

SOLICITATION AMENDMENT #3		
YH27-0001 ALTCS E/PD RFP	Proposal Due Date: September 24, 2026, 3:00 pm Arizona Time	Procurement Officer: Meggan LaPorte RFPYH270001@azahcccs.gov

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

A. This Solicitation is amended as follows:

Section		Amendment
Section I, Exhibit F2	Contract Citations and Past Performance Submission Requirements	Removed and Replaced – revised to incorporate RFP amendment 2 and amendment 3 revisions.

B. 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 LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE: 9/9/2026



ANSWERS TO QUESTIONS ROUND #2

YH27-0001 ALTCS E/PD RFP

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
1.	Mercy Care	Section H: Instructions to Offerors	10	Section H states that "For the purposes of this RFP, there will be one GSA, which is defined as the State of Arizona". Will capitation rates still be developed separately by the current Geographic Service Areas (North, Central, South)?	No, it is AHCCCS' intention to develop statewide capitation rates for contracts awarded under this RFP.
2.	Mercy Care	Section I Exhibit F2 Contract Citations	Contracts and Time Periods Tab	How does AHCCCS intend to compare contract performance that may be significantly different due to contracts with different populations, such as those with far less acuity compared to ALTCS or other LTSS contracts?	No further details regarding the evaluation process will be provided.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
3.	Mercy Care	Section I Exhibit F2 Contract Citations	Medicare STAR Rating Tab	Upon entry of the STAR data in Exhibit F2, Contract Citations, Medicare Care STAR Rating tab, the table has predefined drop-down values. When a value is selected in the drop-down the value populated in the cell is a percentage value. The percentage value does not align with the CMS STAR rating system. Example  below.	RFP Section I – Exhibit F2, "Contract Citations and Past Performance Submission Requirements" is revised with this amendment to incorporate a revision to the format for the cells in the Medicare Star Rating tab, see updated format in Cell B9.
4.	Mercy Care	Section I Exhibit F2 – Contract Citations	Grievances and Appeals Tab	For the Member Grievances Resolved within 90 Calendar Days – Should this number include both Resolved within 10 days and resolved within 90 days (resolved within 10 days is already reflected).	Yes. The number should include all grievances resolved within 90 days, including those resolved within 10 days.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
5.	Mercy Care	Section H: Instructions to Offerors, B2 – Contract Citations	17, 18	For purposes of the three contract references, may Medicare Advantage/FIDE-SNP performance and outcomes be included within an ALTCS contract reference because the FIDE-SNP is integrated with and required for the ALTCS contract, or would AHCCCS consider Medicare performance to be a separate contract reference?	Yes, for the purpose of responding to the questions in Section I – Exhibit F1 , the Offeror may include information about the integrated Medicare Advantage/FIDE-SNP plan as part of the same contract reference.
6.	Mercy Care	Section H: Instructions to Offerors, Paragraph 22, B3 – Oral Presentation Requirements	18, 19	RFP Section H, Paragraph 22, Part B3 (Oral Presentation Requirements) describes three oral presentation exercises and indicates that time will be allotted for AHCCCS evaluators to ask clarifying questions following each presentation. Will AHCCCS please provide the total duration of the oral presentation session, including any preparation time, presentation time for each of the three oral presentation exercises, and time allocated for evaluator questions following each exercise? The RFP describes the oral presentation topics and indicates that evaluator questions will follow each presentation but does not specify the timing structure for the session.	The total duration of time allotted for the Oral Presentation Session is 6 hours. Specific agenda information will be provided with the notification outlined in RFP Section H: “Instructions to Offerors,” Paragraph 22.
7.	Mercy Care	Section I Exhibit F2 Contract Citations	Grievances and Appeals Tab	Is “Total Count” Total Resolved? How will AHCCCS evaluate those grievances resolved between 10 and 90 days since those circumstances are specific to each case and why it wasn’t resolved within 10 business days?	Yes, the total count should represent the total resolved within the reporting year. <i>No further details regarding the evaluation process will be provided.</i>

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
8.	Bridgeway Health Solutions of Arizona, Inc. dba Arizona Complete Health-Long Term Care	Section H, Instructions to Offerors – Part D	17	Please confirm that Offerors only need to submit Section G and Exhibit G electronically by the deadline of September 1st and do not need to include them in the RFP Submission as <i>Part f. The Offeror's Entire Proposal</i>. The table on Page 17 of Section H, Instructions to Offerors – Part D, requests that we include the D2 - <i>Disclosure of Information Instructions and Attestation (RFP Section G and Exhibit G)</i> as part of our Proposal Submission. However, on Page 21 of Section H, Part D2, the language reads “D2 - <i>Disclosure of Information Instructions and Attestation: The Offeror shall complete and submit RFP Section G inclusive of RFP Section I, Exhibit G, Disclosure of Information and submit to the AHCCCS Provider Enrollment Portal (APEP) in accordance with RFP Section G.</i>” by September 1st and once approval is received, the Offeror Requirements Number 3.states: “Once APEP access is obtained, the Offeror shall complete APEP enrollment. Refer also to the AHCCCS website for MCO instructions regarding the APEP application and its use: https://www.azahcccs.gov/a pep. The Offeror shall submit RFP Section I, Exhibits, Exhibit G, Disclosure of Information via APEP”.	RFP Section G "Disclosure of Information Instructions and Attestation" <u>IS</u> considered part of the Offeror's Proposal as it contains the "Attestation" section and is required to be submitted with the Proposal by the Proposal Due Date (September 24, 2026, by 3:00 PM Arizona Time). See RFP Section H, Instructions to Offerors, page 17 “Organization of Offeror’s Proposal.” RFP Section I, Exhibit G "Disclosure of Information" is <u>NOT</u> considered part of the Offeror's proposal and is not submitted to the ASFS. Exhibit G was required to be submitted to the AHCCCS Provider Enrollment Portal (APEP) by September 1.
9.	Bridgeway Health Solutions of Arizona, Inc. dba Arizona Complete Health-Long Term Care	Exhibit I, Section F2 - Contract Citations and Past Performance Submission Requirements	Tab: Instructions	Will a new Exhibit I, Section F2 form be provided for offerors to complete, with updated language from Round 1 of Q&A?	Yes, RFP Section I, Exhibit F2, “Contract Citations and Past Performance Submission Requirements,” is removed and replaced with this amendment. This revised document is inclusive of all changes from Solicitation Amendments 1, 2 and 3.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
10.	Bridgeway Health Solutions of Arizona, Inc. dba Arizona Complete Health-Long Term Care	Exhibit H, Part B2 – Contract Citations and Past Performance Submission Requirements	17-18	Exhibit H, Part B2 establishes a hierarchy for selecting reference contracts, requiring current MLTSS contracts to be used to fill available reference contract slots before an ACC or ACC-RBHA contract may be cited. For Offerors with three or more qualifying MLTSS contracts, this interpretation would preclude inclusion of current Arizona ACC or ACC-RBHA experience among the three reference contracts, despite the relevance of that experience to AHCCCS populations, providers, and system operations. Can AHCCCS clarify whether the hierarchy in items (b) and (c) is intended to require use of all available MLTSS contracts before a current ACC or ACC-RBHA contract may be cited, or whether a current ACC or ACC-RBHA contract may be included as one of the three reference contracts after the Offeror identifies up to two qualifying MLTSS contracts? Alternatively, was it AHCCCS's intent that a current ACC or ACC-RBHA contract take precedence over additional out-of-state MLTSS contracts due to its Arizona-specific relevance?	Please use the established hierarchy instructions in Section H, Part B2 subsections a-d (page 18) when selecting reference contracts.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
11.	Bridgeway Health Solutions of Arizona, Inc. dba Arizona Complete Health-Long Term Care	Exhibit H, Part B2 – Contract Citations and Past Performance Submission Requirements	17-18	Exhibit H, Part B2 states that, "If the Offeror is a subsidiary of a parent company, the parent company's contracts in other states can be included when choosing reference contracts." When applying the required contract selection hierarchy, should the hierarchy be applied across both the Offeror's contracts and the parent company's contracts collectively, such that the Offeror may select the highest-priority qualifying contracts from either entity? For example, if a parent company maintains qualifying MLTSS contracts and the subsidiary maintains current Arizona Medicaid contracts, may the Offeror consider contracts from both entities when determining which contracts satisfy the hierarchy and fill the three reference contract slots?	The instructions permit the Offeror to include the parent company's contracts; it is not required.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
12.	Molina Healthcare of Arizona, Inc.	Section H: Instructions To Offerors, Paragraph 21. Contents of Offeror's Proposal	14-15	In preparation for proposal submission through the AHCCCS Secure File Share (ASFS), please clarify whether AHCCCS will provide a dedicated technical support phone number or other real-time point of contact for Offerors to use in the event of technical difficulties uploading proposal files on the submission due date.	Offerors are required to test their capabilities in the ASFS (AHCCCS Secure File Share), including logging in, uploading documents, renaming documents and deleting documents, and are encouraged to keep their access active by logging in frequently. Offerors are encouraged to submit proposals well before the due date and time to avoid any disruptions due to inactive profiles and slow uploads. In accordance with instructions, AHCCCS may be reached via the RFP email inbox if technical difficulties arise and we will do our best to coordinate technical support as necessary. Ultimately, it is the Offeror's responsibility to maintain login access and prepare to submit its proposal with enough time to meet the deadline.
13.	Molina Healthcare of Arizona, Inc.	Section H: Instructions To Offerors, Paragraph 22. Submission Requirements, Part B3	19	Can AHCCCS confirm that Offerors are not limited to the three reference contracts provided in Section I: Exhibit F2 Contract Citations and Past Performance when describing relevant experience during Orals Presentations?	Offerors will not be limited to the three reference contracts when describing relevant experience during Oral Presentations.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
14.	Molina Healthcare of Arizona, Inc.	Section H: Instructions To Offerors, Paragraph 21. Contents of Offeror's Proposal	15	Section A, Proposal Submission Requirements, directs Offerors to submit each required item in its corresponding folder within the AHCCCS Secure File Share (ASFS). Item f requires submission of "The Offeror's entire Proposal - One searchable PDF version." However, the ASFS folder structure currently appears to include folders for Part A, Part B, Part C, Part D, and Data Supplement, but does not identify a separate folder or location for uploading the complete proposal PDF required under item f. Please clarify where Offerors should upload the searchable PDF version of the entire Proposal required under item f.	Offerors may upload the complete proposal PDF to the main folder.
15.	Banner-University Care Advantage dba Banner-University Family Care ("Banner")	Section H, Instructions to Offerors, Solicitation Amendment 2		Section H of the Instructions to Offerors addresses oral presentations and states: "The Offeror shall bring no more than seven individuals to the meeting... If a participant becomes unavailable, another individual may be substituted; however, the information for the newly added individual must be submitted to Arizona Health Care Cost Containment System (i.e., name, title, and resume) as required in Paragraph 21, Contents of Offeror's Proposal in this Section." Question: Does the substitution provision allow an Offeror to proactively identify and submit information (name, title, and resume) for up to nine (9) individuals in their proposal, designating seven (7) as primary presenters and two (2) as designated backup/alternate presenters in order to facilitate a timely substitution should any primary presenter become unavailable prior to or during the oral presentation?	No, Offerors shall submit the required information for seven individuals with its proposal and shall only submit a request for substitution when/if a situation arises necessitating it.

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
16.	UnitedHealthcare Community Plan	Section H	15	Section H, B3 requires Offerors to submit names, titles, and resumes for individuals participating in Oral presentations. Separately, RFP Section H, Paragraph 21, restricts an Offeror from designating any information, including any information presented during the oral presentations as confidential or proprietary. To protect the personal safety and security of participating individuals, will the Agency permit Offerors to also provide redacted versions of the resumes and related personally identifiable information for use in responding to any public records requests or uploading to the Agency's website, and provide unredacted versions to the Agency for evaluation purposes.	In accordance with Section H, "Instructions to Offerors," no Offeror is permitted to designate any information in its proposal as confidential in nature. Complete Proposals, as described in Section H, "Instructions to Offerors," including but not limited to the table on page 17, "Organization of Offeror's Proposal," and submitted to AHCCCS Procurement via the AHCCCS Secure File Share (or ASFS), will be posted publicly in the procurement file. AHCCCS will not approve any requests to keep names, titles, resumes or any other part of a proposal confidential. Though RFP Section G, "Disclosure of Information Instructions and Attestation," is considered part of the Offeror's proposal, RFP Section I, Exhibit G, "Disclosure of Information," is <u>NOT</u> considered part of the Offeror's proposal. Sensitive or private information submitted to AHCCCS on Section I, Exhibit G and in the APEP (AHCCCS Provider Enrollment Portal) to fulfill the disclosures requirements is <u>NOT</u> considered part of the proposal and will not be shared publicly in the procurement file.



ANSWERS TO QUESTIONS ROUND #2

YH27-0001 ALTCS E/PD RFP

Question#	Offeror Name	Paragraph # or Title	Page #	Offeror Question	AHCCCS Response
17.	UnitedHealthcare Community Plan	Section H	15	To protect the personal safety and security of named individuals, and notwithstanding the public-posting provisions of Section H, will AHCCCS allow Offerors to redact individuals' personal names from the publicly posted version of the proposal response while submitting fully unredacted names and resumes to AHCCCS for evaluation?	See response to Question 16.