



SOLICITATION AMENDMENT #2

<p align="center">YH 16-0013 Medicaid School-Based Claiming</p>	<p>Solicitation Due Date: February 24, 2016 3:00 pm Arizona Time</p>	<p>Procurement Officer: Jennifer Roberts jennifer.roberts@azahcccs.gov</p>
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A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.
2. The following unit fee requirement is hereby added to Exhibit A: Pricing Schedule, 2. Price Proposal, page 61 of Solicitation YH16-0013:

2. PRICE PROPOSAL

The Offeror must state a firm, fixed pricing option for services for each program component provided under this agreement. **The unit fee for 2.2 “For Medicaid School-based Claiming Direct Medical Services” must end in an even number of cents. The fee cannot end in an odd number of cents nor a fraction of a cent.**

<p>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</p>	<p>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</p>
<p>SIGNATURE OF AUTHORIZED INDIVIDUAL:</p>	<p>SIGNATURE: SIGNATURE ON FILE</p>
<p>TYPED NAME:</p>	<p>TYPED NAME: Meggan Harley, CPPO, MSW</p>
<p>TITLE:</p>	<p>TITLE: Procurement and Contracts Manager</p>
<p>DATE:</p>	<p>DATE: February 4, 2016</p>



QUESTIONS AND ANSWERS

MEDICAID SCHOOL-BASED CLAIMING - RFP # YH16-0013

PROPOSAL DUE DATE: FEBRUARY 24, 2016 AT 3:00 P.M. ARIZONA TIME

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Public Consulting Group (PCG)	5	5	Is it a requirement to have a dedicated project website?	No, this is not a requirement.
2.	Public Consulting Group (PCG)	5.2.2	6	What is the frequency and forum required from the Contractor for the trainings in section 5.2.2.1 – 5.2.2.14?	AHCCCS has not outlined a required frequency and forum requirement as it relates to training. It will be up to the Contractor to provide necessary training for the contacted LEAs to ensure compliance with the program.
3.	Public Consulting Group (PCG)	5.5.3	8	Given that the current methodology is cost based reconciliation, if there is a direct service interim claim finding for a Local Education Agency (LEA), is the Contractor required to void and recoup the interim claim (with the exception of transportation)?	Please see 8.4, Claims Denial for Direct Medical Services, page 13 of the RFP.

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4.	Public Consulting Group (PCG)	5.6	8	Is it a requirement to have an electronic pre-payment review system available for LEAs on July 1, 2016? If yes, is the system required to have a HIPAA complaint 278 data transfer?	Yes. Please see the Business Associate Addendum on page 57 of the RFP for HIPAA compliance.
5.	Public Consulting Group (PCG)	6 – 8	9 – 13	Is the Contractor required to have a formal change control and system development lifecycle for system development?	AHCCCS does not have a requirement to have a formal change control and system development lifecycle for system development
6.	Public Consulting Group (PCG)	6.1	9	Is it a requirement for the time study system to identify unique work schedules by LEA, school location, and provider type?	It is not a requirement of the Contractor to have a system to be able to have unique work schedules by LEA, school location, and provider type.
7.	Public Consulting Group (PCG)	8	10	Can the Contractor serve as a billing agent to the LEA for school based Medicaid related services or transportation claims in the state of Arizona?	The Contractor cannot serve as a billing agent to the LEAs for school based Medicaid related services or transportation claims in the state of Arizona. This would be considered a conflict of interest.
8.	Public Consulting Group (PCG)	8.3	13	Is it mandatory that all LEAs are issued payments electronically? If yes, does this also apply to administrative claims (MAC) and annual reconciliation payments?	It is not mandatory that LEAs are issued payments electronically. However, AHCCCS considers this a best practice.
9.	Public Consulting Group (PCG)	8.4	13	Is the Contractor required to have an electronic void and replacement system? If yes, then must the system be fully functional and available on July 1, 2016?	The Contractor will need to be able to transmit void and replacement claims electronically. The system should be up and running on July 1, 2016.

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10.	Public Consulting Group (PCG)	14	15	Is the Contractor required to have a local office in the Phoenix metropolitan area? If yes, is a majority of the project team required to work in the Phoenix area office?	No.
11.	Public Consulting Group (PCG)	Amendment	Exhibit J	Are bidders required to submit a completed Performance Bond Form at the time of proposal submission or upon the award?	Per the Special Terms and Conditions, Performance Bond, "This security must be in the possession of the Contracting Officer within ten (10) calendar days from receipt of notice of award."
12.	Rokay	N/A		AHCCCS has defined the due date of the proposal for this solicitation. Can you please provide the following dates? <ul style="list-style-type: none"> • Anticipated selection of Contractor • Anticipated date of contract award • Anticipated effective date of the contract 	Please see the Uniform Instructions, Award, page 29 of the RFP. The anticipated contract award date is around April 1, 2016, which is subject to change. The contract effective date is July 1, 2016.
13.	Rokay	N/A		Not including any individual LEAs under audit, is AHCCCS aware of any existing or upcoming Federal audit of the State's Medicaid School-Based Claiming program?	AHCCCS has an open audit from HHS/OIG covering the period January 1, 2004 through June 30, 2008 for both the MAC and DSC programs. AHCCCS is not aware of an upcoming Federal audit for the MSBC program.
14.	Rokay	2	4	In the State's fiscal year 2015, the MAC program returned \$3.9m to LEAs. For the previous 4 fiscal years (2011-2014), can you please provide: <ul style="list-style-type: none"> • Number of LEAs who participated in the MAC program Total MAC reimbursement revenue for the fiscal year	The numbers below are based on the actual payments made for each of the State Fiscal Year's (SFY). Each year may vary to the actual number of quarters that were processed. The number can range from three to five quarterly payments to the LEA within the SFY. <ul style="list-style-type: none"> • SFY 2011 – 124 LEAs participated and \$2.6 million was paid.

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					<ul style="list-style-type: none"> • SFY 2012 – 120 LEAs participated and \$5.5 million was paid. • SFY 2013 – 110 LEAs participated and \$2.7 million was paid. • SFY 2014 – 107 LEAs participated and \$4.2 million was paid. • SFY 2015- 103 LEAs participated and \$4.8 million was paid.
15.	Rokay	2	4	<p>In the State’s fiscal year 2015, the DSC program returned \$21m to LEAs (not including cost reconciliation payments). For the previous 4 fiscal years (2011-2014), can you please provide:</p> <ul style="list-style-type: none"> • Number of LEAs who participated in the DSC program • Total number of submitted units of service • Total number of paid units of service • Total DSC interim payment reimbursements for the fiscal year (in the years that the cost reconciliation method was in use) • Total DSC cost reconciliation payments for the fiscal year (in the years that the cost reconciliation method was in use) 	<p>The number of LEAs participating in the program is the same as in the question above. AHCCCS only tracks the number of unit paid as it relates to the payment to the Third Party Administrator.</p> <ul style="list-style-type: none"> • SFY 2011 – <ul style="list-style-type: none"> ○ \$28,866,010 paid ○ 6,494,299 units • SFY 2012- <ul style="list-style-type: none"> ○ \$18,304,019 paid claims ○ 4,411,898 units ○ \$8,960,113 cost settlement • SFY 2013: <ul style="list-style-type: none"> ○ \$16,545,518 paid claims ○ 4,875,162 units ○ \$15,779,278 cost settlement • SFY 2014: <ul style="list-style-type: none"> ○ \$18,794,814 paid claims ○ 6,232,538 units ○ Cost settlement is not complete at this time.

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16.	Rokay	5.2.1.2	6	“...allow the Contractor to coordinate and bill for the qualifying covered services...” (emphasis added). Is this a contract for a single billing agency in the State? If LEAs utilize the services of billing agents today, will they be required to cancel those relationships and bill only with the awarded Contractor?	This is not a contract for a billing company. This is a contract for a single Third Party Administrator (TPA). Currently, some LEAs utilize the service of billing agents and we don’t anticipate that relationship to end with a new TPA. However, the company chosen for the TPA contract cannot be contracted as a biller for any LEA at the same time. This would be a conflict of interest.
17.	Rokay	5.6	8	<ul style="list-style-type: none"> • Is it AHCCCS’s expectation that all billable IEP services are pre-approved? • Is the Contractor required to accept and store all IEP services from all LEAs? • Is the Contractor required to build and support electronic interfaces to LEA special education administrative software? If so, can AHCCCS please provide a list of all IEP software vendors with accounts in Arizona? 	Yes. It is not a requirement to build and support electronic interfaces to LEAs special education administrative software.
18.	Rokay	6	9	Is the Contractor required to manage and process the cost reconciliation process for any incomplete fiscal years managed by the current contractor? If so, is the current contractor required to assist or provide any services?	It is a requirement that the current Contractor will complete the Cost Based Reconciliation process through SFY2016.
19.	Rokay	7.3.1	10	What is the AHCCCS administrative fee for MAC claims?	The current administrative fee for the MAC claim is 1.5 percent.
20.	Rokay	7.3.3	10	What is the current contractor’s fee for MAC claims?	The current Contractor’s fee for the MAC claim is 20 percent.

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21.	Rokay	8.1	11	Does AHCCCS currently have outstanding/pending/planned SPAs to add additional services to their State Plan?	AHCCCS does not have any outstanding/pending/planned SPA changes for the MSBC program at this time.
22.	Rokay	8.1	11	Does AHCCCS have plans to incorporate reimbursement for non-special education direct services under the recent change in CMS guidance (e.g. the "Free Care" policy change)? Has a SPA been written or submitted?	AHCCCS does not have plans to incorporate reimbursement for non-special education direct services into the current program.
23.	Rokay	8.2.1	11	AHCCCS refers to CMS1500 forms. Does AHCCCS accept/deliver all transactions in accepted HIPAA transactions including: <ul style="list-style-type: none"> • 270/271 eligibility • 837 claim submission for original and resubmissions • 835 remittance 	AHCCCS will only accept/deliver all transactions in accepted HIPAA transactions as it relates to the Contractor.
24.	Rokay	8.2.2	11	By what mechanism is the Contractor made aware of potential third-party payer obligations/arrangements for students?	AHCCCS will provide an electronic weekly enrollment file and a weekly TPL file. Note the file is a new historical file each week. Data files are in a fixed length format which will be provided to the awarded Contractor.
25.	Rokay	8.2.2.12	11	<ul style="list-style-type: none"> • Is it AHCCCS's expectation that all billable IEP services are pre-approved? • Is the Contractor required to accept and store all IEP services from all LEAs? • Is the Contractor required to build and support electronic interfaces to LEA special education administrative software? If so, can AHCCCS please 	This is a duplicate of #17 above.

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				provide a list of all IEP software vendors with accounts in Arizona?	
26.	Rokay	8.2.4	12	Is there a limit on the number of claims that the Contractor may submit to AHCCCS for processing at a single time?	AHCCCS typically limits the number of claims received to 40 thousand per week. There are certain circumstances that it could change due to system projects on a particular week. AHCCCS will notify the Contractor in advance of any limitations.
27.	Rokay	8.3	13	What is the AHCCCS administrative fee for direct service claims?	The AHCCCS administrative fee for the DSC program currently 1.5 percent.
28.	Rokay	8.3	13	What is the current contractor's administrative fee for direct services claiming? Is there a separate/different fee for providing cost reporting reconciliation services? If so, what is that fee?	The current Contractor's administrative fee for the DSC program is .64 cents per unit. This does include the fee for annual Cost Based Reconciliation process.
29.	Rokay	8.3	14	Is there a limit on the number of remittance records that AHCCCS can process and send to the Contractor at a single time?	The only limit we have is based on the actual number of claims we received in the 837 from the Contractor. AHCCCS will generate a corresponding 835 the following week.
30.	Rokay	8.3	14	The Contractor has 45 days after receipt of clean claims to send out payments to LEAs. <ul style="list-style-type: none"> • Will AHCCCS turn around the payments quickly enough for contractor to meet this obligation? • Has AHCCCS ever been unable to process claims in a timely fashion so that the Contractor could not meet this obligation? 	AHCCCS processes 835 on a weekly basis as long as there is a corresponding 837. If there is a system issue stemming from AHCCCS this will be taken into account before we would hold the Contractor accountable for not sending out payments within the required timeline.

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				<ul style="list-style-type: none"> If a delay on AHCCCS's part does not enable Contractor to meet this obligation, would this be held against the Contractor as a failure to perform under this contract? 	
31.	Rokay	10	14	What are the Readiness Review factors as noted in this section?	In order to ensure that the awarded Contractor is able to meet the requirements outlined in the RFP, AHCCCS may conduct a readiness review. The factors would include any item identified in the RFP.
32.	Rokay	11	14	How many operational reviews of the current contractor has AHCCCS or the Federal government conducted as part of this program in the last five years?	There has been one operation review of the current Contactor in the last five years.
33.	Rokay	15	17	Does the AHCCCS 1.5% administrative fee apply to all payments under this program including MAC, direct service interim payments, and direct service cost reconciliation?	The AHCCCS administrative fee is applied to all payments as it relates to the MSBC program.
34.	Rokay	11.1	34	Are respondents required to submit a list of any organizational contracts that were terminated for cause or breach or similar failure to perform?	Please see the Special Instructions, "Responsibility, Responsiveness and susceptibility," pages 34-35 of the RFP.
35.	Rokay	3.7	37	Will any materials created under the current contract and the property of the State be provided to the new Contractor as a starting point? This could include reports, manuals, procedures, training materials, etc. or other materials identified in Exhibit D.	Yes. Materials created for the MSBC program will be made available to the awarded Contractor.

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36.	Rokay	9.5.1	44	Does the Contractor have the right to reciprocity under this paragraph – to terminate the contract in whole or part due to the failure of the State to comply with terms or conditions of this contract?	No.
37.	SEAS	Overview Paragraph 4	4	Does the \$3.9 million received for MAC and the \$21 million for DSC received on behalf of the school districts represent the federal share?	The dollar amount identified represents the Federal Share.
38.	SEAS	Overview Paragraph 6	4	How many LEAs are currently participating in the MAC and DSC programs?	There are approximately 103 LEAs currently participating in both the MAC and DSC program.
39.	SEAS	Overview General	4	Does AHCCCS expect current inactive LEAS to begin participating in MAC and/or DSC programs?	AHCCCS has no way of knowing if inactive LEAs would want to participate in the Medicaid School Based Claiming (MSBC) program.
40.	SEAS	Overview General	4	Does AHCCCS expect the contractor to increase the amount of LEAs actively participating in the MAC and/or DSC programs?	Please see 5.2.1 Education, page 6 of the RFP.
41.	SEAS	Overview Paragraph 6	4	The DSC program in 2015 processed approximately 6.9 million units. Do we know the number of units processed in the previous 5 years?	SFY 2011 –6,494,299 units SFY 2012- 4,411,898 units SFY 2013: 4,875,162 units SFY 2014 6,232,538 units SFY 2015 – 6,918,601 units
42.	SEAS	Overview Paragraph 6	4	What are the current Contractor’s fee and fee structure for DSC program services (e.g., contingency-based)? What are the current Contractor’s fee and fee structure for MAC program services (e.g., flat fee based on claimed participants)?	The current contract fee for the DSC program is paid based on the number of units for the paid claims. The fee is currently at .64 per unit. The LEA is responsible to pay half the contracted administrative fee for the DSC program.


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					The MAC program administrative fee is a percentage of the quarterly claim. The current fee is 20 percent of the quarterly claim. The administrative fees are taken out of the quarterly claim amount.
43.	SEAS	Scope of Work - Overview and Background Paragraph 4	4	The RFP provided reimbursement amounts for FY 2015 for the MAC and DSC programs. What were the reimbursement amounts in FY 2014 and FY2013?	<p>SFY 2013:</p> <ul style="list-style-type: none"> • \$16,545,518 paid claims • \$15,779,278 cost settlement • \$2.7 million in MAC claims <p>SFY 2014:</p> <ul style="list-style-type: none"> • \$18,794,814 paid claims • Cost settlement is not complete at this time. • \$4.2 million in MAC claims
44.	SEAS	Scope - Purpose of the RFP General	5	In addition to the requirements in the RFP, would AHCCCS allow the contractor to offer districts a billing system and account management at no cost to the districts or AHCCCS?	AHCCCS will not allow the Contractor to provide districts a billing system and account management system. This could be a conflict of interest.
45.	SEAS	Contractor Responsibilities Section 5.1	5	Does AHCCCS expect the Contractor to have an office and a presence in Arizona, or will they be satisfied with a toll free statewide telephone number?	No, AHCCCS does not require the Contractor to have an Arizona office.
46.	SEAS	Overview and Background 5.1	5	Can a copy of the current contract between AHCCCS and the TPA incumbent be provided (redacted as necessary) to respondents prior to the due date of the RFP response?	The current contract, AHCCCS16-102955, is available in ProcureAZ, the State's online procurement portal. The website address for ProcureAZ is: https://procure.az.gov .

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47.	SEAS	Scope - Education 5.2.1.2	6	Can a copy of the current participating district contract be made available to respondents prior to the due date of the RFP response?	The current participating agreement is available on the PCG website: http://web.pcgus.com/azschools
48.	SEAS	Contractor Responsibilities – 5.2.3	7	“...the Contractor shall provide technical assistance...as requested by the LEA. What is the technical assistance requirement for the contractor?	The Contractor is expected to assist contracted LEAs with any and all areas of the MSBC program that they are having difficulty. It is important that the Contractor support all the LEAs to ensure success with the program. There is a broad range of possibilities for technical assistance. Some examples could include helping LEAs in areas identified in a compliance review as well as noticeable trend with billing errors.
49.	SEAS	Scope – Compliance Review 5.5	8	Is AHCCCS satisfied with the current Compliance Review process and methodology?	AHCCCS is satisfied with the current compliance review process and methodology.
50.	SEAS	Scope – Compliance Review 5.5.1	8	Is the current process, i.e. sample size, rotation, etc., part of the SPA approved by CMS?	The requirement of the Third Party Administrator to have an Audit Function is part of the SPA. The actual Compliance Review Program created by the Contractor will be approved by AHCCCS.
51.	SEAS	Scope – Compliance 5.5.1	8	Is it a requirement of this contract that all participating school districts be reviewed on an annual basis?	The Contractor will be required to submit an annual compliance review plan for AHCCCS approval that will outline the frequency the Contactor will be auditing the LEAs.
52.	SEAS	Scope – Pre Payment Process 5.6	8	What is the current Pre-Payment review process in place to ensure only eligible services identified in the active IEP are billed?	The current Contractor has an electronic system in place that approves certain services. Their prepayment review process works in conjunction with their claiming system.

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53.	SEAS	Scope – Cost based reconciliation 6.1	9	With regard to the cost reporting RMTS, what is the average number of random moments generated on a quarterly basis?	There are 3 different cost pools for the RMTS. The average number of moments generated range from 3,200 to 3,500 depending on the actual cost pool.
54.	SEAS	Scope – Cost based reconciliation 6.1	9	For LEAs participating in the cost reporting RMTS, what is the overall statewide response rate for answering random moments?	The three different cost pools response rate range from 90 percent to 97 percent.
55.	SEAS	Scope – Cost Based reconciliation Claiming process 6.4.4	9	How will the cost settlements be handled for previous years that PCG has the information on?	The current Contractor will be required to complete cost settlement through State Fiscal Year 2016.
56.	SEAS	Scope – Admin claiming 7.1	9	For LEAs participating in the MAC program, what is the statewide average response rate for answering random moments?	The average response rates for the each of the cost pools are typically above 95 percent.
57.	SEAS	Scope – Admin Claiming 7.1	9	What is the average number of random moments generated for the MAC RMTS quarterly?	There are 2 different cost pools utilized for the MAC program. The average number of moments generated range from 3,200 to 3,400 depending on the actual cost pool.
58.	SEAS	Scope – Admin Claiming 7.2.1	10	Has the formula used to calculate the quarterly claim for admin claiming changed since listed in the 2009 Time Study Implementation Guide? If so, how has it changed?	The formula used to calculate the quarterly claim for the Medicaid Administrative Claiming program has not changed.
59.	SEAS	Scope-Direct Medical Services 8.1	11	Is there a current contact database of all participating LEAs (i.e., contact Information for LEA-level program coordinators) available for the selected Contractor?	The current list of participating LEAs would be available to an awarded Contractor.

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60.	SEAS	Scope-Direct Medical Services 8.1	11	Will the contractor have access to entity and individual provider registration information If yes, is this information available daily to ensure accurate claim verification from the contractor?	The Contractor will receive electronic provider files on a weekly basis.
61.	SEAS	Scope-Direct Medical Services 8.2	11	We understand that the Contractor will receive payment from AHCCCS for MAC claims prior to the Contractor's "due date" for issuing payment to the LEA. Is this the same for interim DSC payments to districts, are funds made to contractor when remittances are released to pass funds to districts?	The funds for both the MAC and DSC claims will be available to the Contractor prior to the Contractor sending payments to the LEAs.
62.	SEAS	Scope-Direct Medical Services 8.2.2	12	How / and how often is the Contractor informed of Medicaid eligibility and/or third party liability coverage information for students?	The Contractor will receive a weekly Eligibility file and weekly Third Party Liability file.
63.	SEAS	Scope of work – Claim submittal Paragraph 2	13	How many days after "clean claims" are submitted by Contractor to AHCCCS does AHCCCS distribute funds/RA to Contractor?	Typically all 837 files will be processed at the end of a week. Once AHCCCS processes the 837, the Contractor should expect to receive the 835 and the payment within approximately 8 business days.
64.	SEAS	Operational Reviews 10	14	Is there currently a process in place for us to see the AHCCCS operational reviews to date, of PCG, in their role as the administrator?	Other than documents approved by AHCCCS as confidential or proprietary, State of Arizona documents are available as Public Record. The process begins with submission of the attached Public Records Request Form. Please see this form on page 16 below for further instruction.

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65.	SEAS	Special Instructions 11.5	34-35	What is the dollar amount that will be required in the Performance Bond?	Please see the Special Terms and Conditions, Performance Bond, pages 51-52 for details. The Performance Bond is based on 100% of one month's total Medicaid School-Based program dollars. Historical data will be used to determine this amount. Therefore, the required amount is not available at this time. The Performance Bond currently in place is for \$2,223,777.
66.	SEAS	General	General	Will AHCCCS provide a timeline regarding the RFP process, possible demonstration dates, award dates, etc.?	Demonstration presentations are not an expectation. Please see the answer to #12 for anticipated award and contract effective dates.

	<p>PUBLIC RECORDS REQUEST</p> <p>AHCCCS Contracts and Purchasing</p> <p>701 E. Jefferson, MD 5700</p> <p>Phoenix, AZ 85034</p>
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1. I request that AHCCCS furnish copies of the following public records:

2. Please indicate the intended use of these public records:
- a. Non-commercial purpose (ARS § 39-121.01) []
 - b. Commercial purpose (ARS § 39-121.03) []
 If the copies are for commercial purpose, what is that use? Please be specific.

 - c. To be used in connection with a claim for a pension, allotment, allowance, compensation, insurance or other benefits which is to be presented to the United States or a bureau or department thereof, furnished at no cost (ARS § 39-122) []

I certify that the requested records shall be used only for the purpose(s) indicated above and that information provided is a true and accurate statement.

Printed Name of Requestor	Signature of Requestor
Company Name	Date of Request
Company Address	

AHCCCS USE ONLY

HARD COPY RECORDS:

Number of pages to be copied: _____	Cost per copy \$ 0.30	subtotal \$ _____
Staff time: _____	Cost per hour \$ 8.25	subtotal \$ _____

ELECTRONIC RECORDS:

Staff time (minimum of 1 hour): 1 Cost per hour \$ 175.00 subtotal \$ 175.00

Note: If information is stored electronically, then this option may be available. Charges for electronic records are calculated with a minimum of one hour staff time per disc of information.

Reimbursement to Dept. of Library, Archives and Public Records if records are currently archived:

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Delivery Charge _____		Delivery \$ _____
Number of boxes returned _____	Cost per box \$1.50	Subtotal \$ _____

Commercial value of copies: (Commercial purpose only) Value: \$ _____

Shipping Cost (if applicable) subtotal \$.69

TOTAL \$ 175.69

Recd. Pmt. _____ Check # _____

AHCCCS Staff _____ Date _____