



Douglas A. Ducey, Governor
 Thomas J. Betlach, Director

SOLICITATION AMENDMENT #1		
YH18-0017 SMI Eligibility Determination	Solicitation Due Date: April 2nd, 2018 May 14th, 2018 3:00 pm Arizona Time	Chief Procurement Officer: Meggan Harley Email: SMIEligDet_RFP@azahcccs.gov

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

This Solicitation is amended as follows:

1. The attached Answers to Questions are incorporated as part of 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:	SIGNATURE: SIGNATURE ON FILE
TYPED NAME:	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE:

RFP YH18-0017 AHCCCS QUESTIONS AND ANSWERS FORM

	OFFEROR'S NAME	DATE SUBMITTED	RFP SECTION	PARAGRAPH No.	PAGE No.	OFFEROR'S QUESTION	AHCCCS RESPONSE
1.	Crisis Response Network	3/26/18	17	1	35	Will the contract follow the current PMPM funding model or reimbursed via fee-for-service?	No. A price per SMI Eligibility Determination/Clinical Decertification will be paid for each SMI Eligibility Determination/Clinical Decertification conducted.
2.	Crisis Response Network	3/26/18	7	5	19	Will the winning bidder be required to maintain a standalone automated submission process to interface with AHCCCS or will existing AHCCCS technology be used?	The Offeror is required to have its own interface with providers/programs for submission of assessment/evaluation packets; however, existing AHCCCS technology will be used for submission of determinations/determination results to AHCCCS.
3.	Crisis Response Network	3/26/18	Chart of Deliverables	N/A	61	Will the selected offeror be required to maintain a quarterly maintenance of minimum capitalization?	No.
4.	Crisis Response Network	3/26/18	Chart of Deliverables	N/A	61	Will the selected offeror be required to maintain a quarterly financial statement reporting package?	No.
5.	Crisis Response Network	3/26/18	Chart of Deliverables	N/A	61	Will the selected offeror be required to maintain a performance bond?	No.
6.	Crisis Response Network	3/26/18	Chart of Deliverables	N/A	61	Will the selected offeror be required to maintain an annual administrative cost allocation plan?	No.

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7.	Crisis Response Network	3/26/18	Exceptions: Conflict of Interest	1	49	Will AHCCCS continue to preclude potential bidders from completing SMI assessments and the subsequent evaluations? Or will bidders be permitted to contract with health plans and RBHAs to perform assessments and receive payment from AHCCCS for the final determinations?	Behavioral Health Assessments and Evaluations are not within the scope of this Contract. Successful Offerors are required to perform services delineated in the Scope of Work, specifically to render SMI eligibility determinations, as delineated in AMPM Policy 320-P.
8.	Crestline Advisors, LLC	3/26/2018	D (3)	Paragraph 3, bullet 3	15	Is it the intent of AHCCCS to apply the inter-rater reliability training described in this bullet to SMI determinations and clinical decertifications, rather than "medical necessity decisions" (including prior authorization), which appear to be outside the scope of this contract?	Yes this statement is accurate.
9.	Crestline Advisors, LLC	3/26/2018	D (8)	Paragraph 13 (first Appeals paragraph)	20-21	The scope of work includes implementation of an appeal process that complies with the requirements of the A.A.C. R9-21-401, which includes the fair hearing process. Can you please confirm whether it is AHCCCS's intent that the contractor provide legal representation at such fair hearings, and, if so whether the Grievance and Appeal Administrator may provide such representation?	It is AHCCCS' expectation that the Contractor provide legal representation at fair hearings to defend its decisions. The Grievance and Appeal Administrator may provide such representation subject to applicable attorney ethics rules and time constraints and so long as the Grievance and Appeal Administrator is licensed in Arizona.

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10.	Crestline Advisors, LLC	3/26/2018	D (9)	5 (Subcontracts 2 paragraph)	22	The RFP states "Subcontracts or delegated agreements with another entity for the purpose of conducting or rendering SMI Eligibility Determinations are prohibited." Please clarify whether this is intended to prohibit use of contracting with (vs. employing) licensed individuals to render SMI Eligibility Determinations decisions?	No. This prohibition does not extend to employment of licensed <u>individuals</u> to render SMI Eligibility Determinations.
11.	MAXIMUS Health Services, Inc.	3/26/2018	Section G: Instruction to Offerors	4	70	Should the cost proposal workbook also be included within the searchable PDF of the Offeror's Complete Proposal per the submission to the SFTP Server instructions?	Yes, the cost bid work book should be included within the searchable PDF of the Proposal submitted by the Offeror.
12.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 2- Scope of Services	2	14	The RFP states: " <i>The Contractor shall have a process for receiving SMI Assessments both electronically and manually (e.g. paper/fax).</i> " When receiving SMI Assessments, can AHCCCS support SFTP (ftp over ssh) for secure data transmission?	AHCCCS does not receive assessments. The Offeror is required to have a process for receiving the SMI Assessments/Evaluations from providers/programs. The data exchange between AHCCCS and the Offeror is for SMI Eligibility Determination information and requirements for this exchange are outlined in the RFP.

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13.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 6 – Information Systems	2	17	<p>The RFP states: <i>“The Contractor shall maintain an Information System which, at a minimum, is capable of receiving, storing, transmitting and reporting on client level assessment and grievance and appeal information and abide by the data transmission formats, rules and standards detailed in the AHCCCS Technical Interface Guidelines (TIG).”</i></p> <p>When receiving/transmitting client level assessment and grievance and appeal information, can AHCCCS support SFTP (ftp over ssh) for secure data transmission?</p>	Yes the AHCCCS standard processes utilize SFTP (ftp over ssh) for secure data transmissions.
14.	MAXIMUS Health Services, Inc.	3/26/2018	Section D, 2 – Scope of Services	2	14	<p>In addition to manual submission options, is it AHCCCS' preference that the electronic submission be a mechanism by which the provider can submit requests via web portal? If so, please confirm that AHCCCS requires secure, role-based login access for users approved to submit SMI Eligibility Determination requests.</p>	Yes, that would be a desired preference and secure role-based login would be a requirement.
15.	MAXIMUS Health Services, Inc.	3/26/2018	Section D, 6 – Information Systems	10	18	<p>Please provide the total number of users the Contractor should anticipate accessing the Contractor's system.</p>	The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.

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16.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 5 – Communication Guidelines	Requirement 1	17	The RFP states: <i>“The Contractor shall: Be accessible by phone during normal business hours, with a local and a toll-free number.”</i> Please provide current and projected volumes for telephony, images/documents, mailings, and faxes for SMI eligibility determinations completed by the Contractor.	The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.
17.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 5 – Communication Guidelines	Requirement 1	17	The RFP states: <i>“The Contractor shall: Be accessible by phone during normal business hours, with a local and a toll-free number.”</i> Please provide historical call handle times for the past three years, broken down by month.	The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.

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18.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 7 – Data Exchange and Data Collection Requirements	7	18	<p>The RFP states: <i>“Certain agreements, authorizations and control documents are required to be in place before the Contractor may exchange data with AHCCCS. With the completion of required documents as outlined by AHCCCS in the Technical Interface Guidelines (TIG), the Contractor will be provided with appropriate access to facilitate the exchange of data from and to AHCCCS.”</i></p> <p>Will AHCCCS allow a network communication using an internet site secure VPN tunnel for accessing the state system? When receiving or transmitting client level assessment and grievance and appeal information, can AHCCCS support SFTP (ftp over ssh) for secure data transmission?</p>	Yes, AHCCCS will allow a secure VPN tunnel for accessing the state system and can support SFTP (ftp over ssh) for secure data transmissions.
19.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	N/A	35	<p>Please confirm that the price per SMI Eligibility Determination/ Clinical Decertification conducted should include all costs for provision of RFP services, including Eligibility Determinations, Clinical Decertification, grievances, and appeals.</p>	Confirmed.

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20.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	N/A	35	Should bidders consider any other fee-for-service pricing in addition to the per SMI Eligibility Determination/Clinical Decertification cost?	No. See # 1 above. AHCCCS will only make monthly payments representing the contracted price per SMI Eligibility Determination/Clinical Decertification multiplied by the number of SMI Eligibility Determinations/Clinical Decertifications conducted.
21.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	3	35	The RFP states: <i>“The Contractor shall submit audited financial statements by Title XIX/XXI and Non-Title XIX/XXI categories, audited by an independent Certified Public Accountant and prepared in accordance with the Generally Accepted Auditing Standards (GAAS), as specified in Section F, Attachment F1, Contractor Chart of Deliverables. The Title XIX/XXI and Non-Title XIX/XXI audit may be reported in a supplemental schedule as part of the Contractor’s annual audit.”</i> Will AHCCCS receive federal funds to support this program?	Yes, AHCCCS receive federal funds to support this program.
22.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	3	35	Can the annual audit requirement be satisfied by the annual 10K report that includes confirmation on the integrity of the Contractor and filed with the SEC for the Contractor in its entirety, or is the audit focused solely on this program?	No, The 10K report cannot solely be used to satisfy this requirement. The requirement to audit this contract by Title XIX/XXI and Non-Title XIX/XXI funding categories can be met with a supplemental schedule as part of the Contractor’s annual audit.”

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23.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	3	35	Will AHCCCS appoint an auditor for the annual audit or is the Contractor's responsibility to provide?	It is the Contractor's responsibility to select an auditor and pay for an audit.
24.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	5	35	<p>The RFP states: <i>"The Contractor shall submit a monthly invoice or Contractor Expenditure Report (CER) as specified in Section F, Attachment F1, Contractor Chart of Deliverables for monthly Title XIX/XXI and Non-Title XIX/XXI payments based on the number of SMI Eligibility Determinations and Clinical Decertifications conducted for Title XIX and Non-Title XIX members during the month multiplied by the Contracted price per SMI Eligibility Determination/Clinical Decertification amount and be responsible for any charges or expenses imposed for transfers or related actions."</i></p> <p>Please provide an example billing template for the monthly invoice or Contractor Expenditure Report.</p>	The current Contractor Expenditure Report (CER) Template will be provided on the RFP Bidders' Library with publishing of this RFP Solicitation Amendment.

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25.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	Requirement 8	36	<p>The RFP states: <i>“ACHHHS shall...8. Reserve the right to modify the awarded Contracted price per SMI Eligibility Determination/Clinical Decertification amount by adjusting the denominator for fluctuations in the number of Determinations and Clinical Decertifications that would represent a significant change from the number of Determinations and Clinical Decertifications provided in the RFP Cost Bid Submission file.”</i></p> <p>a. In what circumstances would AHCCCS adjust the awarded Contracted price? b. How will this price be adjusted? c. How frequently will this price be adjusted? d. How will a “significant change” be quantified or determined? What is the process for cost change consideration?</p>	<p>(a): AHCCCS may adjust the awarded Contracted price in circumstances such as a large influx or reduction of Determinations resulting from policy decisions or unforeseen circumstances.</p> <p>(b): AHCCCS may re-examine the components of the numerator and denominator. The Contracted price per SMI Eligibility Determination/Clinical Decertification amount may be recalculated based on new information.</p> <p>(c): See the response to (a) above.</p> <p>(d): AHCCCS does not plan to re-negotiate the Contracted price per SMI Eligibility Determination/Clinical Decertification amount throughout the term of this Contract. AHCCCS may determine, however, that a significant change materially impacts the reimbursement and may review the rate as noted above.</p>

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26.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	Requirement 9	36	<p>The RFP states: “ACHHHS shall... 9. Monitor assessments and SMI Eligibility Determination and Clinical Decertification metrics. AHCCCS may audit the Contractor’s data should it be determined that the metrics indicate inappropriate increases in SMI Eligibility Determinations and/or Clinical Decertifications in order to artificially increase revenue and may issue Administrative Action.”</p> <p>a. How often would this monitoring occur?</p> <p>b. Historically, how often has this audit been completed?</p> <p>Would this audit be done by state employees, a third party contractor, or would the Contractor be responsible for doing the annual audit?</p>	<p>(a): AHCCCS will monitor monthly data.</p> <p>(b): AHCCCS may or may not perform a formal audit.</p> <p>Monitoring and audits would be completed by AHCCCS employees.</p>
27.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 17 – Financial Requirements	Requirement 10	36	<p>The RFP states: “ACHHHS shall... 10. Limit the Contractor’s profits to 5% of total revenue per Contract Year.”</p> <p>a. Please clarify that the 5% limit applies only to profit, and not indirect rates.</p> <p>Please clarify that this statement refers to profit and not applied fee.</p>	<p>(a): Profit would be evaluated based on audited financial statements. Expenses deducted from revenue to determine profit would include indirect expenses.</p> <p>AHCCCS is not clear on what is meant by applied fee.</p>

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28.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 5 – Communication Guidelines	Requirement 4	17	The RFP states: <i>"The Contractor shall... Use Alternative communication formats..."</i> Please provide historical examples and volumes of alternative communication formats required.	Examples of alternative communication formats may include auxiliary aids and services in an appropriate manner that takes into consideration the special needs of individuals with disabilities or limited English proficiency. AHCCCS is not providing historical examples.
29.	MAXIMUS Health Services, Inc.	3/26/2018				Please provide the most recent demographic information on the SMI population, including percentage of population that is Native American.	The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.
30.	MAXIMUS Health Services, Inc	3/26/2018	Section D: Scope of Work, 5 – Communication Guidelines	Requirement 7	17	Please provide the frequency, format (i.e. face-to-face, web based), and number of attendees for the training provided to interested stakeholders and members of the community.	The information that AHCCCS has provided for Communication Guidelines is in the Scope of Work.

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31.	MAXIMUS Health Services, Inc	3/26/2018	Section D: Scope of Work, 8 – Grievance and Appeal Requirements	11	20-21	<p>The RFP states: “Appeals: <i>The Contractor shall implement the SMI eligibility appeals process in a manner that offers appellants an opportunity to present an appeal in person at a convenient time and location for the applicant.”</i></p> <p>Does AHCCCS expect the contractor to provide the opportunity to appeal face-to-face “in person” at all times, OR are there scenarios in which telephone/video conference will be considered acceptable in lieu of physical presence if the individual agrees?</p>	Yes, there are circumstances under which telephone/video conference will be acceptable in lieu of physical presence if the applicant agrees.
32.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 8 – Grievance and Appeal Requirements	7	20	<p>The RFP states: “Grievances: <i>The Contractor shall develop and maintain a grievance process easily accessible to applicants, AHCCCS Managed Care Organizations, providers and other stakeholders, in a manner that offers appellants an opportunity to present a grievance in person at a convenient time and location for the individual.”</i></p> <p>Does AHCCCS expect the contractor to provide the opportunity to present grievances face-to-face “in person” at all times, OR are there scenarios in which telephone/video conference will be considered acceptable in lieu of physical presence if the individual agrees?</p>	Yes, there are circumstances under which telephone/video conference will be acceptable in lieu of physical presence if the applicant agrees.

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33.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 11 - Staffing Requirements	6	23	<p>The RFP states: “Key Staff: The Contractor shall employ, at a minimum, the following Key Staff who will work full time for the Contractor”</p> <p>Successful performance of this contract may not require full-time work for all persons holding Key Staff positions (for example, psychologists, psychiatrists, and psychiatric nurse practitioners responsible for rendering Eligibility Determinations). Requiring full time employment of these professionals may lead to higher costs for the AHCCCS.</p> <p>a. Will AHCCCS permit the Contractor to utilize employees who are less than full time in Key Staff positions?</p> <p>Please confirm which Key Staff positions may be held by employees who are less than full time, if applicable.</p>	<p>The Contractor is required to hire key staff on a full-time basis for the positions identified in the RFP. However, Psychiatrists, Psychologists and Nurse Practitioners (licensed as adult psychiatric and mental health nurses) responsible for rendering SMI Eligibility Determinations are not required to be full-time provided that the contractor can meet eligibility decision timelines.</p> <p>RFP Section D, Scope of Work, Paragraph 11, Staffing Requirements is revised as follows:</p> <p>Key Staff: The Contractor shall employ, at a minimum, the following Key Staff who will work full-time for the Contractor and ensure that all obligations set forth within this Contract are met:</p> <ol style="list-style-type: none"> 1. Medical Director/Chief Medical Officer (CMO), who is a full-time employee and: <ol style="list-style-type: none"> a. Resides in Arizona, b. Is an Arizona-licensed physician, in good standing, board-certified in psychiatry, c. Manages, and must directly oversee, implement, interpret and approve clinical-medical policies and procedures, d. Is responsible for and oversees the SMI Eligibility Determination functions, including management of the clinical, quality management and medical management components of the program, and e. Attends AHCCCS Medical Director meetings, as directed by AHCCCS. 2. Grievance and Appeal Administrator, who is a full-time employee and:

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							<p>a. Resides in Arizona, b. Is a licensed attorney or who has a juris doctor degree from an accredited institution, and c. Manages, oversees, implements and administers all grievance processes and requirements.</p> <p>3. Program Director, who <u>is a full-time employee and:</u> a. Resides in Arizona, b. Reports to the Contractor’s Executive Management, and c. Is responsible for implementing and coordinating all operations and activities covered under this Contract.</p> <p>4. Tribal Liaison, who <u>is a full-time employee and:</u> a. Resides in Arizona, b. Acts as the liaison with Tribal Nations, Indian Health Services (IHS), and 638 facilities serving the tribes, c. Acts as the single point of contact regarding issues concerning American Indians, d. Is responsible for coordination of all operations and implementation involving the Tribes, TRBHA’s, Tribal ALTCS programs, IHS and 638 facilities, and e. Shall work with the tribal clinical team or referring entity if a denial is expected to first determine if any factors or cultural considerations were not taken into account in the process.</p> <p>5. Psychiatrist(s) as defined in A.R.S. §36-501, Psychologist(s) as defined in A.R.S. §32-2061, and registered nurse practitioner(s) licensed as adult psychiatric and mental health nurse(s) who are responsible for rendering SMI Eligibility Determination decisions. <u>These employees are not required to be full-time positions; however, the Contractor shall</u></p>

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							<u>evaluate ongoing needs in order to meet SMI Eligibility Determination decision timelines and requirements.</u>
34.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 11 - Staffing Requirements	N/A	23 -24	Will AHCCCS allow one employee to fulfill two key staff roles?	The Contractor shall have sufficient personnel in order to ensure the successful implementation of the scope of services required by the Contract. Any changes to key staffing/personnel must be approved by AHCCCS in advance.
35.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 8 - Grievance and Appeal Requirements			Please describe how the vendor is notified of appeals.	The Contractor will issue to the applicant a written notice of its decision as to eligibility which will include the applicant's right to file an appeal with the contractor and the process for doing so.

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36.	MAXIMUS Health Services, Inc.	3/26/2018	AMPM Policy 320 P SMI Eligibility Determination,	Section III.B.1	4	<p>The RFP states: <i>"In accordance with A.A.C. R9-21-303, upon receipt of a referral, a request, or identification of the need for an SMI Eligibility Determination, The Contractor, TRBHA, Tribal ALTCS case manager, or designated Arizona Department of Corrections (ADC) or Arizona Department of Juvenile Corrections (ADJC) staff person will shall schedule an appointment for an initial meeting with the individual and a Qualified Clinician (see AMPM Policy 950) to initiate an assessment."</i></p> <p>To help with outreach planning, please confirm that the following entities will be the only entities required to use the Contractor's system: TRBHA, Tribal ALTCS case manager, or designated Arizona Department of Corrections (ADC) or Arizona Department of Juvenile Corrections (ADJC) staff person.</p>	<p>As stated on page 14 of the RFP: The Contractor shall conduct SMI Eligibility Determinations upon receiving an SMI Eligibility Determination Evaluation Packet (evaluation packet) from any of the following entities,...</p> <ol style="list-style-type: none"> 1. AHCCCS Managed Care Organization (MCO) contracted providers, 2. American Indian Health Program providers for applicable fee for service members, 3. Tribal Regional Behavioral Health Authorities (TRBHAs), 4. Tribal ALTCS, 5. Indian Health Service facilities, 6. Tribally owned or operated 638 facilities, 7. Arizona Department of Corrections (ADC), and 8. Arizona Department of Juvenile Corrections (ADJC)

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37.	MAXIMUS Health Services, Inc.	3/26/2018	AMPM Policy 320 P SMI Eligibility Determination,	Section III.B.1	4	<p>The RFP states: <i>"In accordance with A.A.C. R9-21-303, upon receipt of a referral, a request, or identification of the need for an SMI Eligibility Determination, The Contractor, TRBHA, Tribal ALTCS case manager, or designated Arizona Department of Corrections (ADC) or Arizona Department of Juvenile Corrections (ADJC) staff person will shall schedule an appointment for an initial meeting with the individual and a Qualified Clinician (see AMPM Policy 950) to initiate an assessment."</i></p> <p>a. Please confirm that the scope of this RFP is limited to review of information submitted by authorized assessment entities who conduct a face-to-face assessment, making eligibility determinations based on the review, and supporting eligibility decisions through the grievance, appeal, and fair hearing process.</p> <p>Please confirm that AHCCCS does NOT require the Contractor to complete any face-to-face assessments as part of the scope described in this RFP.</p>	<p>The Contractor shall receive completed SMI Assessments and SMI Clinical Decertification requests from the entities outlined above and conduct SMI Eligibility Determinations/Clinical Decertifications in accordance with AHCCCS Medical Policy Manual (AMPM) Policy 320-P.</p> <p>Face to Face assessments are not required to be performed by the Contractor.</p>

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38.	MAXIMUS Health Services, Inc.	3/26/2018	AMPM Policy 320 P SMI Eligibility Determination,	III.B.1	4	<p>If the Contractor for this project is required to does perform the any initial face-to-face SMI assessments, in order to inform accurate pricing, please provide the following information to inform accurate pricing:</p> <ul style="list-style-type: none"> a. Anticipated number of assessments to be conducted by the Contractor b. Number of face-to-face assessments per county <p>Volumes of assessments across settings within which required assessments occur (e.g., home, provider location, etc.)</p>	<p>(a): Behavioral health assessments are not conducted by the Offeror.</p> <p>(b): The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.</p>

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39.	MAXIMUS Health Services, Inc.	3/26/2018				<p>Please provide a copy of the current Comprehensive Assessment tool used for the initial assessments.</p> <p>a. Will the current assessment tool continue to be used?</p> <p>b. If not, is it expected that the Contractor will develop or provide an alternate tool?</p> <p>If the current tool will continue to be used, would AHCCCS consider additions or modifications to the assessment tool to assist the Eligibility Determination Contractor to obtain reliable, complete data to inform accurate determinations?</p>	<p>AHCCCS does not prescribe a specific Comprehensive Assessment tool, however, all comprehensive assessments shall minimally include the content areas identified in R9-21-304 (C).</p> <p>RFP Section D, Scope of Work, Paragraph 2, Scope of Services is revised as follows:</p> <p>The Contractor shall receive completed SMI Assessments and SMI Clinical Decertification requests and conduct SMI Eligibility Determinations/Clinical Decertifications in accordance with AHCCCS Medical Policy Manual (AMPM) Policy 320-P, all applicable State laws and the requirements in this Contract. The Contractor is not responsible for service provision.</p> <p><u>AHCCCS does not prescribe a specific Comprehensive Assessment Tool. The Contractor shall accept comprehensive Assessments which include the minimum content areas identified in R9-21-304 (C).</u></p> <p>The Contractor shall have a process for receiving SMI Assessments both electronically and manually (e.g. paper/fax).</p>
40.	MAXIMUS Health Services, Inc.	3/26/2018	<u>AMPM Policy 320-P, Serious Mental Illness Eligibility Determination</u>	III.A.5	3	<p><i>"The Determining Entity shall have at least two business days to complete the final SMI Eligibility Determination but the final SMI Eligibility Determination shall be completed no later than Day Three..."</i></p> <p>Please confirm that the Eligibility Determination timeline begins upon receipt of a fully complete eligibility packet.</p>	<p>The determination timeline begins upon receipt of sufficient information to make an eligibility determination, or the timeframe requirements provided in R9-21-301(E). As outlined in AMPM Policy 320-P, Day One is 'The next business day after the initial assessment is completed. The individual or organization completing the initial assessment must provide it to the Determining Entity as soon as practicable, but no later than 11:59 pm on Day One.'</p>

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41.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Services, 5 - Communication Guidelines		17	Please clarify the mailing type (i.e. post, email, etc.) for each notice the vendor is required to send.	Notices must be delivered per the requirements delineated in ACOM Policy 444. Refer also to RFP Section D, Paragraph 8, Grievance and Appeal Requirements.
42.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 2 – Scope of Services	Requirement 3	14	<p><i>“The Contractor shall: Communicate the results of the SMI Eligibility Determination to the parties required by this Contract,”</i></p> <p>Is it acceptable to have results of the SMI Eligibility Determination available for providers to print within the Contractor’s web system?</p>	Yes this would be acceptable, <u>in addition to</u> the required communications.

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43.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 2 – Scope of Services	1	15	<p><i>“SMI Eligibility Determinations for Tribal Members: AHCCCS has entered into Intergovernmental Agreements (IGAs) with Tribal Regional Behavioral Health Authorities (TRBHAs) and Tribal ALTCS. TRBHAs and Tribal ALTCS may utilize the SMI Eligibility Contractor to render SMI Eligibility Determinations on their behalf, or may coordinate for the provision of the SMI Eligibility Determination themselves.”</i></p> <p>a. Historically, which TRBHAs and Tribal ALTCS have utilized the Contractor to render SMI Eligibility Determinations on their behalf?</p> <p>Which TRBHAs and Tribal ALTCS will utilize the Contractor to render SMI Eligibility Determinations on their behalf in the new contract?</p>	<p>The following tribes are currently utilizing the current SMI Eligibility Determination Contractor to perform SMI Eligibility Determinations:</p> <p>TRBHAs: Gila River Indian Tribe Navajo Nation The Colorado River Indian Tribe (CRIT) White Mountain Apache Tribe</p> <p>Pascua Yaqui tribe performs their SMI Eligibility Determinations.</p> <p>Tribal ALTCS: Gila River Indian Tribe Hopi Native Health (14 tribes) [For Tribes that do not have a Tribal ALTCS program they are covered by Native Health] Navajo Nation San Carlos Apache Tonhono O’Odham White Mountain Apache Tribe</p> <p>Note: Yavapai Apache (Native Health services Yavapai for Tribal ALTCS)</p>

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44.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 5 – Communication Guidelines	Requirement 5	17	<p>The RFP states: <i>“The Contractor Shall: Offer and make individuals aware that interpretation or language translation services are available to individuals who do not speak or understand English and provide interpretation assistance for the visual or hearing impaired, free of charge.”</i></p> <p>Please provide the number of determinations requiring translation and interpretation services over the last 3 years, by language.</p>	The information that AHCCCS has provided for this RFP is in the Data Supplement located on the SFTP.
45.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 6 – Information Systems	4	18	<p><i>“The Contractor shall notify AHCCCS and provide a System Change Plan to AHCCCS for review and comment prior to implementation of a system change, as specified in Section F, Attachment F1, Contractor Chart of Deliverables. The System Change Plan shall include a timeline and milestones, and shall outline adequate testing to be completed before implementation.”</i></p> <p>Please confirm that submission of system change plans are not required for conduct of routine system maintenance.</p>	Correct, the intent of the requirement is related to significant upgrades or changes to the system, not routine maintenance items.

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46.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 7 – Data Exchange and Data Collection Requirements	10	18	<p><i>“The Contractor’s web-based application and related processes shall capture, at a minimum, those data elements outlined in the AHCCCS TIG for the AHCCCS-administered SMI Web Portal as well as elements needed by the Contractor in order for the Contractor to make an informed SMI Eligibility Determination decision.”</i></p> <p>The TIG contains many different data and file layouts. Please list the specific structured file(s) the Contractor is required to submit to the AHCCCS system via FFTP. Please provide links to the applicable files within the TIG.</p>	<p>Link has been verified and provided below. https://www.azahcccs.gov/Resources/Contractor/Manuals/TIG/BehavioralHealth/#SMIPortal</p>
47.	MAXIMUS Health Services, Inc.	3/26/2018	Section D: Scope of Work, 7 – Data Exchange and Data Collection Requirements	10	18	<p><i>For evaluation packet minimal requirements refer to Section D, Paragraph 12, SMI Eligibility Determination Record(s), Supporting Documentation and SMI Eligibility Determination Report.</i></p> <p>Are Eligibility Determination documents uploaded via the AHCCCS SMI Web Portal, or do you require that the Contractor push those files to the AHCCCS system via FFTP?</p>	<p>Documents are uploaded via the AHCCCS SMI Web Portal.</p>

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48.	MAXIMUS Health Services, Inc.	3/26/2018	Section G: Instruction to Offerors, 4 – Evaluation Criteria	3	69	Please provide the RFP scoring criteria by line item and relative weight of each line item for the overall score	The information AHCCCS has provided regarding scoring is available in the RFP Instructions to Offerors.