and from the airport.	The vendor may be responsible for the coordination and reimbursement of commercial air transportation. The vendor may be responsible to coordinate ground transportation.
10.	MTBA	N/A	N/A	Is this new RFP# YH23-0003 including or excluding the members currently serviced under the current contract?	The current member populations are included in this YH23-0003 RFP.