



SOLICITATION AMENDMENT #1

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YH16-0040 RFI For Electronic Visit Verification	Solicitation Due Date: May 11, 2016 3:00 pm Arizona Time	Procurement Officer: Tiffanie Blanco Tiffanie.Blanco@azahcccs.gov

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.

THIS AMENDMENT IS HEREBY EXECUTED ON SOLICITATION THIS DAY, IN PHOENIX, AZ.	
SIGNATURE:	SIGNATURE ON FILE
TYPED NAME:	Meggan Harley, CPPO, MSW
TITLE:	Procurement and Contracts Manager
DATE:	April 13, 2016



QUESTIONS AND ANSWERS

RFI For ELECTRONIC VERIFICATION # YH16-0040

PROPOSAL DUE DATE: MAY 11, 2016 AT 3:00 P.M. ARIZONA TIME

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
1.	Win Solutions Inc	3.1.3	4	Will the state be selecting only one vendor? Will there be considerations for a "spec" in which current large billing solutions can conform?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
2.	Win Solutions Inc	3.2.1.3	4	How much detail do you want here? We have vast experience with Providers reporting they "forgot" to clock in when in reality they were not present or late / left early. Will the state be considering a certain amount of manual acceptance?	Please describe your system as it pertains to the "flexibility of the system to allow for manual overrides and instances whereby manual overrides are allowed."
3.	Win Solutions Inc	3.4.1	5	What will the total EVV clock-in/out per month be?	Unknown. The respondent should use their own experience to project costs.
4.	Win Solutions Inc	3.4.2	5	Will the state be responsible for support or is it expected the selected vendor(s)/billing companies perform all?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
5.	RISE Inc. and Direct Care Innovations	3.2.1.2	4	What does AHCCCS considers acceptable confirmation of identity. It says ".Replace the need for hard copy or electronic signature". Does that to mean AHCCCS does not want signature pads and prefers to use User ID/Pwd, fingerprint or facial recognition.	One of AHCCCS' objectives for the implementation of an EVV system is to "reduce administrative burden associated with hard copy timesheet processing by AHCCCS providers."
6.	RISE Inc. and Direct Care Innovations	3.2.1.6	5	Please clarify if will the provider be consistently away from access to cellular data networks or if the expectation is that they will leave coverage, deliver service and then	Respondents are asked to describe their system as it pertains to the "features of the

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				return to coverage.	<i>system that addresses the provision of EVV in rural areas where technology infrastructure is limited or non-existent."</i>
7.	RISE Inc. and Direct Care Innovations	3.2.3	5	Is AHCCCS going to make it a requirement of existing providers who have existing EVV systems to integrate with this system	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
8.	First Data Government Solutions, LP	3. Information Requested	4	Please confirm that we are able to respond to only certain sections if we choose (based on the statement, "if a vendor is interested in responding to <i>any</i> or <i>all</i> of the areas identified...").	Response to the RFI is voluntary including responses to all or some sections. Comprehensive responses will assist to inform system design decision making.
9.	First Data Government Solutions, LP	4.2 Presentations / Demonstrations	6	Does AHCCCS expect to hold demonstrations and presentations before a potential RFP is released for EVV Services? When does AHCCCS anticipate such presentations to occur?	Undetermined. AHCCCS has the option to elect or not to elect the opportunity for presentations/demonstration for any or all of the respondents.
10.	HHAeXchange	1. AHCCS Overview	2	Can AHCCCS share when they would expect EVV services to be live in production in Arizona ALTCS programs?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
11.	HHAeXchange	2.Introduction/Purpose of RFI	2	Can AHCCCS share what steps in the ALTCS program the member or family member participate in? Plan of Care? Approval of care-giver? Approval of time served? Scheduling?	As noted in the introduction section under the guiding principles for the ALTCS program AHCCCS encourages and supports members to be engaged in the planning of and provision of their care. In general, AHCCCS members and their families are actively engaged in the noted processes.
12.	UnitedHealthcare	2. INTRODUCT	3	The RFI indicates that the EVV system is being considered for in-home services for the 68% of ALTCS members living	AHCCCS is considering all options. The RFI will help to inform system

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	Community Plan	ION / PURPOSE of RFI (and/or Background)		<p>in their own homes, across the EPD, DDD, and AIHP membership categories.</p> <p>Given that the EPD, DDD, and AIHP populations receive services through different delivery systems (MCO, state agency run, and fee-for-service), we assume that the responsibility for administration and management of the EVV program will be delegated to the MCOs and Division of Developmental Disabilities for the EPD and DDD categories, is this correct?</p>	design decision making on behalf of AHCCCS.
13.	UnitedHealthcare Community Plan	N/A	N/A	Based on our experience participating in EVV programs across 5 states, we have found that it is best practice for the state to afford flexibility to the MCOs to select their own preferred EVV vendors that will integrate seamlessly with the MCOs' IT, care management, and claims platforms to maximize efficiencies. We assume AHCCCS will be taking a similar approach, is this correct?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
14.	UnitedHealthcare Community Plan	N/A	N/A	Given the limited availability of cell tower service / connectivity in rural parts of the state, can we assume that AHCCCS will limit the EVV program to the urban areas of Maricopa and Pima counties?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
15.	UnitedHealthcare Community Plan	N/A	N/A	If AHCCCS pursues an EVV implementation, we assume that the agency's projected go-live date for the program would be 10/1/2017 to align with the MCO contract cycle, is this correct?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
16.	UnitedHealthcare Community Plan	N/A	N/A	<p>There is a significant start-up cost to implement EVV for providers and MCOs. The EVV system will require MCOs and providers to install hardware and software and align IT systems, as well as adopt mobile technologies that carry an ongoing administrative cost (cell phone and data plan).</p> <p>To support the cost of implementing EVV, a rate adjustment must be provided to the MCOs to offset the</p>	This comment is not within the scope of this RFI.

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				<p>costs of becoming interoperable with the EVV IT systems. Please confirm that AHCCCS is planning to adjust MCO capitation sufficiently to support the development of EVV. Additionally, we suggest AHCCCS provide start-up funds HCBS providers to offset the costs of participating in the EVV program.</p>	
17.	UnitedHealthcare Community Plan	N/A	N/A	<p>Based on our experience we believe the services below are best practice to be included in the EVV vendor's scope. We assume that these services will be within the EVV vendor scope. Can AHCCCS confirm that this is consistent with its thinking?</p> <ul style="list-style-type: none"> • Verify the arrival and departure of HCBS provider home visits • Flag late or missed visits • Validate services were delivered to the member • Mark services for priority if deemed critical for a member with certain risk factors 	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
18.	UnitedHealthcare Community Plan	N/A	N/A	<p>Given our recommendation to allow MCOs to develop a relationship with an EVV vendor that allows for full integration into other systems, we assume that the MCOs will be given flexibility to conduct end-to-end internal testing to confirm full readiness for the EVV, is this correct?</p>	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
19.	UnitedHealthcare Community Plan	N/A	N/A	<p>We have found that in states where EVV is implemented that the network of HCBS providers who are able to adopt the EVV technology does not always align directly with the MCOs' provider networks. Based on our experience we have found it is best that the state not mandate that the MCOs contract with all HCBS providers adopting EVV once the technology is implemented. Please confirm that AHCCCS will provide flexibility to the MCOs and not mandate that the MCOs contract with all of the HCBS providers adopting EVV.</p>	This comment is not within the scope of this RFI.

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20.	UnitedHealthcare Community Plan	N/A	N/A	We recommend that the reports produced by EVV vendor be used to replace the Non-Provision of Services (NPS) logs that MCOs prepare today. We assume AHCCCS will make this change, is that correct?	This comment is not within the scope of this RFI.
21.	UnitedHealthcare Community Plan	N/A	N/A	Given the fact that integration of EVV into the MCOs system varies by MCO and the systems it operates, please confirm that AHCCCS will allow the MCOs to choose the best level of staffing/service that will be required to be in-place to support the members and providers using the system.	This comment is not within the scope of this RFI.
22.	UnitedHealthcare Community Plan	N/A	N/A	We anticipate that the EVV program will not impact live-in caregivers, is this correct?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.
23.	UnitedHealthcare Community Plan	N/A	N/A	We assume that it is the intent of AHCCCS that the MCOs have full access and visibility into the EVV vendor's data to positively impact fraud, waste, and abuse prevention activities as well as prepare claims. Is this consistent with AHCCCS' thinking?	AHCCCS is considering all options. The RFI will help to inform system design decision making on behalf of AHCCCS.