

Ted Strickland
Governor

Helen E. Jones-Kelley
Director



30 East Broad Street • Columbus, Ohio 43215-3414
www.jfs.ohio.gov

February 7, 2008

Dear Vendor:

This letter is to announce the release of the Ohio Department of Job and Family Services' (ODJFS) Request for Proposals (RFP)#: R-89-07-0931, External Quality Review Services for Medicaid Managed Care, for the purpose of obtaining a qualifying vendor to perform external quality review activities (e.g., statistical analysis, encounter and claims data validation, quality improvement projects, and consumer surveys) and program evaluations for the Medicaid managed care population. The external quality review vendor will assist ODJFS in fulfilling federal requirements for providing an annual external quality review survey of Medicaid managed care plans (MCPs). Vendors who are interested in submitting proposals must meet, at minimum, the following requirements:

- A. The vendor is, or will subcontract with, a National Committee for Quality Assurance (NCQA)-certified Consumer Assessment of Healthcare Providers and Systems (CAHPS) vendor (Vendor certification occurs annually in October. Therefore, the vendor or subcontractor must seek certification or re-certification annually.);
- B. The vendor is, has on staff, or will sub-contract with, an NCQA-certified Healthcare Effectiveness and Data Information Set (HEDIS) Compliance Auditor;
- C. The vendor must have a minimum of five (5) years experience performing external quality review activities;
- D. The vendor must have key staff proposed, or will subcontract with a qualified organization, for the project with demonstrated quality improvement experience and knowledge of Medicaid programs and managed care delivery systems. This means that the proposed key staff have experience with the following:
 1. Medicaid beneficiaries, policies, data systems;
 2. Managed care delivery systems, organizations, and financing;
 3. Quality assessment and performance improvement methods;
 4. Research design, methods and statistical analysis; and,
- E. The vendor must have information technology capacity that is adequate for receiving, manipulating, analyzing and transferring large data sets, covering a population of over 1.5 million eligibles on a minimum monthly basis (Please refer to Section IX, Appendices C and E-G, for a list of ODJFS data file specifications.).

If you are interested in submitting a bid for this important project, please obtain the RFP through the ODJFS web site at <http://www.jfs.ohio.gov/rfp/>. If you do not have Internet access to this document or experience problems opening the above referenced ODJFS URL, please contact the RFP/RLB Unit at (614) 728-5693 or the following address:

ODJFS, Office of Contracts and Acquisitions
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414

Responses must be prepared and submitted in strict accordance with the requirements and time frames given in the RFP. Thank you for your attention to this request.

Sincerely,
Signature on File

Helen E. Jones-Kelley
Director

*An Equal Opportunity Employer
Printed in house*