*In addition to written narrative, the Offeror shall complete the following methodology questionnaire:*

1. Provide a detailed implementation plan for this contract.

1. What information or assistance would you need from AHCCCS for a successful implementation?

1. Detail your quality management processes and controls related to the requirements of this contract.

1. How many commercial insurers is your organization contracted with for share eligibility file matchings?

1. Describe the processes and criteria used to verify commercial insurance coverage and to verify the records are not duplicated.

1. Describe the criteria used to conduct valid TPL record reverification and the processes used when the active valid records cannot be reverified. Please see SOW for this process and requirements.
2. Describe the data elements required to facilitate the verification and reverification of commercial TPL leads.

1. Describe the criteria used to match AHCCCS eligible member information to commercial insurance coverage information.

1. Provide detailed information about coding used to explain the reasons for returning TPL lead referrals as invalid.
2. Indicate if there are any issues or concerns around the AHCCCS required TPL record fields.

1. Detail the process used to correct TPL coverage record errors generated by the Contractor.

1. Describe the process for maintaining and mapping the AHCCCS proprietary Master Carrier ID number to the verified commercial TPL Lead records and TPL Match records submitted to AHCCCS.

1. Detail how the different recovery programs within the Scope of Work interact with each other to capture all potential recovery sources.
2. Describe your specific experience regarding RAC services in both the Medicaid and Medicare Programs, including any findings and results.

1. Describe the tools and technologies utilized specific to RAC.

1. Provide a copy of pertinent policies and procedures addressing RAC.

1. Describe your protocol for notification and collection of RAC overpayments and underpayments.