December 5, 2022

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

Re: BAFO - Solicitation #YH23-0003 Travel Related Services Reimbursement

Dear Ms. Smolens:

Thank you for the opportunity to meet with your team and learn more about the Travel Related Services Reimbursement program. Based on the guidance we received during our meeting on Thursday, November 17, we have revised our pricing. Updated pricing along with a detailed breakdown of the administrative fee can be found in **Attachment A**.

As requested, we are confirming the following requirements. We have made some adjustments based on current capabilities:

- MTM confirms we will implement standard business hours Monday – Friday excluding state observed holidays of 8am – 5pm Arizona time, for services provided in this contract.
- MTM confirms we will establish and maintain urgent 24/7 accessibility for all travel related service issues that occur outside Arizona standard business hours. Please note, we will be unable to execute same day funding of debit cards (for meal purposes) after 3:00 pm Arizona time.
- MTM confirms we can monitor debit card utilization and we have processes to protect against fraud, waste, and abuse, but we are unable to restrict cast withdrawals with the debit card.
- MTM confirms we will reimburse a separate monetary payment to non-family member escorts who do not reside in the AHCCCS member's household, as specified in the travel Related Services RFP.
- As one final clarification, outside of overnighting a debit card to members, Money-gram is the only solution we currently have for short notice delivery of meal funds, if the member does not already have an MTM debit card.

Thank you for the opportunity to learn more about this important program and submit revised pricing. Please let us know if you require additional information. We look forward to partnering with AHCCCS to remove barriers to care for your membership.

Sincerely,

Alaina Maciá

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

Attachment A: 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.

Administrative Fee per Request Received: $207.06

The Administrative Fee encompasses the following:

Cost Items	Total
Wages *(see detail below)*	$91.75
Taxes and Benefits (30%)	$27.53
Prepaid Card	$5.00
Office Supplies	$5.00
USPS Express Delivery	$25.00
Telephony	$5.00
Total Direct Cost	**$159.28**
OH (30%)	$47.78
Total Cost	**$207.06**

The following table provides a breakdown of wages included in the Administrative Fee:

	Hours	Rate	Total
Travel Coordinator	2.50	$20.50	$51.25
Travel Manager	0.25	$39.00	$9.75
Accountant	1.50	$27.00	$40.50
Wage Total	**4.25**		**$91.75**