October 14, 2022 THIS NOTICE WAS SENT EXCLUSIVELY VIA EMAIL

Medical Transportation Management, Inc. (MTM)
Amy Ritchie
16 Hawk Ridge Circle
Lake St. Louis, MO 63367
aritchie@mtm-inc.net
Phone: (636) 695-5634

Re: Letter of Clarification, YH23-0003, Travel Related Services Reimbursement RFP

Dear Ms. Ritchie,

In order to continue with the evaluation of Medical Transportation Management, Inc's (MTM) proposal, AHCCCS requires clarification of the following items:

1. Pertaining to Section 5.3.1.1 of the Special Instructions to Offerors, "Describe your process and details of payment to a vendor or hotel, including method of payment and time frames." and MTM's response:
   A. Is MTM paying providers at the time of service or booking?
   B. What is MTM's process for paying service providers?
   C. Is MTM able to align their payment process to AHCCCS?
   The AHCCCS Division of Fee For Service Management (DFSM) processes prior authorization requests with accompanying medical necessity supporting documentation. DFSM requests a minimum of 72 hours to process the request. In certain medically necessary circumstances, prior authorization may be requested urgently and require an urgent same day request from both DFSM and vendor. After obtaining prior authorization from the DFSM Case Management team, the vendor would submit payment requests to DFSM Claims following the timely filing requirements.
   D. What is MTM's process for paying for meal cards, lodging accommodations to vendors, and transportation provided such as commercial air?

2. Pertaining to Section 5.3.1.2 of the Special Instructions to Offerors, "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."
   A. Can MTM do last minute issuance of the currency debit card due to medical necessity, if so, what is the process and what is the timeframe of card delivery for both an urgent/same day requests and a standard non-urgent request?
   B. Explain the exact process of how the currency debit cards are able to be used?
   C. Can MTM cash cards be restricted, as needed, to prevent Members from withdrawing cash from meal cards?

3. Pertaining to Section 5.3.1.3 of the Special Instructions to Offerors, "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)."
   Would MTM issue a separate card for payment of the per diem and meals to an Escort when applicable?

4. Pertaining to Section 5.3.1.7 of the Special Instructions to Offerors, "Describe your process for making payment to unregistered transportation providers, authorized by AHCCCS, to provide medically necessary transportation."
   Does MTM make payments to unregistered providers at the time of service or booking in the event of airfare?

5. Pertaining to the Price Sheet received from MTM: "**Proposed Administrative Fee:** Provide your agency's administrative flat fee per trip and a detailed breakdown of how it was developed."
   Please provide a detailed breakdown of the costs for the expenses that make up the $50.00 Administrative Cost. AHCCCS would like assurance that MTM has included all necessary fees associated with the Administrative Cost.

AHCCCS requests your acceptance of this notice as well as your written response to be submitted electronically to me no later than 3:00 PM, AZ time Friday, October 21, 2022 at Procurement@azahcccs.gov. This request is not an opportunity to change any portion of the original proposal submitted but rather to provide additional information to ensure your agency understands the intent of the RFP services. Failure to respond to this request could cause an adverse impact on the evaluation of your proposal.

Sincerely,

Cynthia Smolens

Cynthia Smolens
AHCCCS Senior Procurement Specialist