

REQUEST FOR PROPOSALS
EXTERNAL QUALITY REVIEW SERVICES
FOR MEDICAID MANAGED CARE

RFP#: R-89-07-0931

Issued By:
The Ohio Department of Job and Family Services

(February 2008)

**EXTERNAL QUALITY REVIEW SERVICES FOR MEDICAID MANAGED CARE
RFP#: R-89-07-0931**

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**ODJFS REQUEST FOR PROPOSALS (RFP):
External Quality Review Services for Medicaid Managed Care**

RFP#: R-89-07-0931

SECTION I. GENERAL PURPOSE & VENDOR INFORMATION

1.1 Purpose

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Proposals (RFP) 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 the vendor is proposing the use of a subcontractor(s), the vendor must identify the subcontractor and provide evidence of the subcontractor's certification(s) and qualifications (See Sections 4.9 and 5.2, B., 1.). Vendors may refer to a listing of abbreviations and their meanings contained throughout the RFP which is provided in **Appendix A, State of Ohio: Managed Health Care Glossary**.

1.2 Issuing Office

This RFP is released by, and the subsequent contract will be with, ODJFS, the Office of Ohio Health Plans (OHP), which will administer the contract and be responsible for state level supervision of all activities of the selected vendor. The mission of OHP is to improve health care outcomes in Ohio by assuring access to quality health care for eligible Ohioans.

If interested vendors have a need to communicate regarding this RFP, they must contact ODJFS using one of the mechanisms provided for in **Sections 1.7, Internet Question and Answer Period/RFP Clarification Opportunity, or 1.9, Communication Prohibitions**, of this RFP. Vendors are cautioned that communication attempts which do not comply with these instructions will not be answered, and that ODJFS will not consider any proposals submitted to any address other than the one provided in Section 5.1 of this RFP. Vendor proposals must be submitted to ODJFS in strict accordance with proposal submission instructions provided in **Section 5.1, Proposal Submission Information**.

1.3 Background

ODJFS is the single state agency responsible for the implementation and administration of the Ohio Medical Assistance (Medicaid) program authorized under Title XIX of the Social Security Act. Medicaid is a federal and state funded assistance program that provides health care coverage to certain low-income and medically vulnerable individuals of all ages. ODJFS is also responsible for administering Title XXI of the Social Security Act, the State Children's Health Insurance Program (SCHIP), implemented in Ohio as a Medicaid expansion. Within ODJFS, OHP oversees Medicaid, SCHIP, and other publicly funded health coverage programs.

Ohio Medicaid eligibility can be categorized into two general groups: Covered Families and Children (CFC) [also referred to as Healthy Start/Healthy Families—which includes federal categories of Temporary Assistance to Needy Families (TANF) and SCHIP]; and coverage for individuals who are Aged, Blind or Disabled (ABD).

To enhance the level of access, quality, and continuity of care, as well as to increase the predictability of Medicaid cost, ODJFS has contracted with MCPs since 1978 for the provision of health care services to eligible low income families and children. Participating MCPs must be licensed as Health Insuring Corporations (HICs) through the Ohio Department of Insurance.

Beginning July 1, 2005, the Centers for Medicare and Medicaid Services (CMS) permitted Ohio to operate the Medicaid Managed Care Program under the authority of a State Plan Amendment. Effective July 1, 2006, CMS approved Ohio's request to implement statewide full-risk managed care for the CFC population and a subset of the ABD population.

Today's health care environment is generating an unprecedented demand for health care delivery approaches that result in more cost effective management of the use of health care services while improving access, quality, and accountability. As a means of addressing the State's fiscal constraints, the Ohio legislature (through Am. Sub. House Bill 66) mandated statewide managed care expansion for the CFC population and a portion of the ABD population. As a result, Ohio initiated managed care expansion efforts, including a procurement process to identify quality health plans to provide health care services, by moving from a county-based managed care approach in 17 counties to a regional-based approach in all 88 counties.

As of January 2008, 1,183,637 individuals in the State of Ohio were eligible for CFC MCP membership. January 2008 CFC MCP membership was 1,115,053 or 94 percent of the total CFC (including Ohio Works First [TANF] and Healthy Start) population statewide. As of January 2008, 114,265 individuals in the State of Ohio

were eligible for ABD MCP membership. January 2008 ABD MCP membership was 104,956—representing 92 percent of the total ABD population statewide.

All Ohio Medicaid managed care regions are mandatory, meaning managed care enrollment is required for the eligible ABD and CFC populations. The eight regions consist of:

Central Region: Crawford, Delaware, Fairfield, Fayette, Franklin, Hocking, Knox, Licking, Logan, Madison, Marion, Morrow, Perry, Pickaway, Pike, Ross, Scioto, and Union Counties;

East Central Region: Ashland, Carroll, Holmes, Portage, Richland, Stark, Summit, Tuscarawas, and Wayne Counties;

Northeast Central Region: Columbiana, Mahoning, and Trumbull Counties;

Northeast Region: Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, and Medina Counties;

Northwest Region: Allen, Auglaize, Defiance, Fulton, Hancock, Hardin, Henry, Lucas, Mercer, Ottawa, Paulding, Putnam, Sandusky, Seneca, Van Wert, Williams, Wood, and Wyandot Counties;

Southeast Region: Athens, Belmont, Coshocton, Gallia, Guernsey, Harrison, Jackson, Jefferson, Lawrence, Meigs, Monroe, Morgan, Muskingum, Noble, Vinton, and Washington Counties;

Southwest Region: Adams, Brown, Butler, Clermont, Clinton, Hamilton, Highland, and Warren Counties; and

West Central: Champaign, Clark, Darke, Greene, Miami, Montgomery, Preble, and Shelby Counties.

The number of participating counties and their MCP selection status (mandatory or voluntary) may change at any time during the contract resulting from this RFP process.

1.4 Overview of the Project

The Balanced Budget Act of 1997 added a new section to the Social Security Act describing how quality measurement and performance improvement methods are to apply to Medicaid managed care programs. State Medicaid agencies must develop and implement a quality assessment and improvement strategy and, if there are managed care plans in the state, there must be an external quality review. Therefore, ODJFS is required to contract with an independent, external quality review organization (EQRO) to conduct annual external quality reviews in order to evaluate the quality and accessibility of the health care services provided to Medicaid members in the managed care program.

The components of the Ohio EQR will incorporate many of the strategies included in the EQR protocols as released by CMS. The EQRO will be required to conduct annual compliance assessments of the MCPs; encounter data validation studies; performance measure validations, audits of MCP information systems; MCP performance improvement project validation and/or management; and annual consumer satisfaction surveys.

1.5 Objectives of the Project

There are several goals of the EQR process: (1) to assess health care delivery among Medicaid populations and to design appropriate, effective interventions to improve health care quality and access over time; (2) to perform required activities and to produce associated deliverables in order to assure ODJFS compliance with CMS

regulatory requirements; and (3) to provide ODJFS with technical assistance, cutting-edge technological support, and national expertise to efficiently and effectively administer the Medicaid managed care program.

1.6 Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
February 7, 2008	ODJFS Releases RFP to Potential Vendors on ODJFS Web Site; Q&A Period Opens - RFP becomes active - Vendors may submit inquiries for RFP clarification
February 21, 2008	Vendor Q&A Period Closes, 10 a.m. (for RFP Clarification inquiries) - No further inquiries for RFP clarification will be accepted
February 28, 2008	ODJFS provides Final Vendor Question & Answer Document (estimated)
March 17, 2008	Deadline for Vendors to Submit Proposals to ODJFS (3 p.m.) - This is the proposal opening date, beginning the ODJFS process of proposal review
April 10, 2008	ODJFS Issues Contract Award Notification Letter (estimated) - Vendors that submitted proposals in response to this RFP will be sent letters stating whether their proposal was accepted for award of the contract
June 2, 2008	Controlling Board Review of Contract (estimated—if applicable). -Contract with the selected vendor requires review and approval
July 1, 2008	Implementation* (estimated—following notification of all contractual and funding approvals) - ODJFS contracts are not valid and effective until the state Office of Budget Management approves the purchase order.
June 30, 2009	Project Completion** - All work must be completed and approved by ODJFS Contract Manager

ODJFS reserves the right to revise this schedule in the best interest of the State of Ohio and/or to comply with the State of Ohio procurement procedures and regulations and after providing reasonable notice.

* According to requirements of Ohio Revised Code (ORC) 126.07, ODJFS contracts are not valid and enforceable until the Office of Budget and Management (OBM) certifies the availability of appropriate funding, as indicated by the approval of the Purchase Order (P.O.). The selected vendor may neither perform work nor

submit an invoice for payment for work performed for this project for any time period prior to the P.O. approval date. The ODJFS Contract Manager will notify the selected vendor when the requirements of ORC Section 126.07 have been met.

* * Subject to approval by the Controlling Board, the contract period is expected to run from approximately July 1, 2008 through June 30, 2009 [State Fiscal Year (SFY) 9], with two biennial renewal contracts to be in effect, contingent upon satisfactory performance, continued availability of funding, and all required approvals, from July 1, 2009 through June 30, 2010 [State Fiscal Year (SFY) 10], July 1, 2010 through June 30, 2011 (SFY 11), July 1, 2011 through June 30, 2012 (SFY 12) and July 1, 2012 through June 30, 2013 (SFY 13). Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (e.g., 7/01/07 through 6/30/09), the contract with the selected vendor will be subject to renewal for the final 24 month period of the project. Renewal may be subject to approval by the Controlling Board.

1.7 Internet Question & Answer Period; RFP Clarification Opportunity

Potential vendors may ask clarifying questions regarding this RFP via the Internet during the Q&A Period as outlined in Section 1.6, Anticipated Procurement Timetable. To ask a question, potential vendors must use the following Internet process:

- * **Access the ODJFS Web Page at <http://jfs.ohio.gov/>**
- * **Select “About Us” on the front page;**
- * **Select “Doing Business with ODJFS;”**
- * **Select “Requests for Proposals, Letterhead Solicitations, and Other Invitations;”**
- * **RFP Number [R89070931](#);**
- * **Select “Ask a Question about this RFP” function; and**
- * **Follow the instructions to send an e-mail question.**

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found. The potential vendor must also include the name of a representative of the potential vendor, the company name and business phone number. ODJFS may, at its option, disregard any questions which do not appropriately reference an RFP provision or location, or which do not include an identification for the originator of the question. ODJFS will not respond to any questions submitted after **10:00 a.m.** on the date the Q&A period closes.

ODJFS responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFP, for reference by all potential vendors. Potential vendors will not receive personalized or individual e-mail responses. Clarifying questions asked and ODJFS responses to them comprise the “ODJFS Q&A Document” for this RFP. ODJFS strongly encourages vendors to ask questions as early as possible in the Q&A period so that interim answers can be posted with sufficient time for the possibility of vendors’ follow-up questions.

Vendor proposals in response to this RFP are to take into account any information communicated by ODJFS in the Final Q&A Document for the RFP. **It is the responsibility of all potential vendors to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.**

Accessibility to the ODJFS Q&A Document will be clearly identified on the website dedicated to this RFP, once that document is made available.

IMPORTANT: Requests from potential vendors for copies of previous RFPs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not

clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.9, Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet questions for RFP clarification do not apply to PRRs.

Vendors are to base their RFP responses, any details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract. Requirements under a current project may or may not be required by ODJFS under any future contract, and so may not be useful information for vendors who choose to respond to the RFP. If vendors ask questions about existing or past contracts using the Internet Q&A process, ODJFS will use its discretion in deciding whether to provide answers. Interested vendors should also refer to RFP Section 1.10, Time Frames and Funding Source, for related information.

There is an established time period for the Vendor Q&A process (see Section 1.6, Anticipated Procurement Timetable, above). ODJFS will only answer those questions submitted within the stated time frame for submission of vendor questions, and which pertain to issues of RFP clarity, and which are not requests for public information. ODJFS is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

* Should vendors experience technical difficulties accessing either the ODJFS website where the RFP and its related documents are published, they may contact the ODJFS Office of Contracts and Acquisitions, RFP/RLB Unit, at (614) 728-5693 for guidance.

1.8 Vendors' Library

ODJFS recognizes that interested vendors may not be familiar with some of the documents referenced in this RFP and so has created a Vendors' Library to access the documents on the ODJFS website at <http://jfs.ohio.gov>.

This information is for reference only and may be subject to change without notice. The following documents will be available:

ODJFS Program Requirements and Reports for the Medicaid Managed Care Plans:
<http://jfs.ohio.gov/ohp/bmhc/mhcri.stm>.

- 1) ODJFS MCP CFC Regional Provider Agreement – January 1, 2008
- 2) ODJFS MCP ABD Regional Provider Agreement – January 1, 2008
- 3) ODJFS Methods and Specifications for Data Quality and Performance Measures
- 4) Medicaid Managed Care Clinical Performance Measure Reports
- 5) Medicaid Managed Care Customer Satisfaction Survey Reports
- 6) Medicaid Managed Care Monthly Enrollment Reports

Ohio Administrative Code - Chapter 5101: 3-26 (Managed Care Plan rules)
<http://codes.ohio.gov/oac>

Ohio Medicaid Managed Care Statewide Expansion Initiative
<http://jfs.ohio.gov/ohp/bmhc/statemhc.stm>

National CAHPS Benchmarking Database (NCBD)
https://www.cahps.ahrq.gov/content/NCBD/NCBD_Intro.asp

1.9 Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded to a vendor, there may be no communications concerning the RFP between any vendor that expects to submit a proposal and any employee of ODJFS in the issuing office, or any other ODJFS employee, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.7, Internet Q&A Period;
2. As necessary in any pre-existing or on-going business relationship between ODJFS and any vendor that could submit a proposal in response to this RFP;
3. As part of any vendor interview process or proposal clarification process initiated by ODJFS, which ODJFS deems necessary in order to make a final selection;
4. If it becomes necessary to revise any part of this RFP, ODJFS will post those revisions, amendments, etc., to the website dedicated to this RFP;* and,
5. Any PRR made through the ODJFS Office of Legal Services.

Important Note: Amendments to the RFP or to any documents related to it will be accessible to interested vendors through the original web page established for the RFP. All interested vendors must refer to that web page regularly for amendments or other announcements. ODJFS may not specifically notify any vendor of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested vendors to be aware of and to fully respond to all updated information posted on this web page.

ODJFS is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Q&A process described in this RFP. Any attempts at prohibited communications by vendors may result in the disqualification of those vendors' proposals.

1.10 Time Frames & Funding Source

ODJFS is seeking to contract with a vendor to perform external quality review activities between (approximately) July 1, 2008 and June 30, 2009 (SFY 09), subject to approval by the State Controlling Board.

Since state law prohibits ODJFS from making financial commitments beyond the fiscal biennium (i.e., June 30, 2007), the contract with the selected vendor will be subject to two biennial renewal contracts to be in effect, contingent upon satisfactory performance, continued availability of funding, and all required approvals, from July 1, 2009 through June 30, 2010 [State Fiscal Year (SFY) 10], July 1, 2010 through June 30, 2011 (SFY 11), July 1, 2011 through June 30, 2012 (SFY 12) and July 1, 2012 through June 30, 2013 (SFY 13). Renewal is contingent upon the availability of funds and satisfactory performance by the vendor, and is subject to approval by the Controlling Board.

Potential vendors are to be aware that ODJFS may, at its sole discretion, negotiate with all technically qualifying vendors for a revised cost proposal if the cost proposals of all technically qualifying vendors are in

excess of the available funding for this project. Section 6.1, C. of this RFP establishes further information on ODJFS procedures to be implemented if this occurs.

SECTION II. VENDOR EXPERIENCE AND QUALIFICATIONS

2.1 Mandatory Vendor Qualifications

In order to be considered for the contract expected to result from this RFP, ODJFS requires that interested vendors **must** meet, at minimum, **all** of the following qualification requirements:

- A. The vendor is, or will subcontract with, an NCQA-certified 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 subcontract with, an NCQA-certified HEDIS Compliance Auditor;
- C. The vendor must have a minimum of five (5) years experience performing external quality review activities; and,
- 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 and data systems;
 - 2. Managed care delivery systems, organizations, and financing;
 - 3. Quality assessment and performance improvement methods; and
 - 4. Research design, methods, and statistical analysis.
- 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.).

Vendors which do not meet all the above experience and qualifications will be disqualified from further consideration for contract award.

2.2 Organizational Experience and Capabilities

In order to be considered for the contract expected to result from this RFP, ODJFS requires that interested vendors provide the following, including the relevant experience of the vendor's qualified subcontractor:

- A. A brief description of the organization's history and current operations in Ohio and the United States, including any subcontractors (per Sections 4.8 and 4.9). The vendor must also provide a statement that it has the capacity to maintain the data files provided by ODJFS and that the vendor will use the appropriate software to assure file exchange with ODJFS;

- B. At least five years experience working with state Medicaid programs (Display both the total number of corporate years and the total number of staff years, separately);
- C. Identification of at least two, but no more than four, state programs in which the vendor has undertaken major policy development activities for the health care delivery system, including technical assistance related to quality improvement program evaluation and development within the past five years (Previous projects related to the delivery of health care services are of particular interest);
- D. For each state listed in Sec. 2.2, C., (above), a brief description of: (a) the length and dates of the contract; (b) the staff allocated; (c) the work undertaken; and, (d) the deliverables produced. Specify whether or not all deliverables described in the contract's scope of services were produced and provide a contact person for the state agency who has knowledge of the work performed for that respective state;
- E. At least two, but no more than four, examples of any documents that have been prepared for state Medicaid agencies or other purchasers, regulators, and health care systems to explicitly and consistently measure and evaluate the quality of care delivered;
- F. At least five years experience providing technical assistance related to quality improvement and assurance, and program evaluation to State Medicaid programs (identify states and describe projects);
- G. At least five years experience with data retrieval and medical record audits for state Medicaid agencies or other purchasers, regulators and health care systems;
- H. At least five years experience with encounter data validation reviews that compare services documented in the medical records of members to corresponding encounters in administrative data;
- I. At least five years experience conducting consumer-focused case studies. Description shall include: information about developing the survey instrument; methods for data collection; and analysis and the reporting of results;
- J. At least five years experience conducting quality of life studies. Description shall include: information about developing the survey instrument; methods for data collection and analysis; and the reporting of results;
- K. At least five years experience conducting administrative compliance audits. Description shall include: information about desktop reviews; on-site audits; forms used to evaluate compliance; and reporting of results;
- L. At least five years experience conducting or validating performance improvement projects. Description shall include: information about tools used to either conduct or validate projects; project types (e.g., clinical or administrative); and how results were shared with the state or other purchaser;
- M. At least five years experience reviewing and auditing health care provider information systems. Description shall include: information about tools and staff used to audit the systems; types of systems reviewed (e.g., MCP, hospital, individual provider level, state agency, etc.); and

information about any technical assistance that was provided to the state or purchaser to address findings from the audit;

- N. At least five years experience analyzing HEDIS audited data. Description shall include: information about how data was collected/received; software used to analyze data; and any experience producing comparative reports based upon the data;
- O. At least five years experience identifying, developing and analyzing performance measures using nationally known algorithms or measures (e.g., HEDIS and CMS) or state-specific measures. Description shall include: complex and large data exchange/storage/update/capacity, Medicaid or health data system management, statistical software and programming, benchmarking, and experience producing public reports, report cards, ad hoc analysis, technical assistance, clinical consultation, policy recommendations, and quality improvement strategies. Note: The vendor must have the capacity to exchange data, coding, and syntax with ODJFS in SAS.;
- P. At least five years experience with CAHPS survey development and administration, experience conducting Medicaid consumer satisfaction surveys, strategies to increase response rates, and the submission of data to both NCQA and the NCBD;
- Q. At least five years research experience that focuses upon special needs populations (e.g., ABD);
- R. At least five years experience conducting pharmacy program reviews. Description shall include information about tools used to review the programs and how findings were presented to the state or purchaser;
- S. At least five years experience with developing and implementing tracking databases. Description shall include information regarding the completion of a needs assessment for the client, the type of database construction, and the transition plan from the vendor to the state or purchaser;
- T. At least five years experience with facilitating collaborative partnerships between multiple stakeholders. Description shall include method(s) employed to facilitate dialogue, the type of topics, outcome of the collaborative and how information was presented to the state or purchaser;
- U. At least five years experience conducting program evaluations for health care related projects, policies, or programs to determine effectiveness. Description shall include methods employed for the program evaluation, type of topics, outcome of evaluation, and how information was presented to state or purchaser; and,
- V. At least five years experience with producing the EQR Technical Report as specified in 42 Code of Federal Regulations (CFR) 438.358.

2.3 Staff Experience and Capabilities

The vendor must demonstrate significant expertise by assigning staff to key leadership roles for this project. Key positions will require profiles and curriculum vitae. The vendor must, at minimum:

- A. Provide the number of executive and professional personnel, management analysts, programmers, consultants, etc. who will be employed in the work. Indicate where these personnel will be physically located during the time they are engaged in the work;

- B. Provide resumes, education, experience and a list of related published works for key management personnel that will be assigned to this project [key management personnel include the project director, project manager(s), medical director, health data analyst(s), statistician(s), technical writer(s), systems analyst(s), programmer(s)/developer(s), information system manager(s), and data base administrator(s)];
- C. Assign and specify to the project one or more statisticians with at least a Master's degree in Statistics, Mathematics or Bio-Statistics, or a PhD in a related field. The Statistician(s) must also have at least three (3) years experience drawing complex stratified samples and weighting results;
- D. Assign and specify to the project one or more Technical Writers with at least three (3) years of experience writing health care related reports;
- E. Assign and specify one or more Systems Analysts to the project who has completed an undergraduate program in information technology, or a related field. It is preferred that the Systems Analyst have a Master's Degree in Computer Science or a related field, a minimum of four (4) years of experience with various database management systems, programming languages (e.g. SAS), and with auditing system edits and data integration procedures. It is also preferred that the analyst have 24 months of experience with Medicaid information systems.;
- F. Assign and specify to the project a Medical Director who is a licensed Medical Doctor (M.D.) or Doctor of Osteopathy (D.O.). It is also preferred that the Medical Director have at least three (3) years of experience with behavioral health care.;
- G. Assign and specify to the project a licensed Pharmacist who has at least three (3) years of health care related experience;
- H. Assign and specify to this project a Project Director, and a sufficient number of Project Manager(s), Health Data Analyst(s), Information Systems Manager(s), programmer(s)/developer(s), and/or Database Administrator(s) who have at least a bachelor's degree with at least three (3) years of health care related experience. **This must be completed for each activity in Section 3.4. including the percentage of staff time or FTEs that will be devoted to each activity. Vendors must demonstrate in their proposals the capability to correspond the hours worked by the employee with the designated FTE allocation for that employee by deliverable. Vendors who do not demonstrate these requirements in their proposals will be disqualified from further consideration;**
- I. Key management positions must be identified and located in Ohio. Provide a statement that key management personnel assigned to the project will not be reassigned by the vendor without prior notification to ODJFS. Replacement of personnel with equal skill, training, and experience requires the written approval by ODJFS; and,
- J. Provide a written statement, stating whether or not the vendor will purchase the services of a qualified subcontractor for any of the activities/deliverables in Section 3.4. And if yes, the vendor shall include a statement that the vendor will be responsible for the quality and timeliness of all deliverables performed by the subcontractor.

SECTION III. SCOPE OF WORK & SPECIFICATIONS OF DELIVERABLES

3.1 Scope of Work

The selected vendor for this project will be required to perform the external quality review activities as outlined in 42 CFR 438.358 and 438.360 and program reviews for the Ohio Medicaid Managed Care Program. Specifically, the vendor will be required to:

- A. Develop evaluation methodologies for the EQR activities;
- B. Perform data collection and analysis;
- C. Prepare plan-specific and aggregate reports presenting the findings and recommendations; and,
- D. Provide technical assistance to ODJFS and the contracting Medicaid MCPs.

Additionally, vendor proposals submitted in response to this RFP must reflect the vendor's understanding of, and commitment to, perform this Scope of Work fully. Vendors should refer to the Vendor's Library and documents in Section IX for supplemental information for performing the full scope of work. The selected vendor will be responsible for the deliverables as described in Section 3.4, including all preparatory and intervening steps, whether or not ODJFS has explicitly specified or delineated them within the RFP. In developing their proposals, all vendors must fully and appropriately plan and cost out their proposed projects, including assigned staff and all necessary preparatory and intervening steps.

3.2 Number of Participants

As of January 1, 2008, ODJFS has contracted with a total of eight (8) MCPs for the provision of services to the CFC and ABD populations—seven (7) of which participate in both the ABD and CFC managed care programs. The vendor should take this information into consideration in the development of the technical approach and work plan. The number of MCPs contracted with ODJFS is subject to change at any time during the contract.

3.3 Administrative Structures—Proposed Work Plan

Vendors are to include, at minimum, the following administrative structures and technical approach for the proposed work plan. The vendor shall:

- A. Provide a technical approach and work plan to be implemented for each Activity (Activity A through V) and its respective deliverable(s) as specified in Section 3.4, Specifications of Deliverables of this RFP, including a proposed timeline for the project;
- B. Provide a status reporting procedure for reporting work completed, and resolution of unanticipated problems;
- C. Provide a current organizational chart (including any subcontractors) and specify the key management and administrative personnel who will be assigned to each activity in Section 3.4; and
- D. Provide a timeline for each component of the scope of work and the project overall including the staff hours for personnel involved. Include a Table of Organization (including any subcontractors) and a chart showing the number of hours devoted to the project by vendor or subcontractor staff. The vendor must provide the percentage of time each key management person will devote to the project.

3.4 Specifications of Deliverables

This section sets forth the activities and deliverables which will be required of the selected vendor under the contract expected to result from this RFP. In order to receive consideration for the contract award, all aspects of the services described in this section must be addressed in the vendor's technical proposal. The vendor must provide a detailed description of how it will define and perform each of the deliverables, and, if applicable, will develop and manage services performed under any and all subcontracting arrangements. Vendor responses should correspond to the appropriate deliverables. Any report submitted by the vendor must comply with the specifications in Section 3.5. The contracted services shall include, but may not be limited to, the following activities/deliverables:

- Activity A. Evaluation of Administrative Processes and Compliance
- Activity B. Evaluation of External Quality Review Administrative Compliance Assessments
- Activity C. Pharmacy Program Reviews
- Activity D. Tracking System Development and Implementation
- Activity E. Consumer-Focused Case Studies and Quality of Life Studies
- Activity F. Encounter Data Validation Studies
- Activity G. Performance Measures
- Activity H. Validation of MCP Information Systems
- Activity I. Validation of Performance Improvement Projects
- Activity J. Collaborative Model for Performance Improvement Projects
- Activity K. Consumer Satisfaction Surveys
- Activity L. Performance Reports, Performance Dashboard, and Review Meetings for Managed Care Plans
- Activity M. Collaborative Meetings with Stakeholders
- Activity N. Evaluation of ODJFS Pay-for-Performance (P4P) System for Managed Care Plans
- Activity O. Evaluation of ODJFS Data Quality Strategies
- Activity P. Comprehensive Evaluation Summary of the Medicaid Managed Care Program
- Activity Q. Technical Assistance for ODJFS and MCPs and Presentations on EQR Results
- Activity R. EQR Technical Report
- Activity S. Managed Care Program Progress Report
- Activity T. Evaluation of ODJFS Access Standards
- Activity U. Data Management and Collection Specifications for Vendor
- Activity V. Project Management Tasks

Vendors' Technical Proposals must indicate how, if awarded the ODJFS External Quality Review contract, they will perform and/or supply the following tasks and/or deliverables:

Activity A: Evaluation of Administrative Processes and Compliance

1. Evaluation of MCP Compliance

Note: Due to the organizational and administrative structures of some MCPs, the selected vendor may be required to travel out of state in order to conduct the on-site component of the administrative review (See Section 4.7, Travel Reimbursement).

The selected vendor must conduct a review of each MCP's administrative processes to assist ODJFS in determining MCP compliance with program requirements in effect during the time period under review. Currently, there are eight (8) MCPs in the Ohio Medicaid Managed Care Program. The work will include design of review tools, subject to ODJFS approval, and an on-site audit of specified MCP administrative functions.

The MCPs must adhere to federal and state program requirements – the CFR, the Ohio Administrative Code (OAC) [including the ORC and the U.S. Code], and the ODJFS ABD/CFC Provider Agreements. The compliance evaluation must include, but is not limited to, a review of the following regulatory provisions and operational areas:

- a. Care Coordination and Continuity of Care;
- b. Member Rights and Services;
- c. Access Standards;
- d. Provider Contracting and Subcontracting;
- e. Provider Services;
- f. Fraud and Abuse;
- g. Utilization Management/Prior Authorization;
- h. Grievance Process;
- i. Abortion, Sterilization, and Hysterectomy Consent Forms;
- j. Quality Assessment and Performance Improvement Program; and,
- k. Case Management

The evaluation must consist of reviewing MCP policies and procedures and staff interviews; it may also include the audit of MCP records and/or files for the purpose of providing evidence that program requirements are being implemented and monitored. For example, if grievances are to be reviewed and response letters sent to members within 30 days of MCP receipt, the selected vendor may be required to pull a random sample of grievance files to assure that the MCP met the timeframe requirements.

Frequency: Activities a-e will be conducted at a minimum quarterly. Activities f-k will be conducted annually. A comprehensive review of all domains will be completed every three years.

Deliverables: The selected vendor will provide evaluation results to ODJFS MCP-specific reports. The evaluation is to include a qualitative/quantitative analysis of findings, including the identification of operational deficiencies or “best practices,” and a listing of the evidence source which resulted in the selected vendor’s findings.

2. Validation of Managed Care Provider Network (MCPN) Submissions

The MCPs must meet all applicable provider panel requirements established by ODJFS for their entire designated service area in order to ensure access to medically necessary Medicaid covered services. The MCPs are required to submit provider information to the centralized database – Managed Care Provider Network – which is managed by ODJFS (or its designated entity, the Managed Care Enrollment Center) to ensure the MCPs meet provider capacity requirements.

The selected vendor will be required to audit the provider panel information submitted by the MCPs to verify the accuracy of the data, which will ensure that the MCPs are meeting provider capacity requirements (i.e. access standards) In addition, this will ensure accuracy of the provider listings in the provider directory. This could include, but is not limited to:

- a. Audit of the Model Medicaid Addenda. MCPs must have completed the appropriate Model Medicaid Addendum when contracting with a provider. The information contained in the Model Medicaid Addendum must match the information submitted to the MCPN;

- b. Audit of the MCP provider directories both in print as well as online searchable directories. Information in the provider directories must match the information submitted to the MCPN; and,
- c. Conduct provider telephone surveys. The vendor will be required to contact a sample of the providers submitted to the MCPN to verify if information submitted is accurate according to the contracted provider.

In conducting these activities, the vendor must:

- d. Recommend the information set or data fields from MCPN to be validated;
- e. Develop the data collection tool and analysis plan; and,
- f. Identify the random sample of providers to be reviewed from MCPN.

Frequency: Quarterly

Deliverables: The vendor will produce an MCP-specific report of the findings.

3. Reporting of Compliance with Call Center Standards

MCPs must provide assistance to members through a toll-free member services line and a twenty-four hour nurse advice line pursuant to rules outlined in the OAC. Each month, the MCPs must meet the current American Accreditation HealthCare Commission/Utilization Review Accreditation Commission (URAC) designed Health Call Center standards for call center abandonment rate, blockage rate and average speed of answer for each system. For any departments that receive customer calls transferred from the member services and twenty-four hour call-in systems, performance must be included in the monthly MCP report.

The selected vendor will review the MCP-reported rates for the three call center standard measures and validate the rates based on the supporting documentation (i.e., automatic call distribution reports) submitted by the MCP. After the validation, the vendor will indicate if the MCP has met the ODJFS program standards.

Frequency: Quarterly.

Deliverable: The vendor will provide MCP-specific reports as specified by ODJFS.

Activity B: Evaluation of External Quality Review Administrative Compliance Assessments

ODJFS and the EQRO conduct ongoing administrative reviews to determine MCP compliance with state and federal program requirements. The compliance evaluation includes, but is not limited to, a review of the following regulatory provisions and operational areas: quality program, access and availability standards, member services, and utilization management. In addition, federal regulations mandate that the EQRO complete a comprehensive administrative review every three years to determine compliance with federal and state program requirements.

Currently, there are national accrediting bodies, such as the NCQA, that accredit a variety of organizations based on an independent review of the organization against a set of established administrative and clinical standards. Several of the MCPs are accredited or have plans to obtain accreditation in the near future. Based on federal regulations, MCPs, with evidence of national accreditation within a previous three-year period, may be eligible for exemption from a review of

certain administrative functions, when the accrediting organization's standards are comparable to ODJFS' requirements and the accreditation covers the survey time period under review.

The selected vendor will:

1. Complete a crosswalk of federal and state program requirements with national accreditation standards;
2. Identify opportunities when information from private accreditation reviews could be used to meet state and federal program requirements. The proposal must be submitted for review and consideration by ODJFS;
3. If approved, the vendor will provide technical assistance to ODJFS to implement the proposal; and,
4. Demonstrate knowledge of ODJFS' current administrative compliance assessment system and compare/contrast with other states.

Deliverable: The selected vendor will complete the evaluation and propose recommendations in a written report for implementation by August 31, 2008.

Activity C: Pharmacy Program Reviews

MCPs must cover the same drugs as the Medicaid fee-for-service (FFS) program. MCPs may, with approval from ODJFS, implement specific utilization management strategies, including the specification of preferred drugs and what drugs will require MCP prior authorization, as well as pharmacy restriction programs that may include provider lock-in.

The selected vendor will review the structure of the MCP's proposed pharmacy program, preferred drug list, the prior authorization process, and the drugs which the MCP will cover only with prior authorization.

The vendor will:

1. Revise or develop, as needed, a pharmacy program review tool for reviewing MCP pharmacy program submissions, including the review of:
 - a. The structure of the MCP's proposed pharmacy program;
 - b. The MCP's self-evaluation mechanism of the impact of the pharmacy program on members;
 - c. The MCP's preferred drug list;
 - d. The MCP's prior authorization process;
 - e. The listing of drugs which the MCP proposes to cover only with prior authorization;
 - f. The MCP's pharmacy restriction program; and,
 - g. Related documents.
2. Review the MCP pharmacy program submissions (initial and revisions) and provide ODJFS with the findings in an MCP-specific finding report; and,
3. Review and make recommendations to ODJFS regarding pharmacy program policy and the MCP pharmacy program submission and review process.

Frequency: Quarterly review of MCP pharmacy program revisions. Review of other pharmacy program revisions as specified by ODJFS.

Deliverable: The vendor will produce MCP-specific reports to ODJFS of the overall review findings that identifies the following:

- Information missing from the submission;
- Inadequate information;
- Recommendations for revision;
- Recommendation for approval; and,
- Identification of best practices.

Activity D: Tracking System Development and Implementation

1. State Hearing Tracking Database

MCPs are required to notify members of their right to a state hearing when the MCP denies a request for services or reduces, suspends or terminates a previously authorized service. MCPs must also notify members of their state hearing rights when the member has been billed for services received by the member due to the MCP's denial of payment and the MCP upholds that payment denial. ODJFS requires MCPs to submit a copy of all such hearing notices within three days of the date of issuance in order for ODJFS to ensure that MCPs are providing the required hearing rights to members and are not denying Medicaid-covered services inappropriately. ODJFS is currently receiving a total of approximately 7,000 forms per month.

The vendor will review/assess the current process for handling state hearing forms and related documents (e.g., Scheduling Notices, Appeal Summaries, State Hearing Decisions, and Compliance Notices) and develop an automated system to be implemented by ODJFS. The automated system would support the MCPs' electronic submission of a copy of each state hearing form and the following ODJFS activities:

- a. Reviewing all, or select, individual forms;
- b. Organizing/collating forms by month, MCP, and subject matter (at a minimum);
- c. Retrieving individual forms and/or specified forms by MCP, month, and subject matter; and,
- d. Generating statistical reports as specified by ODJFS.

Frequency: SFY 2009. Analysis to be completed as specified by ODJFS.

Deliverable: The vendor will provide a written report outlining the proposed plan for an automated submission and filing process. Upon ODJFS approval, the vendor will develop/produce the recommended state hearing tracking database and transition to ODJFS for use.

2. Public Inquiries Tracking Database

ODJFS receives approximately 1,000 public inquiries per month, including legislative inquiries, consumer and provider complaints, and just cause requests regarding managed care members.

The vendor will develop a centralized tracking database for ODJFS implementation to store all managed care-related public inquiries. The database must support data input and retrieval from multiple operational units, while maintaining a consistent, standard format. At a minimum, the database must include the following fields: identifier information for the caller and respondent; problem and resolution requested; dates related to receipt of information/resolution; and

hyperlinks to correspondence. Other required fields will be specified by ODJFS during the development phase.

The vendor will provide technical assistance to ODJFS during the implementation phase, including training and development of a User Manual.

Deliverable: The database will be developed and transitioned to ODJFS by September 30, 2008.

Activity E: Consumer-Focused Case Studies and Quality of Life Studies

1. Consumer-Focused Case Studies

The selected vendor must conduct consumer-focused case studies for the CFC and ABD managed care populations intended to provide information about program operations and service delivery. Areas of focus will be selected by ODJFS, may differ for the CFC and ABD populations, and could include topics such as a consumer's or family's experience related to the transition of health care service delivery from FFS to the managed care system, coordination of care, or access to care. The SFY 2009 study will establish a baseline, to potentially be measured against SFYs 2010 and 2012 study data.

In conducting the consumer focused case studies, the selected vendor must:

- a. Recommend, select, and/or develop study instruments that are nationally accepted to allow for data comparisons;
- b. Develop methodology, including sampling and analysis plans;
- c. Develop data collection tools;
- d. Use a representative sample that will allow for results by respondent demographics, MCP and statewide;
- e. Use data collection procedures that ensure data are valid and reliable; and,
- f. Develop and follow a data analysis plan that includes risk adjustment when appropriate.

Frequency: Baseline study to be conducted in SFY 2009 and follow up studies to be conducted in SFYs 2010 and 2012.

Deliverables: For each contract year for which a case study is conducted, the selected vendor will create one separate full report for each program (ABD and CFC), for a total of two reports. The report will include the following sections: Executive Summary, Statewide Summary and Analysis of Geographic and/or Demographic Strata, Results, Discussion, Limitations, Conclusions, and Recommendations.

2. Quality of Life Studies (ABD program only)

The selected vendor must conduct quality of life studies of the ABD population intended to provide information regarding health related quality of life experiences relevant to consumers who are aged, blind, and/or have chronic or disabling health conditions. Areas of focus will be selected by ODJFS.

In conducting the quality of life studies, the selected vendor must:

- a. Recommend, select, and/or develop study instruments that are nationally accepted to allow for data comparisons;
- b. Develop methodology, including sampling and analysis plans;
- c. Develop data collection tools;
- d. Use a representative sample that will allow for results by respondent demographics, MCP and statewide;
- e. Use data collection procedures that ensure data are valid and reliable; and,
- f. Develop and follow a data analysis plan that includes risk adjustment, when appropriate.

Frequency: Baseline study to be conducted in SFY 2009 and follow up study to be conducted in SFY 2011.

Deliverables: For each contract year for which a study is conducted, the selected vendor will create one full report. The report will include the following sections: Executive Summary, Statewide Summary and Analysis of Geographic and/or Demographic Strata, Results, Discussion, Limitations, Conclusions, and Recommendations.

Activity F: Encounter Data Validation Studies

Encounter data is generated by the MCPs' management information systems based on claims submitted by providers for payment and shadow claims from capitated providers. ODJFS uses the encounter data to calculate performance measures as outlined in the ODJFS Provider Agreement, Appendices K and M (accessible via Vendor's Library).

1. Encounter Data Validation Study of Delivery Payment Encounters (CFC program only)

ODJFS uses encounter data validation (EDV) studies to measure the accuracy and completeness of the data, and for program integrity monitoring/reporting purposes. This EDV study compares delivery encounters to corresponding medical records to substantiate payments for deliveries to MCPs.

The selected vendor must conduct an EDV study to measure the accuracy of delivery payment encounters for each MCP participating in the CFC program.

In conducting this study, the selected vendor must:

- a. Recommend, select, and/or develop instruments that are based on nationally accepted standards;
- b. Develop methodology, including sampling and analysis plans;
- c. Develop data collection tools;
- d. Use a methodology that will allow for results by plan and statewide; and,
- e. Use data collection procedures that ensure data are valid and reliable.

Frequency: Annually

Deliverables: The selected vendor will produce one MCP-specific report for each MCP included in the study. The report will include the following sections: Executive Summary, Findings, and Conclusions.

2. Encounter Data Validation Study of Payment Encounters

Beginning in January 2006, the MCPs began including claim cost information in their monthly submission of encounter data. ODJFS will use this information to assist in setting capitation rates for the MCPs. The purpose of this study is to evaluate the quality of cost information contained in the encounter data and determine the extent to which it accurately reflects the costs associated with the provision of Medicaid services.

The selected vendor must conduct an EDV study to measure the accuracy of payment information submitted on encounter data for each MCP participating in the CFC and/or ABD program. The vendor will recommend key indicators, data components (e.g., diagnosis, denials, edits), and utilization standards, that are commonly used in actuarial practice or are nationally accepted, to help determine the timeliness, completeness, and accuracy of encounter data.

(This study may be expanded based on the recommendations made under Activity O.)

In conducting this study, the selected vendor must:

- a. Recommend, select, and/or develop instruments that are based on nationally accepted standards;
- b. Develop methodology, including sampling and analysis plans;
- c. Develop data collection tools;
- d. Use a representative sample that will allow for results by plan; and,
- e. Use data collection procedures that ensure data are valid and reliable.

Frequency: Annually

Deliverables: The selected vendor will produce one MCP-specific report included in the study (combined CFC and ABD results). The report will include the following sections: Executive Summary, Findings, and Conclusions.

3. Technical Assistance

The selected vendor must provide technical assistance to the MCPs that either perform poorly on the annual encounter data studies and/or are found to maintain poor quality data. This includes, but is not limited to, the following:

- a. Providing MCPs with guidance on how to monitor the accuracy and completeness of the encounter data that is sent to ODJFS;
- b. Providing MCPs with guidance on how to establish edits; and,
- c. Providing MCPs with guidance on how to link various files (e.g. the provider file with administrative claims file) to ensure that the MCPs are providing ODJFS with all of the required encounter data elements.

Activity G: Performance Measures

1. Validation of HEDIS Audited Data

ODJFS uses audited HEDIS performance measures to meet federal requirements for the mandatory activity of validation of performance measures. ODJFS also uses this activity to complete a comparative review of quality process and outcome measures based on HEDIS.

MCPs employ their own certified HEDIS auditor to complete the data collection and submission for the measures outlined in Appendix K (accessible via Vendor's Library) of the Provider Agreements. The measures must have received a "report" designation from the HEDIS-certified vendor and must be specific to the Medicaid population. MCPs will submit the data in an electronic format.

The selected vendor must analyze the data and reported findings for HEDIS measures and produce comparative reports by September 30th.

Frequency: Annually

Deliverable: The selected vendor will be responsible for producing a statewide managed care report as specified by ODJFS.

2. Calculation and Development of ODJFS Access and Clinical Performance Measures

The State currently measures MCP performance using a county-based approach and a statewide approach for the CFC program, and a statewide approach for the ABD program.

For the CFC program, a county-based approach is applicable to eight MCPs with CFC membership as of February 1, 2006. This approach will be phased out entirely after SFY 2009 to reflect statewide expansion of managed care. By SFY 2010, a statewide approach applicable to eight MCPs with CFC membership will be completely phased in. CY 2007 and/or CY 2008 data will be used as a baseline to determine statewide performance targets and standards for the CFC population. There are a total of two access measures, ten clinical performance measures and three informational only clinical performance measures.

For the ABD program, a statewide approach is applicable to seven MCPs with ABD membership. This approach will be completely phased in by SFY 2009. CY 2006 and/or CY 2007 data will be used as a baseline to determine statewide performance targets and standards for the ABD population. There are a total of one access measure, twenty-five clinical performance measures, and fourteen informational only clinical performance measures.

To support ODJFS monitoring and oversight, the vendor will calculate access and clinical performance measures [as outlined in Appendix M (accessible via Vendor's Library) of the CFC and ABD ODJFS Provider Agreements] on behalf of ODJFS beginning in SFY 2009, and will produce reports which support the transition from the county-based approach to the statewide approach for the CFC program.

The vendor must be able to accept, store, manage, and exchange administrative data to and from ODJFS per state specification (as discussed in Activity U). The vendor must perform ODJFS algorithms and provide access to, and technical assistance on, the vendor's coding. Based on national standards or best practices, the vendor must recommend measures, benchmarks, performance standards, and methodological improvements (including potential risk adjustment if appropriate). The vendor must provide ad hoc research, analytical, and technical support as needed.

This activity must occur prior to the implementation of any recommendations resulting from Activity G3.

Vendors may refer to Section 1.8 for the URL to access ODJFS Methods for CFC and ABD Access and Clinical Performance Measures, and to Section IX for Data File Specifications.

Frequency: Annually

Deliverables: The vendor will produce the following reports:

Annual Reports for SFY 2009 (Total of 25 reports)

Covered Families and Children Program Reports

1. One county-based Children's Access to Primary Care report (data for 8 MCPs);
2. One statewide Children's Access to Primary Care report (data for 8 MCPs);
3. One county-based Adult's Access to Preventive/Ambulatory Health Services report (data for 8 MCPs);
4. One statewide Adult's Access to Preventive/Ambulatory Health Services report (data for 8 MCPs);
5. One county-based Clinical Performance Measures report (data on 13 measures, for 8 MCPs);
6. One statewide Clinical Performance Measures report (data on 13 measures, for 8 MCPs);
7. One executive summary report (data on 15 measures, for 8 MCPs);
8. One summary report for each MCP (data on 15 measures, for a total of 8 reports);
9. Technical and data reports as specified by ODJFS;

Aged, Blind, or Disabled Program Reports

10. One statewide Adult's Access to Preventive/Ambulatory Health Services report (data for 7 MCPs);
11. One statewide Clinical Performance Measures report (data on 39 measures, for 7 MCPs);
12. One executive summary report (data on 40 measures, for 7 MCPs);
13. One summary report for each MCP (data on 40 measures, for a total of 7 reports), and,
14. Technical and data reports as specified by ODJFS.

Annual Reports for SFY 2010 and SFY 2011 (Total of 22 reports)

Covered Families and Children Program Reports

1. One statewide Children's Access to Primary Care report (data for 8 MCPs),
2. One statewide Adult's Access to Preventive/Ambulatory Health Services report (data for 8 MCPs),
3. One statewide Clinical Performance Measures report (data on 13 measures, for 8 MCPs),
4. One executive summary report (data on 15 measures, for 8 MCPs),
5. One summary report for each MCP (data on 15 measures, for a total of 8 reports),
6. Technical and data reports as specified by ODJFS,

Aged, Blind, or Disabled Program Reports

7. One statewide Adult's Access to Preventive/Ambulatory Health Services report (data for 7 MCPs),
8. One statewide Clinical Performance Measures report (data on 39 measures, for 7 MCPs),
9. One executive summary report (data on 40 measures, for 7 MCPs),
10. One summary report for each MCP (data on 40 measures, for a total of 7 reports),
11. Technical and data reports as specified by ODJFS.

3. Evaluation of ODJFS and NCQA Performance Measures

ODJFS monitors performance in key program areas: quality of care, access, consumer satisfaction, and administrative capacity. Currently, ODJFS calculates performance measures using HEDIS or HEDIS-like methods and administrative data only. There is the potential for state Medicaid Agencies to accept audited self-reported HEDIS measure results for MCPs serving Medicaid members.

The vendor will complete an evaluation of ODJFS performance measures (i.e. HEDIS or HEDIS-like methods and administrative data only) and comparable NCQA measures. The vendor will identify opportunities for ODJFS to accept audited self-reported HEDIS measure results, and recommend an implementation strategy.

Frequency: SFY 2009

Deliverable: The selected vendor will produce a report of evaluation findings and recommendations regarding the use of ODJFS and NCQA performance measures.

Activity H: Validation of MCP Information Systems

Note: Due to the organization and administrative structures of some MCPs, the selected vendor may be required to travel out-of-state in order to conduct the on-site component of the Information Systems Review.

1. Currently Contracted MCPs

The selected vendor must conduct a thorough review of each MCP's information system. As part of this review, the selected vendor will:

- a. Review the data management processes of the MCP;
- b. Review and assess the procedures the MCP has in place for collecting and integrating medical, financial, member and provider information, covering clinical and service-related data from internal and external sources.

As part of this review, the selected vendor will review procedure manuals, observe data processing activities, and will conduct interviews with MCP staff.

Prior to the on-site audit, the selected vendor will have each MCP complete a variation of the Information Systems Capabilities Assessment Tool (ISCAT) as indicated in the Provider Agreement, Appendix C (accessible via Vendor's Library). ODJFS will assist the selected vendor with the development of an appropriate assessment tool. The selected vendor will evaluate the MCP's answers on certain sections of the ISCAT against the information systems (IS) capabilities as observed during the on-site audit and will identify any potential problem areas that may impact ODJFS' ability to calculate accurate plan-level performance measures;

- c. On-site activities include assessing data integration and control:
 - 1). Review the ISCAT, as developed by CMS, which the MCP will be required to complete;
 - 2). Review the completed ISCAT and accompanying documents;
 - 3). Conduct interviews with MCP staff responsible for completing the ISCAT, as well as staff responsible for aspects of the MCP's information systems function;

- 4). Analyze the information obtained through the ISCAT, conduct follow-up interviews with MCP staff, and write a statement of findings about the MCP's information system;
 - 5). Assess the ability of the MCP to link data from multiple sources;
 - 6). Examine MCP processes for data transfers;
 - 7). If an MCP has a data warehouse, evaluate its structure and reporting capabilities;
 - 8). Review MCP processes, documentation, and data files to ensure that they comply with state specifications for encounter data submissions; and,
 - 9). Assess the claims adjudication process and capabilities of the MCP.
- d. If issues are identified, the selected vendor will provide technical assistance to the MCP in order to address deficiencies.

Frequency: As specified by ODJFS

Deliverables: The selected vendor will submit MCP-specific reports on its findings to ODJFS. The reports should include an analysis of the findings with respect to the MCP's data integration and control procedures as well as suggestions for improvement.

2. MCPs Entering Medicaid Managed Care Program

In addition, the selected vendor will conduct an assessment of any potential MCP's information systems prior to ODJFS awarding a provider agreement/contract to the MCP.

Frequency: Prior to an MCP signing provider agreement with ODJFS.

Deliverable: The selected vendor will submit MCP-specific reports on its findings to ODJFS. The reports should include an analysis of the findings as well as suggestions for improvement.

Activity I: Validation of Performance Improvement Projects

During SFY 2008, MCPs will be required to conduct three performance improvement projects (PIPs) as outlined in Appendix K (accessible via Vendor's Library) of the Provider Agreement.

PIPs must achieve, through periodic measurements and intervention, significant and sustained improvement in clinical and non-clinical areas which are expected to have a favorable effect on health outcomes and satisfaction. MCPs must adhere to ODJFS PIP content and format specifications. All ODJFS-specified PIPs are a minimum of three-year projects.

The selected vendor must work with the MCPs and ODJFS to:

1. Evaluate and validate the MCP PIPs. As stated in the CMS protocols for Conducting Performance Improvement Projects, in order for such projects to achieve real improvements in care and for interested parties to have confidence in the reported improvements, PIPs must be designed, conducted and reported in a methodologically sound manner; and,

2. As part of the validation process, the selected vendor will provide ongoing (i.e., prospective and concurrent) technical assistance to MCPs in the development and management of their PIPs.

This activity involves the following steps:

- a. Review selected study topics;
 - b. Review study indicators;
 - c. Review study population;
 - d. Review sampling methods (if sampling was used);
 - e. Review of data collection procedures;
 - f. Review data analysis and interpretation of study results;
 - g. Assess MCP improvement strategies; and,
 - h. Assess the validity of reported sustained improvement.
3. The selected vendor will develop an evaluation tool with the intent of assigning objective findings of elements needed to ensure the successful design and implementation of a PIP.

Frequency: Annually

Deliverables: The selected vendor will produce the evaluation results in an MCP-specific report to ODJFS.

Activity J: Collaborative Model for Performance Improvement Projects

ODJFS is interested in convening the MCPs to develop and implement a standardized PIP project following CMS protocols that will address a clinical and non-clinical area of importance to ODJFS and the MCPs.

The selected vendor will develop a strategy for the collaborative model for ODJFS consideration. Once ODJFS approves of the strategy, the vendor will facilitate meetings between ODJFS and the MCPs to develop and implement a standardized PIP project. The vendor will also provide technical assistance to the MCPs and ODJFS during all stages of development and implementation. The PIP project will be validated by the EQRO for each MCP as outlined in Activity I.

Deliverables: The selected vendor will produce a written plan, for ODJFS consideration, for how to formulate the MCP/ODJFS PIP collaborative. The selected vendor will implement the collaborative model, facilitate the meetings, and produce written reports summarizing the progress of each meeting. The written strategy will be due by September 30, 2008, with implementation completed by December 30, 2008.

Activity K: Consumer Satisfaction Surveys

ODJFS has participated as a CAHPS sponsor organization since 1997. ODJFS has also been a National CAHPS Benchmarking Database (NCBD) participant. (Further information about the NCBD can be found at the URL located in Section 1.8.) The Ohio Medicaid managed care program has conducted CAHPS surveys since 1998 for the contracting MCPs. The purposes of the annual consumer satisfaction survey are to monitor MCP performance in the managed care programs and to provide the plan with feedback to assist in the development and implementation of quality improvement strategies.

The vendor must:

1. Conduct annual consumer satisfaction surveys for the managed care delivery system;
2. *CFC program only:* Utilize the CAHPS survey tools (as specified by ODJFS) and HEDIS surveying protocols and specifications with additional modules and/or questions as specified by ODJFS. The surveys are to be conducted following current HEDIS protocols so that MCPs can have their results submitted to NCQA and ODJFS in June of each SFY. In addition, the selected vendor must submit results to NCBID by August 1st of each year; and,
3. *ABD program only:* Recommendation and/or selection of a nationally accepted survey instrument appropriate to consumers who are aged, blind, and/or have chronic or disabling health conditions.

Consumer satisfaction survey requirements include:

4. Sampling and Administration:

For the CFC surveys, the sample frame will consist of all consumers who are MCP members at the time the sample is drawn and who were continuously enrolled in the same MCP for at least five of the six months prior to the time the sample is drawn, per CAHPS requirements. Eligible consumers will be assigned to strata based upon their age and MCP membership. The strata will be sampled disproportionately to achieve a certain number of completed surveys within each MCP, for each population (adults and children), and for children with and without special health care needs (CSHCN and non-CSHCN).

CFC sample sizes must be large enough to:

- a. Yield 411 completed surveys per MCP (adult and child combined) and an error rate of $\pm 5\%$ with a 95% level of confidence for the state level of analysis for each MCP;
- b. Yield 300 completed surveys from each group (CSHCN and non-CSHCN) to allow for comparisons at the state level; and,
- c. Achieve an error rate of $\pm 10\%$ with a 90% level of confidence for the state level of analysis for each MCP participating in the CFC program as of February 1, 2006.

For the ABD surveys, criteria for the sample will be determined by ODJFS.

The sampling must be sufficient to allow for comparisons across MCPs and to previous survey results. Comparisons and trending results over time are important for MCP performance measurement. The sample frame will be provided by ODJFS for all participating MCPs. The selected vendor is responsible for pulling the actual sample.

5. Data Collection and Data Preparation:

The selected vendor is also responsible for assembling and formatting questionnaires, developing pre-notification letters; scripting the telephone questionnaire; and implementing computer-assisted telephone interviews (CATI).

The selected vendor is responsible for assuring compliance with HEDIS Survey protocols, including distribution of survey materials and completing telephone follow-up.

For the CFC survey administration, the pre-notification letters, questionnaires, reminder postcards and the CATI script must be prior-approved by ODJFS. The selected vendor should initiate a process for refusal conversion and detail quality control procedures for tracking questionnaires.

6. Data Analysis

For the CFC survey, the selected vendor must use an analytical tool that is appropriate for the sampling stratification, case mix adjustment, and/or weighting requirements specified by ODJFS and for meeting NCBD and NCQA data submission requirements. The selected vendor must produce reports that provide statewide results by MCP and population (adults and children), and provide a statewide program average for the global ratings and composites.

For the CFC survey, data analysis per MCP at the statewide level is required annually, and will include all regions in which an MCP has membership. In addition, a separate data analysis per MCP at the statewide level is required in SFY 2009 and will include only the 17 counties participating in the CFC program as of February 1, 2006. Over sampling in these 17 counties will be required for this analysis.

For the ABD survey, the selected vendor must provide a statewide level of analysis for each MCP on an annual basis.

Additional data analysis requirements include:

- a). Perform analysis specific to children with and without special health care needs (this component could include an enhanced sampling approach);
- b). Calculate respondent profiles, response rates, and response category proportions, using frequency distributions;
- c). Test for statistically significant differences between respondents and non-respondents at the MCP and Ohio Medicaid managed care program levels, with respect to member age, gender, race and ethnicity;
- d). Apply appropriate sampling, weighting, and/or case-mix adjustment techniques for submission to NCQA and NCBD, and for Ohio-specific requested analyses;
- e). Test for statistically significant differences between MCP level mean scores and Ohio Medicaid managed care program mean scores;
- f). Perform trending analysis, including Ohio-specific requested tests for statistically significant differences between years;
- g). Test for statistically significant differences between high and low utilizers;
- h). Discuss substantive differences apart from findings of statistical significance; and,
- i). Develop member satisfaction and other cross tabulations, as specified by ODJFS.

7. Data Delivery and Report Production

Data Files: Only cases that meet the criteria of a complete questionnaire as specified by the survey protocols (e.g. CAHPS) should be included in the analysis file. The number of records in the analysis file should correspond with the number of completes in the sample file. The selected vendor is required to provide the following:

- a. Codebook;
- b. Data files and frequency tables;
- c. Data file meeting NCBD and NCQA submission specifications (for CFC surveys only); and,
- d. Reports.

Frequency: Annually

Deliverables:

- a. CFC Reports:
For Statewide Analyses of Regional Membership
 1. One Executive Summary Report;
 2. One Full Report (to include statewide level analyses for each MCP);
 3. One Children with Chronic Conditions Report (to include statewide level analyses for each MCP); and
 4. One Survey Methodology Report.*For Statewide Analyses of County Membership (SFY 2009 only)*
 5. One Full Report for each SFY (to include an executive summary, survey methodology, and statewide level analyses for each MCP). Note: The data for this report is limited to the 17 counties participating in the CFC program as of February 1, 2006.
- b. ABD Reports:
 1. One Executive Summary Report;
 2. One Full Report (to include statewide level analyses for each MCP); and,
 3. One Survey Methodology Report.
- c. Data Submission to NCQA and NCBD according to pre-established timelines.

Activity L: Performance Reports, Performance Dashboard, & Review Meetings for Managed Care Plans

1. Managed Care Plan Performance Reports

MCPs must meet state and federal requirements regarding clinical and administrative operations as outlined in the CFR, OAC (including the ORC and the U.S. Code) and the Provider Agreements. There are several monitoring mechanisms used by ODJFS to hold MCPs accountable for meeting program requirements. The selected vendor will develop a comprehensive report summarizing MCP compliance with, and demonstrated performance on, clinical and administrative program requirements. Data sources to be reviewed can include but not be limited to encounter data reports, external quality review activities, provider panel reports, etc.

In completing this activity, the selected vendor will:

- a. Identify a potential list of performance indicators for ODJFS' consideration to be included in the performance report reflecting key program areas;
- b. Assess ODJFS data sources to determine the best way to present MCP's compliance with clinical and administrative program requirements;

- c. Assess MCP performance, identify benchmarks for comparison and key factors that contribute to variations between the MCPs;
- d. Identify and recommend potential quality improvement opportunities based on monitoring results, trending, and benchmark information; and,
- e. Identify and recommend strategies for distributing the performance reports to affect policy change and/or demonstrate the impact of the managed care program.

Frequency: Quarterly

Deliverable: The vendor will develop one report summarizing each plan's compliance with state and federal program requirements. When applicable, the report will note differences among the ABD and CFC programs, and any potential quality improvement opportunities.

2. Managed Care Plan Performance Dashboard

The selected vendor will develop an electronic tracking mechanism or "performance dashboard" (e.g., an internet browser with query function) to assist ODJFS management in the effective monitoring of key performance indicators overtime. Data sources to be reviewed can include but not be limited to encounter data reports, external quality review activities, provider panel reports, compliance assessment log, consumer complaints & grievances, etc.

In completing this activity, the selected vendor will:

- a. Identify a potential list of performance indicators for ODJFS' consideration to be included in the performance dashboard reflecting key program areas;
- b. Assess ODJFS data sources to determine the best way to track MCP's compliance with clinical and administrative program requirements;
- c. Create, maintain and update the performance dashboard including data, software and hardware;
- d. Develop a User's Manual for the performance dashboard;
- e. Provide ODJFS designated staff real-time access, training and technical assistance to the performance dashboard;
- f. Provide electronic notifications or alerts to notify ODJFS designated staff of areas of concern or red-flags on key performance indicators;
- g. Update database monthly;
- h. Ensure system performance, downtime and emergency planning that meets industry standards and ODJFS specifications; and,
- i. Allow the system to have flexibility to reflect ODJFS' policy and program changes.

Frequency: System implementation by SFY 2009 or as specified by ODJFS, and ongoing maintenance thereafter.

Deliverables: The vendor will develop an electronic tracking mechanism or "performance dashboard" (i.e., an internet browser with query function) to be used by ODJFS management in monitoring each plan's compliance with state and federal program requirements.

3. Managed Care Plan Performance Review Meetings

The vendor will assist ODJFS in facilitating semi-annual meetings with the MCPs on an individual or group basis to review and address performance in key program areas. The

meetings could occur on a more frequent basis as plan- or program-level performance issues need to be addressed.

The vendor will be responsible for developing the meeting agenda, presentation materials, and providing a summary report of the meeting.

Frequency: Semi-annually

Activity M: Collaborative Meetings with Stakeholders

The implementation of statewide managed care expansion attracted MCPs with national expertise and experience in managing Medicaid populations; uncovered burgeoning health care issues (e.g., Pay for Performance and Behavioral Health); and introduced new key stakeholders who may have been negligible prior to statewide expansion. ODJFS recognizes the importance of addressing important policy issues or program operations (i.e., Pay for Performance and behavioral health integration), with MCPs and other key stakeholders. Using a collaborative model to address issues with MCP and key stakeholders allows for a transparent process and is critical for successful administration of the program.

The selected vendor will develop a strategy for the collaborative model and propose for ODJFS consideration. Once ODJFS approves of the strategy, the vendor will implement the collaborative model and facilitate meetings between ODJFS, the MCPs and other key stakeholders. The vendor should prepare an estimate for ten (10) meetings per year.

Frequency: As specified by ODJFS.

Deliverables: The selected vendor will produce a written plan for how to formulate the MCP/ODJFS collaborative for ODJFS consideration. The selected vendor will implement the collaborative model, facilitate the meetings, and produce written reports summarizing discussion points and action items for each meeting.

Activity N: Evaluation of ODJFS Pay-for-Performance (P4P) System for Managed Care Plans

The Medicaid managed care program has a robust accountability system that includes performance measures in the following areas: quality of care, access to care, consumer satisfaction, administrative capacity, and financial performance. MCPs must meet performance standards established in the accountability system and specified in the contract between the MCPs and ODJFS. Incentives and disincentives are both used for program compliance and continuous quality improvement. A Pay-for-Performance (P4P) System utilizes performance measures to award at-risk premiums and additional monetary amounts to high performing MCPs. Penalties for non-compliance with performance measures may include sanction advisories, monetary fines, membership freezes, and reductions in assignment.

The vendor will evaluate the current design of the P4P system from its inception to the transition from a county-based statewide system to a regional-based statewide system. In addition, the vendor will evaluate national trends, best practices, and quality measurement sets designed to measure performance at the physician, plan, and hospital-levels that may benefit the Ohio Medicaid Managed Care Program. The vendor will recommend changes that ODJFS should incorporate to improve its P4P system, including the use of additional monetary or non-monetary incentive mechanisms, that are meaningful to consumers, providers, and MCPs and applicable to

a full-risk managed care model. The recommendations may also include provisions to solicit feedback from the provider and consumer communities. The vendor must be able to demonstrate a knowledge of ODJFS' P4P system and compare/contrast with other states.

Frequency: SFY 2009

Deliverables: The vendor will submit one comprehensive report to ODJFS outlining the evaluation results and recommendations.

Activity O: Evaluation of ODJFS Data Quality Strategies

ODJFS establishes data quality standards for encounter data, case management data, data used in external reviews, members' PCP data, and appeal and grievance data. The goal is to ensure that MCP's data submissions are accurate, complete and timely. Currently, there are eleven (11) data quality measures. ODJFS is interested in streamlining or consolidating the data quality measures.

The vendor will evaluate ODJFS' current data quality strategies (i.e., edits, measures, and standards), recommend strategies to identify data quality issues in a timely and efficient manner, and identify potential data quality recommendations for transitioning from the current encounter data format (i.e., UB92, NCPDP, and NSF) to the Electronic Data Interchange (EDI 837). The vendor must be able to demonstrate a knowledge of ODJFS' data quality measures and compare/contrast these with other states.

Frequency: SFY 2009

Deliverable: The vendor will submit a written report of its evaluation and recommendations for ODJFS' consideration.

Activity P: Comprehensive Evaluation Summary of the Medicaid Managed Care Program

The vendor must complete a comprehensive program review of the ODJFS accountability strategy, monitoring mechanisms, and compliance assessment system as outlined in Activities B, N, and O. The vendor must compare/contrast the Ohio Medicaid managed care regulatory program and structure with other states. This will require interviews with key stakeholders, including the MCPs and ODJFS program managers.

Frequency: SFY 2009

Deliverable: A comprehensive report of findings as specified by ODJFS.

Activity Q: Technical Assistance for ODJFS and MCPs and Presentations on EQR Results

1. Technical Assistance for ODJFS and Medicaid Managed Care Plans

The vendor must provide up to 2,000 hours of technical assistance to the ODJFS and participating MCPs each contract year. The specific nature of the technical assistance will be defined on a case-by-case basis, but at a minimum, will include educational sessions to enhance the use of EQR results; identification of healthcare trends or "best practices" in performance

measures or quality improvement activities; providing clinical consultation and/or expertise; and conducting evaluations of health care initiatives.

2. Presentations

The vendor must make presentations to ODJFS, MCPs, and other interested parties as requested by ODJFS (averaging two per quarter).

Activity R: EQR Technical Report

The vendor will produce a Technical Report for the purposes of describing the mandatory EQR activities as specified in 42 CFR 438.358 and a summary of all the EQR activities conducted in Ohio. The report must include the following components:

1. Assessment of strengths and weaknesses of the MCPs with regard to quality of health care furnished to Medicaid managed care plan members;
2. Recommendations for improving the quality of services;
3. Comparative information about MCPs; and,
4. Assessment of the MCPs' effectiveness in addressing recommendations from the prior year's technical report.

Frequency: Annually

Deliverable: One technical report for ODJFS which will delineate findings by MCP.

Activity S: Managed Care Program Progress Report

The vendor will produce an annual Managed Care Program progress report for key stakeholders, such as the Ohio State Legislature. The vendor will identify and recommend key performance measures for ODJFS' consideration to be included in the report. The vendor may be required to produce the progress report in multiple formats depending on the audience for the report.

Frequency: Annually

Deliverable: One progress report as specified by ODJFS.

Activity T: Evaluation of ODJFS Access Standards

ODJFS employs a variety of monitoring mechanisms to ensure that members have access to all medically-necessary Medicaid-covered services and providers. The vendor will review ODJFS' strategy for ensuring access to services and providers for managed care plan members and identify/recommend new and/or revised performance measures and monitoring mechanisms for ODJFS consideration.

Frequency: December 31, 2008

Deliverable: One comprehensive report as specified by ODJFS.

Activity U: Data Management and Collection Specification for Vendor**1. Data Sources**

The source of the data for the work to be performed will include data from ODJFS, MCPs and provider sites.

ODJFS will provide the following:

- a. FFS claims files, [current size of files comprising data set is approximately 15 gigabytes (GB)];
- b. MCP encounter data (ED), [current size of files comprising data set is approximately 45 GB] ;
- c. Eligibility and enrollment data from the Medicaid Recipient Master File (RMF), [current size of files comprising data set is approximately 9 GB];
- d. Case Management System File (CAMS);
- e. The Medicaid Procedure, Diagnosis, and Drug Code (PDD) reference file;
- f. Medicaid MCPN database; and,
- g. Medicaid MCP – Primary Care Provider (PCP) Assignment File.

ODJFS may also provide the selected vendor with data files (e.g., Statewide Immunization Registry) from other state agencies or vendors. The selected vendor must be able to accept the file layouts and have the capacity to maintain and process these large data files efficiently and accurately.

Vendors may refer to Section IX and the Vendor's Library for ODJFS file specifications.

2. Security of Information

As a contractor to ODJFS, the selected vendor will have access to a significant amount of records regarding the access and use of medical services in Ohio by individual consumers. The selected vendor must adhere to Health Insurance Portability and Accountability Act (HIPAA) requirements. Misuse of this information may be cause for immediate termination of the contract and the selected vendor may face additional legal action by either ODJFS or by those affected by the misuse (See Section 4.14).

The selected vendor must:

- a. Implement security measures as well as demonstrate how electronic and paper files of a confidential nature will be protected from unauthorized access. The security measure must specify who has access rights to the information and what process is to be followed to screen individuals who have access to the information; and,
- b. All personnel having access to this information must sign a standard ODJFS security agreement indicating understanding of and consent to maintaining the confidentiality of the files.

3. Sampling

The selected vendor must have the capability to design and use complex sampling methods, including the use of appropriate statistics and statistical software. The selected vendor must also

select a sufficient sample of medical records and provider sites to assure valid studies. Sampling specifications (assumptions) include:

- a. An error rate of ± 5 percent with a 95 percent level of confidence for each MCP and/or program; and,
- b. Over-samples must be generated to obtain the necessary number of records to generalize results.

4. Inter-rater Reliability

The selected vendor must:

- a. Utilize qualified surveyors and/or certified coders for data abstraction; train the staff in approved data collection protocols; and measure inter-rater reliability;
- b. Achieve an inter-rater reliability score, as measured by percentage agreement among the abstractors (using Kappa statistics) of at least $r+0.7$ per study; and,
- c. Provide a description of the training materials and notify ODJFS of all trainings of abstractors and coders.

5. Data Collection and Medical Record Procurement

The source of information for the consumer focused case studies, quality of life studies, and encounter data studies will be medical records, administrative data (e.g., MCP encounter data), surveys, state registries (e.g., lead or immunization) or a combination of all four. The selected vendor must:

- a. Sample the administrative data to determine which medical records to request;
- b. Request medical records from MCPs and providers, and abstract the data needed. Depending on the number of records requested from a provider or MCP, the selected vendor will either review the medical records at the provider's site, the MCP's site, or receive the records via U.S. mail;
- c. Provide ODJFS with copies of all data abstraction and collection tools; and,
- d. Calculate the medical record submission rate for each MCP encounter data studies. (Refer to **Appendix D**) for more information regarding the methods for the medical record submission rate).

An important goal of the EQR survey process is to provide timely feedback to the MCPs. ODJFS is interested in innovative and efficient approaches to analysis, report production and sharing raw data which will result in timely feedback to ODJFS and MCPs.

6. Software Compatibility

The selected vendor must provide electronic files in the software requested by ODJFS. Should ODJFS software utilization change during the course of the contract term (including any renewals), the selected vendor would be required to accommodate that change. Presently, ODJFS uses Microsoft Office products and SAS statistical software.

7. Secure File Transfer Protocol Site

The selected vendor must have a secure file transfer protocol site and allow for data exchange between the MCPs, ODJFS, and the EQRO. The vendor will provide role-based access to multiple ODJFS and MCP staff.

Activity V: Project Management Tasks

The selected vendor must perform all project management tasks, including maintaining a detailed project work plan which tracks how the selected vendor will effectively complete each project. Electronic copies of all project management documents must be provided to the ODJFS Contract Manager in either Microsoft Project or Microsoft Word.

The selected vendor must perform its tasks and produce the required Deliverables by the due dates presented in the selected vendor's Work Plan(s) and approved by the ODJFS Contract Manager. Any adjustments to the due dates must be prior approved by the ODJFS Contract Manager. The Deliverables must be submitted along with a submittal letter.

The selected vendor must attend project meetings with ODJFS personnel and deliver status reports as specified below:

1. Kick-off Meeting: The selected vendor must attend the contract "kick-off" meeting which will formally announce project initiation and will be held within 10 working days after the project start date. The meeting will focus specifically on the responsibilities of the selected vendor and working relationships and interactions among the selected vendor and ODJFS staff. At this time, the selected vendor must provide the ODJFS Contract Manager with an updated work schedule which reflects any changes to the proposed work schedule;
2. Project Workplan: The selected vendor will provide a project workplan, and update weekly, for each activity described in this proposal. The workplan will identify timeframes, activity, and responsible party (i.e., MCPs, ODJFS, or vendor). Activities which must be included are development of study methods, data collection, data analysis, and submission of deliverables;
3. Weekly Meetings: The selected vendor must meet weekly with the ODJFS Contract Manager during all project phases;
4. Customer Satisfaction Meetings: The selected vendor will develop a mechanism to solicit feedback from the ODJFS Contract Manager regarding satisfaction with the quality and timeliness of deliverables, communication, and staff assigned to projects; and,
5. Collaboration with other ODJFS vendors: The selected vendor will be required to conduct studies, share developed data tools, and coordinate analysis with other ODJFS external vendors.

3.5 EQR Report Specifications

1. General Requirements

Vendor proposals must include a statement that if awarded a contract as a result of this RFP process that they will comply with the following EQR report specifications as required by ODJFS.

The selected vendor must provide reports for each study year under review. Reports must be provided in:

- a. Color and black/white in quantities specified by ODJFS; and,
- b. Hardcopy and electronic formats.

The reports must:

- c. Summarize and analyze the findings of survey results, and present the findings, conclusions and recommendations to assist ODJFS in assessing the quality and access of care. In addition, each report must include information about the topic under review, sampling, indicators, methods, results and limitations of the study, when applicable;
- d. Include tables or graphs that analyze results by indicator and each MCP’s compliance with program requirements, when applicable;
- e. Provide prospective recommendations to identified patterns of inappropriate utilization or poor standards of care and recommend how to effectively incorporate findings into performance and/or quality improvement projects. Recommendations should be specific and applicable to the Ohio Medicaid managed care program, when applicable;
- f. Identify best practices and improvement strategies that have demonstrated success (clinical and administrative), when applicable;
- g. Analyze and compare MCP study findings with findings from national benchmarks, when applicable;
- h. Analyze MCP data and trend with previous year’s data, when applicable;
- i. Provide draft reports for review and approval to ODJFS and MCPs prior to finalization and distribution;
- j. Develop a report tracking and document labeling system for drafts and final versions; and,
- k. Provide revisions within seven (7) business days of receipt of comments from ODJFS.

The selected vendor must provide, upon request by ODJFS:

- l. Copies of sampling plan, study criteria, data abstraction tool, analysis plans, and reports in at least two different electronic formats – an ODJFS specified software format and a portable document format (PDF);
- m. Copies of all analytical data files;
- n. Copies of all programs written to analyze the data; and,
- o. Results of each record review must be provided in a ready-to-print format as requested by ODJFS.

2. Summary of Reports by Major Deliverable

Activity	Description	Frequency	Reports
A1	Administrative Review	A-E: Quarterly F-K: Annually SFY 2009 and SFY 2012 comprehensive review	MCP-specific reports
A2	Validation of MCPN Submission	Quarterly	MCP-specific reports
A3	Call Center Standards	Quarterly	MCP-specific reports
B	Evaluation of Administrative Compliance Assessments	August 31, 2008	ODJFS report

C	Pharmacy Program Review	Quarterly	MCP-specific
D	Tracking System	SFY 2009	ODJFS report
E1	Consumer Focused Case Studies	SFY 2009 / SFY 2010 / SFY 2012	ABD Full Report CFC Full Report
E2	Quality of Life Studies	SFY 2009 / SFY 2011	ABD Full Report
F1	Encounter Data Validation of Delivery Payment Encounters	Annually	MCP-specific reports (CFC Data only)
F2	Encounter Data Validation of Payment Encounters	Annually	MCP-specific reports (combined ABD/CFC)
G1	HEDIS Audited Data	Annually	Statewide report
G2	Calculation of Performance Measures	Annually	MCP specific and statewide reports
G3	Evaluation of Performance Measures	SFY 2009	ODJFS report
H	Validation of MCP Information Systems	As needed	MCP-specific reports
I	Validation of PIPs	Annually	MCP-specific reports
J	Collaborative Model for PIPs	SFY 2009	ODJFS report
K	Consumer Satisfaction Survey	Annually – CFC	<i>Statewide Analyses of Regional Membership:</i> Executive Summary Full Report Children with Chronic Conditions Report Methodology Report <i>Statewide Analyses of County Membership: (SFY 2008-09)</i> Full report
		Annually – ABD	Executive Summary Full Report Methodology Report
L1	MCP Performance Reports	Quarterly	MCP-specific
L2	MCP Performance Dashboard	Annually	User's Manual
L3	MCP Performance Review Meetings	Semi-Annual	ODJFS report
M	Collaborative Meetings	As needed	ODJFS report
N	Evaluation of ODJFS P4P System	SFY 2009	ODJFS report
O	Evaluation of Data Quality Strategies	SFY 2009	ODJFS report
P	Comprehensive Program Review	SFY 2009	ODJFS report
R	EQR Technical Report	Annually	ODJFS report
S	MCP Performance Report	Annually	ODJFS report
T	Evaluation of ODJFS Access Standards	SFY 2009	ODJFS report

3.6 Selected Vendor Compensation Structure

Compensation will be based upon the selected vendor's cost proposal (See **Attachment F, Cost Proposal Form**). That is the only compensation the selected vendor may claim for services provided as described in this RFP. The selected vendor shall submit monthly invoices which is to follow the fixed cost per deliverable as proposed in the vendor's Cost Proposal for work completed during the previous month minus a 5% performance

and continuity holdback. An invoice for the 5% performance and continuity holdback may be submitted following the twelfth invoice providing all deliverables have been satisfactorily performed.

SECTION IV. CONDITIONS AND OTHER REQUIREMENTS

Through this section of the RFP, ODJFS notifies vendors seeking award of a contract of certain conditions and requirements which may affect their eligibility or willingness to participate in any procurement (RFP, RLB, etc.) process; or their eligibility to be awarded a contract; and of requirements that would be in effect should they be awarded a contract.

4.1 State Contracts

Proposals must list any current contracts the vendor has with State of Ohio agencies. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percentage of the project completed. Vendors must complete a copy of the Required Vendor Information and Certifications Document (provided as **Attachment A.**) to report this information and include the completed document in the vendor's proposal as specified in **Section 5.2 B., 1** of this RFP.

4.2 Interview

Vendors submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from ODJFS and/or other state or county agency staff or other representatives it may appoint, as appropriate. ODJFS reserves the right to select from responding vendors for interviews and may not interview all vendors submitting proposals. The vendor shall bear all costs of any scheduled interview.

4.3 Start Work Date

The selected vendor must be able to begin work no later than seven (7) working days after the time funds are encumbered and approved by the Office of Budget & Management. The selected vendor will be notified by the ODJFS project manager when work may begin. **Any work begun by the vendor prior to this notification will NOT be reimbursable by ODJFS.**

4.4 Proposal Costs

Costs incurred in the preparation of this proposal are to be borne by the vendor, and ODJFS will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the vendor and will not be ODJFS' responsibility (see Section 4.2, above).

4.5 Trade Secrets Prohibition; Public Information Disclaimer

Vendors are prohibited from including any trade secret information as defined in ORC 1333.61 in their proposals in response to any ODJFS RFP, RLB or other procurement efforts. ODJFS shall consider all proposals voluntarily submitted in response to any ODJFS RFP (or etc.) to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record.

All proposals and any other documents submitted to ODJFS in response to this RFP shall become the property of ODJFS. This RFP and, after formal announcement by ODJFS of the results of this RFP project (e.g., notices provided to responding vendors regarding vendor selection, notice of project cancellation, etc.), any proposals

submitted in response to the RFP are deemed to be public records pursuant to R.C. 149.43. For purposes of this section, “proposal” shall mean both the technical and the cost proposals (if opened by ODJFS) submitted by the vendor, any attachments, addenda, appendices, or sample products.

Any proposals submitted in response to this or any ODJFS RFP which make claims of trade secret information shall be disqualified from consideration immediately upon determination that such unallowable claim has been made.

4.6 Contractual Requirements

- A. Any contract resulting from the issuance of this RFP is subject to the terms and conditions as provided in the model contract, which is included as **Attachment D.** of this RFP;
- B. Many of the terms and conditions contained in the model contract (See **Attachment D.**) are required by state and federal law; however, the vendor may propose changes to the model contract by annotating the model, and returning it with the vendor’s proposal submission. Any changes are subject to ODJFS review and approval;
- C. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds;
- D. All aspects of the contract apply equally to work performed by any and all subcontractors;
- E. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of ODJFS and the State of Ohio. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action;
- F. As a condition of receiving a contract from ODJFS, the contractor, and any subcontractor(s), shall certify compliance with any court order for the withholding of child support which is issued pursuant to Section 3113.217 of the ORC. The contractor, and any subcontractor(s), must also agree to cooperate with ODJFS and any Ohio Child Support Enforcement Agency in ensuring that the contractor or employees of the contractor meet child support obligations established under state law;
- G. By signing a contract with ODJFS, a vendor agrees that all necessary insurance is in effect; and
- H. The selected contractor shall be required to comply with prevailing wage standards, as established in ORC 4115.03 to 4115.16.

4.7 Travel Reimbursement

Travel should be folded into the overhead, per diem, or the hourly rates which are built into the cost of the deliverables. Travel is not to be listed separately unless otherwise specified in Section 5.2 C. (Format for Organization of the Proposal—Cost Proposal) of this RFP.

4.8 Minority Business Enterprise

ODJFS is required by Section 125.081(B) and 123.151 of the ORC to award fifteen percent (15%) of its total procurements to vendors certified as Minority Business Enterprises (MBE). Ohio certified MBE is defined in ORC Section 122.71. If the proposal is not submitted by a certified MBE, the vendor is strongly encouraged to subcontract a minimum of fifteen percent (15%) of the total contract price to an Ohio certified MBE.

The proposal must clearly indicate the name of the proposed Ohio MBE vendor and the exact nature of the work to be performed under the proposed subcontract. The proposal must include a letter from the proposed MBE, signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, federal tax ID number, and principle business address;
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the vendor is selected;
5. A statement that the subcontractor has and understands the RFP, the nature of the work, and the requirements of the RFP; and
6. A copy of the Ohio MBE certificate.

There may be no dollar amounts of any kind included with the MBE information; inclusion of dollar amounts will result in the disqualification of the primary vendor's entire proposal.

A listing of Ohio certified MBEs can be accessed through the Ohio Department of Administrative Services (DAS) Web Site at: <http://das.ohio.gov/Eod/MBESearch/index.asp>.

While ODJFS strongly encourages the use of MBE subcontractors, the vendor's use of an MBE subcontractor will have no effect on vendors' technical scores or on final contractor selection for this RFP, unless Section VI, Criteria for Proposal Evaluation and Selection of this RFP (and/or the Technical Proposal Score Sheet for this RFP) affirmatively establish an MBE participation criterion.

4.9 Subcontractor Identification and Participation Information

Any vendors proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, federal tax ID number, and principle business address;
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the vendor is selected;
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

There may be no dollar amounts of any kind included with subcontractor information; inclusion of dollar amounts will result in the disqualification of the primary vendor's entire proposal.

4.10 Public Release of Records

Public release of any evaluation or monitoring reports funded under this agreement will be made only by ODJFS. Prior to public release of such reports, ODJFS must have at least a 30-day period for review and comment.

4.11 Confidentiality

All contracts will require that the contractor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.

4.12 Key Personnel

ODJFS will require a clause in the resulting contract regarding key personnel in that any person identified as critical to the success of the project may not be removed without reasonable notice to ODJFS, and replacements will not be made without ODJFS approval.

4.13 Ethical & Conflict of Interest Requirements

- A. No contractor or individual, company or organization seeking a contract shall promise or give to any ODJFS employee anything of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties;
- B. No contractor or individual, company or organization seeking a contract shall solicit any ODJFS employee to violate any of the conduct requirements for employees;
- C. Any contractor acting on behalf of ODJFS shall refrain from activities which could result in violations of ethics and/or conflicts of interest. Any contractor or potential contractor who violates the requirements and prohibitions defined here or of Section 102.04 of the ORC is subject to termination of the contract or refusal by ODJFS to enter into a contract; and
- D. ODJFS employees and contractors who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the ORC may be prosecuted for criminal violations.

4.14 Health Insurance Portability & Accessibility Act (HIPAA) Requirements

As a condition of receiving a contract from ODJFS, the contractor, and any subcontractor(s), will be required to comply with 42 U.S.C. Sections 1320d through 1320d-8, and to implement regulations at 45 C.F.R. Section 164.502 (e) and Sections 164.504 (e) regarding disclosure of protected health information under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Protected Health Information (PHI) is information received by the contractor from or on behalf of ODJFS that meets the definition of PHI as defined by HIPAA and the regulations promulgated by the United States Department of Health & Human Services, specifically 45 CFR 164.501 and any amendments thereto. The selected vendor can reasonably anticipate HIPAA language in the contract that results from this RFP.

In the event of a material breach of contractor obligations under this section, ODJFS may at its option terminate the contract according to provisions within the contract for termination.

4.15 Waiver of Minor Proposal Errors

ODJFS may, at its sole discretion, waive minor errors or omissions in vendors' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

4.16 Proposal Clarifications

ODJFS reserves the right to request clarifications from vendors of any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

4.17 Contractual Requirements and Prevailing Wage Requirements

Any contract resulting from the issuance of this solicitation is subject to the terms and conditions as provided in the model contract, which is provided as **Attachment D**. to this RFP. Potential vendors are strongly encouraged to read the model contract and to be fully aware of ODJFS' contractual requirements. Additionally, the selected contractor will be required to comply with prevailing wage standards, as established in ORC 4115.03-4115.16.

4.18 Unresolved Findings for Recovery (R.C. 9.24)

ORC Section 9.24 prohibits ODJFS from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery, if the finding for recovery is "unresolved" at the time of award. By submitting a proposal, the vendor warrants that it is not now, and will not become, subject to an "unresolved" finding for recovery under R.C. 9.24 prior to the award of any contract arising out of this RFP, without notifying ODJFS of such finding. ODJFS will review the Auditor of State's website prior to completion of evaluations of proposals submitted pursuant to this RFP. ODJFS will not evaluate a proposal from any vendor whose name, or the name of any of the subcontractors proposed by the vendor, appears on the website of the Auditor of the State of Ohio as having an "unresolved" finding for recovery.

4.19 Mandatory Contract Performance Disclosure

Each proposal must disclose whether the vendor's performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project which is the subject of this RFP has resulted in any "formal claims" for breach of those contracts. For purposes of this disclosure, "formal claims" means any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. If any such claims are disclosed, vendor shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims in response to this section will not automatically disqualify a vendor from consideration, at the sole discretion of ODJFS, such claims and a review of the background details may result in a rejection of the vendor's proposal. ODJFS will make this decision based on its determination of the seriousness of the claims, the potential impact that the behavior that led to the claims could have on the vendor's performance of the work, and the best interests of ODJFS.

4.20 Mandatory Disclosures of Governmental Investigations

Each proposal must indicate whether the vendor and any of the proposed subcontractor(s) has been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to vendor's performance of services similar to those described in this RFP. If any such instances are disclosed, vendor must fully explain, in detail, the nature of the governmental action, the allegations that led to the

governmental action, and the results of the governmental action including any legal action that was taken against vendor by the governmental agency.

While disclosure of any governmental action in response to this section will not automatically disqualify a vendor from consideration, such governmental action and a review of the background details may result in a rejection of the vendor's proposal at the sole discretion of ODJFS. The decision by ODJFS on this issue will be based on a determination of the seriousness of the matter, the matter's potential impact on the vendor's performance of the work, and the best interests of ODJFS.

4.21 Mandatory Disclosures of Work Location

Proposals must explicitly state the location(s) (city, state/province, country) where work described in this RFP would be performed, whether by the vendor or by any subcontractors.

4.22 Vendor Selection Restriction

Any vendor deemed not responsible, or submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the resulting contract.

4.23 Declaration of Material Assistance Requirements

Any vendor responding to any ODJFS RFP, RLB, or any other procurement opportunity is required to provide certification that the vendor has not provided material support or resources to any organization listed on the "Terrorist Exclusion List" (TEL) maintained by the U.S. Department of State.

The Declaration of Material Assistance Form, provided as **Attachment C**, to this RFP, must be printed, completed, and signed by the interested vendor's authorized representative, and returned to ODJFS as a component of the vendor technical proposal/bid. Failure to properly complete the form or to provide it as part of the proposal submitted to ODJFS may result in the disqualification of the vendor's proposal from consideration.

Vendors may access the TEL from the Ohio Homeland Security Office website, located at www.homelandsecurity.ohio.gov.dma.asp or via e-mail to dma-info@dps.state.oh.us for the current list of excluded organizations and additional information.

4.24 Ohio Presence Consideration

Vendors that can demonstrate in their proposals that they either currently have a physical presence in Ohio or have concrete plans for establishing a physical presence will be given additional scoring consideration. In order to be acknowledged as a vendor with an Ohio presence, vendors must comply with instructions provided in this RFP, Section 5.2, Format for Organization of the Proposal, and provide information on the nature of the work and the number and type of vendor personnel at the Ohio location. Details of how an Ohio presence will be considered in the proposal scoring process are provided in Section 6.1, Scoring of Proposals.

4.25 Managed Care Contract Disclosure

In order to prevent a potential conflict of interest, vendors must include an affirmation in their proposals that they do not have direct business relationships with any Medicaid managed care plan currently operating in Ohio (as listed in **Appendix I**). **Vendors which do not provide this affirmation will be disqualified from consideration and award of the resulting contract.**

SECTION V. PROPOSAL FORMAT & SUBMISSION

5.1 Proposal Submission Information

ODJFS requires proposal submissions in both paper and electronic format. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

- **Seven** paper copies (**one signed original** and **six** copies) and one CD-ROM copy of the Technical Proposal;

AND

- in a sealed, separate envelope, **three** paper copies (**one signed original** and **two** copies) and one CD-ROM copy of the Cost Proposal.

The vendors' total proposal submissions (both the technical and cost proposals in all required copies) must be received by ODJFS complete no later than 3:00 p.m., local time on **Monday, March 17, 2008**. Faxes or e-mailed submissions will not be accepted. **Proposals must be addressed to:**

**Office of Contracts & Acquisitions
Ohio Department of Job and Family Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-3414
ATTN: RFP/RLB Unit**

Vendors' original technical and cost proposals must contain all the information and documents specified in Section 5.2, "Format for Organization of the Proposal." All copies (both paper and CD-ROM) of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

Along with the Technical proposal, the vendor must submit the Cost Proposal in a separate, sealed envelope/package labeled: **"NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR EXTERNAL QUALITY REVIEW SERVICES FOR MEDICAID MANAGED CARE, RFP#: R-89-07-0931 SUBMITTED BY [VENDOR'S NAME HERE]."**

The CD-ROM copy of the Technical Proposal must include all components of the technical proposal, including any required or voluntary attachments to it. The CD-ROM copy of the Cost Proposal must include all cost proposal components, including any required or voluntary attachments. **The CD-ROM containing the Cost Proposal must be submitted in the sealed envelope containing the hardcopy Cost Proposal.** Both CD-ROMs must be labeled with the vendor's name, the RFP number, and the proposal submission date or proposal due-date, at minimum. The requested CDs will be used by ODJFS for archiving purposes and for fulfillment of PRRs, and failure to include them or to properly label them may, at ODJFS discretion, result in the rejection of the vendor from any consideration.

All proposal submissions must be received, complete, at the above address, via mail or hand delivery by the above date and time. Materials received separately from a vendor's proposal submission (e.g., letters of recommendation from past customers of the vendor's services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be considered. ODJFS is not responsible for proposals incorrectly addressed or for proposals delivered to any ODJFS location other than the address specified above. No confirmation of mailed proposals can be provided.

For hand delivery on the due date, vendors are to allow sufficient time for downtown parking considerations, as well as for security checks at both the lobby of the Rhodes State Office Tower (address as stated above) and again on the 31st Floor. All proposals received on the due date by the Office of Contracts & Acquisitions, on the 31st Floor of the Rhodes Tower. **ODJFS is not responsible for any proposals delivered to any address other than the address provided above.**

Submission of a proposal indicates acceptance by the vendor of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between ODJFS and the vendor selected.

5.2 Format for Organization of the Proposal

A. Overall Proposal Organization

A sample Technical Proposal Score Sheet is provided as **Attachment E** of this RFP. **Vendors are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

The vendor's Technical Proposal must contain the following components (organized in six (6) primary tabs and divided into sub-tabs) as described below. Any other information thought to be relevant, but not applicable to a specific RFP section number/letter must be provided as an appendix to the proposal and so marked as an additional tab. ODJFS reserves the right not to review submitted appendices which includes information/materials not required in the RFP. All pages beyond Tab 1 shall be sequentially numbered.

Vendors must organize their Technical Proposals in the following order:

- Tab 1** Required Vendor Information and Certifications Document
 - Request for Taxpayer Identification Number (W-9) Form
 - Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Org.
 - Use of Subcontractors
 - Ohio Presence Demonstration
 - MCP Contract Disclosure
- Tab 2** Vendor Experience & Qualifications
 - Sub-Tab 2a.** Mandatory Vendor Qualifications (Section 2.1, A. through E.)
 - Sub-Tab 2b.** Organizational Experience & Capabilities (Section 2.2, A. through V.)
 - Sub-Tab 2c.** Staff Experience and Capabilities (Section 2.3, A. through J.)
- Tab 3** Scope of Work
- Tab 4** Administrative Structures—Proposed Work Plan (Section 3.3, A. through D.)
 - Sub-Tab 4A.** Activity/Deliverable A
 - Activity/Deliverable B
 - Activity/Deliverable C
 - Activity/Deliverable D
 - Activity/Deliverable E
 - Activity/Deliverable F (etc. through V.)
 - Sub-Tab 4B.**
 - Sub-Tab 4C.**
 - Sub-Tab 4D.**
- Tab 5** EQR Report Specifications
- Tab 6** Vendor Attachments or Appendices

All pages in the Technical Proposal must be sequentially numbered, with the exception of Tab 1 contents.

NOTE: Vendors are required to submit **one additional CD-ROM copy** (using TWO CD-ROMs) of their entire proposal package in non-rewriteable CD format. One CD-ROM is to contain the complete Technical Proposal, including any required or voluntary attachments to it, and the other CD-ROM is to contain the Cost Proposal including any required or voluntary attachments to it. One document may, at vendor option, be excepted from the electronic technical proposal version: the “Request for Taxpayer Identification Number (W-9) Form” (**provided as RFP Attachment B.**), which is to be signed by the vendor and submitted with the paper copies of the technical proposal. **The CD-ROM containing the Cost Form must be submitted in the sealed envelope containing the hardcopy Cost Form.**

B. Technical Proposal Details

The vendor’s Technical Proposal must contain the following components, at minimum. It is mandatory that vendor proposals be organized in the following order, and that wherever appropriate, sections/portions of the vendor proposal make reference by section number/letter to those RFP requirements to which they correspond.

IMPORTANT: Any vendor Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which ODJFS might find indicative of the relative cost or economy of the proposed project. However, information on the assets, value, or historical business volume of the vendor is NOT considered to be such prohibited cost information, and MAY be included in any vendor’s technical proposal. Any prohibited cost information must be submitted with the separate, sealed project budget/Cost Proposal. The Technical Proposal is defined as any part of the vendor’s proposal (either as required by ODJFS or sent at vendor’s discretion, such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc.) which is not specifically identified by ODJFS as a required component of the separate, sealed project budget/Cost Proposal. Should a vendor feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS.

- 1. (Tab 1)**
 - Required Vendor Information & Certifications**
 - Request for Taxpayer Identification Number (W-9) Form**
 - Declaration Regarding Material Assistance / Non-Assistance to a Terrorist Organization**
 - Use of Subcontractors**
 - Ohio Presence Demonstration**
 - MCP Contract Disclosure**

In this section, the vendor is required to provide required information and certifications of eligibility for state contract awards, as described in **Attachment A.** to this RFP, entitled “Required Vendor Information & Certifications Document.” Vendors may, at their discretion, either print **Attachment A.**, complete and sign it (in blue ink), and return it as the content of their Proposal Tab 1; or they may provide all the required information and

certifications (each fully re-stated from **Attachment A.**) on their own letterhead, properly signed (in blue ink), and use that document as the content of their Proposal Tab 1. Vendors who fail to provide all information and certifications as described in **Attachment A.** in their Proposal Tab 1 risk disqualification.

The vendor must attach the **Request for Taxpayer Identification Number (W-9) Form**, which is provided as **Attachment B.** to this RFP, completed with an original signature in blue ink.

Vendors are required to provide a declaration regarding material assistance to a terrorist organization or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List and described in **Attachment C, Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization.** Vendors MUST print **Attachment C.**, complete and sign it (in blue ink), and return it as the content of their Proposal Tab 1. Vendors who fail to provide a signed and completed **Attachment C.** risk disqualification. This form may also be accessed and printed at the Ohio Department of Public Safety, Division of Homeland Security's Website at <http://www.homelandsecurity.ohio.gov>.

The signed originals of the above referenced forms (**RFP Attachments A., B., and C.**) are to be provided in the vendor's original proposal; photocopies of the completed and signed forms must also be provided with each of the required copies.

In the event that the vendor proposes the use of any subcontractors, information on the subcontractor(s) and letters of commitment as required by Section 4.8, Minority Business Enterprise or 4.9, Subcontractor Identification and Participation Information should also be provided in Tab 1.

In order to be acknowledged as a vendor with an Ohio presence (as described in RFP Section 4.24, Ohio Presence Consideration) for additional scoring consideration, the vendor must demonstrate in this Tab1 section of its proposal either that it currently has a physical presence in Ohio or has concrete plans for establishing a physical presence. Information to be presented includes the actual or proposed location of the vendor's presence, a description of the work to be performed at that location, and the number of its personnel to operate from the Ohio location. If the Ohio location is planned but not yet operational, an estimated implementation schedule should be provided.

Vendors are required (as stated in Sec. 4.25) to provide an affirmation that they do not have direct business relationships with any Medicaid managed care plan currently operating in Ohio (as listed in **Appendix I**). **Vendors which do not provide this affirmation will be disqualified from consideration and award of the resulting contract.**

2. (Tab 2) Vendor Experience & Qualifications

a. Mandatory Vendor Qualifications (Sub-Tab 2 a.)

The vendor must include information on the mandatory experience of the vendor, as described in **Section 2.1**, of this RFP.

b. **Organizational Experience and Capabilities (Sub-Tab 2 b.)**

The vendor should include information on the relevant experience of the vendor including any subcontractors; and any prior experience relevant to this RFP, as described in **Section 2.2**, of this RFP.

c. **Staff Experience and Capabilities (Sub-Tab 2 c.)**

Under this section the vendor is required to include resumes, education, experience, and list of related published works of all key personnel for this project, and describe any appropriate supplemental and support staff (including any subcontractors) to be involved, as described in **Section 2.3**, of this RFP.

3. (Tab 3) Scope of Work

This section should describe in detail how the vendor proposes to perform each tasks of the scope of work identified in Sections 3.1, Scope of Work A through D, of this RFP. The responses must address each element separately.

4. (Tab 4) Administrative Structures—Proposed Work Plan

This section should describe in detail (in the order as outlined) the vendor's administrative structures as specified in Section 3.3, Administrative Structures—Proposed Work Plan (A through D) of this RFP.

5. (Tab 5) EQR Report Specifications

This section should include a statement that if awarded a contract as a result of this RFP process, the vendor will comply with the following EQR report specifications as required by ODJFS.

6. Vendor Attachments or Appendices

This section should, at a minimum, include excerpts/samples of work products described in RFP Section 2.2.

C. Cost Proposal

Three (one signed original and two copies) copies of the Cost Proposal must be submitted in a separate, sealed envelope, and labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR EXTERNAL QUALITY REVIEW SERVICES FOR MEDICAID MANAGED CARE, RFP#: R-89-07-0931 SUBMITTED BY [VENDOR’S NAME HERE].”**

This envelope/package must also contain the labeled Cost Proposal CD-ROM. The Proposal must include a statement that the prices quoted are firm.

Vendors are to complete the Cost Proposal Form, provided as **Attachment F**, to this RFP according to instructions, sign it, and submit it fully completed as the separate sealed cost

proposal. The Cost Proposal Form requires interested vendors to provide a group of individual prices for those services defined in Section 3.4 Specifications of Deliverables. Vendors are to use their professional comprehension of the effort required to perform those services and to offer to ODJFS its flat, all-inclusive fee for performing each. The prices offered in the vendor's Cost Proposal will be the prices in effect throughout the contract period, including any renewal contracts, as described in Section 1.10, Time Frames & Funding Source, of this RFP.

Vendors are to use the format in **Attachment F, Cost Proposal Form**, to submit their cost proposal for SFYs 09, 10, 11, 12 and 13. At the vendor's discretion, additional documentation may also be included with the completed **Attachment F**, as explanatory information, but when making the vendor selections and when executing the contract, ODJFS will consider only the dollar amounts displayed on the Cost Proposal Form.

In calculating their total proposed cost, vendors must consider cost resulting from each deliverable listed in Section 3.4 of this RFP, as well as all program costs, primary and incidental, necessary to complete all program activities (whether explicitly identified by ODJFS in this RFP or not).

D. IMPORTANT – VENDOR DISQUALIFIERS FOR PROPOSAL ERRORS:

- Any vendor's Technical Proposal found to contain any cost information shall be disqualified from consideration. Cost information is defined as any dollar amounts which might be deemed to be indicative of the relative cost or economy of the proposed project. Information on the assets, value, or historical business volume of the vendor is NOT considered to be such prohibited cost information, and MAY be included in any vendor's technical proposal as information on business capacity and stability. All prohibited cost information must be submitted with the separate, sealed Cost Proposal. The Technical Proposal is defined as any part of the vendor's proposal (either as required by ODJFS or sent at vendor's discretion), such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc., which is not specifically identified by ODJFS as a required component of the separate, sealed Cost Proposal. Should a vendor determine to include in the technical proposal any documents which contain such cost information, the cost information in those documents must be made unreadable by the vendor before submission of the proposal to ODJFS. Failure to follow these instructions will result in disqualification.
- Any trade secret, proprietary, or confidential information (as defined in Section 4.5 of this RFP) found anywhere in a vendor's proposal shall result in immediate disqualification of that vendor's proposal.

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

ODJFS will contract with a vendor that best demonstrates the ability to meet requirements as specified in this RFP. Vendors submitting a response will be evaluated based on the capacity and experience demonstrated in their Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised of staff from ODJFS, Office of Ohio Health Plans and their designees. Vendors should not assume that the review team members are familiar with any current or past work activities with ODJFS. Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading and

unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will be required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Selection of the vendor will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team may waive minor defects that are not material when no prejudice will result to the rights of any vendor or to the public. In scoring the proposals, ODJFS will score in three phases:

A. Phase I. Review—Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted must pass the following Phase I. Review. **Any “no” for the listed Phase I. criteria will eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.6 and 5.1?
2. Did the vendor submit seven (7) paper copies and one electronic copy of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR EXTERNAL QUALITY REVIEW SERVICES FOR MEDICAID MANAGED CARE, RFP#: R-89-07-0931 SUBMITTED BY [VENDOR’S NAME HERE].”**)
3. Does the vendor’s proposal include all required affirmative statements and certifications, signed by the vendor’s responsible representative, as described in **Attachments A., and C.** to the RFP?
4. According to those certifications, does the vendor affirmatively indicate that it is not on the federal debarment list; that there are no unfair labor findings against it; and it is not in violation of ORC Section 9.24, and therefore may enter into a contract with ODJFS?
5. Does ODJFS’ review of the Auditor of State website verify that the vendor is not excluded from contracting with ODJFS by ORC Section 9.24 for an unresolved finding for recovery (*i.e.*, the proposal of any vendor whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?
6. Has the vendor included an affirmation that they do not have any direct business relationships with any Medicaid managed care plan currently operating in Ohio as listed in **Appendix I**?
7. Is the vendor, or will the vendor subcontract with, a National Committee for Quality Assurance (NCQA)-certified Consumer Assessment of Healthcare Providers and Systems (CAHPS) vendor?
8. Is the vendor, a member of its staff, or will the vendor subcontract with, an NCQA-Certified Healthcare Effectiveness and Data Information Set (HEDIS) Compliance Auditor?

9. Does the vendor have a minimum of five (5) years experience performing external quality review activities?
10. Does the vendor have key staff proposed for the project which have 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 and data systems;
 2. Managed care delivery systems, organizations, and financing;
 3. Quality assessment and performance improvement methods; and,
 4. Research design, methods, and statistical analysis.
11. Does the vendor have the 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?
12. Did the vendor assign and specify to this project a Project Director, and a sufficient number of Project Manager(s), Health Data Analyst(s), Information Systems Manager(s), programmer(s)/developer(s), and/or Database Administrator(s) who have at least a bachelor's degree with at least three (3) years of health care related experience?
13. Did the vendor provide this information for each activity in Section 3.4. including the percentage of staff time or FTEs that will be devoted to each activity?
14. Did the vendor demonstrate in their proposal the capability to correspond the hours worked by the employee with the designated FTE allocation for that employee by deliverable?

B. Phase II. Review—Criteria for Scoring the Technical Proposal:

The PRT will then score those qualifying technical proposals, not eliminated in Phase I. Review, by assessing how well the vendor meets the requirements as specified in Sections II, III, IV, V, and VI. of this RFP. Using the score sheet for Phase II scoring (see **Attachment E.** of this RFP for specific evaluation criteria), the PRT will read, review, discuss and reach consensus on the final technical score for each qualifying technical proposal.

A maximum of **2738** points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least **2130** points (a score which represents that the vendor can successfully perform the resulting contractual duties) out of the possible **2738** points to qualify for continued consideration. Any proposal which does not meet the minimum required technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

All Phase II technical proposal evaluation criteria will be scored according to the following scale, based on a proposed plan's ability to meet ODJFS needs. The Technical Proposal Score Sheet (see **Attachment E.**) uses the following point values for rating each requirement.

0	6	8	10
Does Not Meet Requirement	Partially Meets	Meets Requirement	Exceeds Requirement

Technical Performance Scoring Definitions:

“Does Not Meet Requirement”- A particular RFP requirement was not addressed in the vendor’s proposal, **Score: 0**

“Partially Meets Requirement”-Vendor proposal demonstrates some attempt at meeting a particular RFP requirement, but that attempt falls below acceptable level, **Score: 6**

“Meets Requirement”-Vendor proposal fulfills a particular RFP requirement in all material respects, potentially with only minor, non-substantial deviation, **Score: 8**

“Exceeds Requirement”-Vendor proposal fulfills a particular RFP requirement in all material respects, and offers some additional level of quality in excess of ODJFS expectations, **Score: 10**

IMPORTANT: Before submitting a proposal to ODJFS in response to this RFP, vendors are strongly encouraged to use the Technical Proposal Score Sheet (**Attachment E.**) and the above technical performance scoring information to review their proposals for completeness, compliance and quality.

All the remaining qualified Technical Proposals will proceed to the next level of review, which is consideration of the Cost Proposal. Any other proposals will be disqualified from further consideration, and the corresponding Cost Proposals will neither be opened nor will be scored.

After establishing which vendor proposals are technically qualified (those proposals which have achieved at least 2130 points) to advance to Phase III for consideration of their corresponding cost proposals, ODJFS will add **50 points** to the proposals of those vendors which have also demonstrated an Ohio presence as described in Sections 4.24 and 5.2 of this RFP. For those technically qualified vendors with an Ohio presence, their final technical score will be the sum of the score they earned according to the Phase II review described above plus the additional 50 points (max. 2788 pts.). That sum will be used for those vendors in Phase III, as described below.

C. Phase III.—Criteria for Considering the Cost Proposal

The Cost Proposal will be reviewed by ODJFS. The grand total of each technically qualified vendor’s Cost Proposal is divided by that vendor’s final Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

If the cost proposals of all technically qualifying vendors (as determined by the scoring process described in this section and by the Technical Proposal Score Sheet, **Attachment E.** to this RFP) are in excess of the available funding for this project, ODJFS may, at its sole discretion, negotiate with all technically qualifying vendors for a revised cost proposal. Vendors may then submit one last and best offer, or may request that ODJFS view its original cost proposal as its last and best offer, or may formally withdraw from further consideration, and shall formally indicate its choice according to directions provided by ODJFS at that time. Upon receipt of all

last and best offers, and assuming that one or more have submitted a cost proposal that is within project budget, ODJFS will then consider those vendors' revised cost proposals which are within the budget according to the cost-point assignment process described in this section, above, and in the Technical Proposal Score Sheet, **Attachment E.**, for calculation of the winning score.

6.2 Review Process Caveats

ODJFS may, at its sole discretion, waive minor errors or omissions in vendors' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

ODJFS reserves the right to request clarifications from vendors to any information in their Technical and/or Cost proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by ODJFS, and vendors' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.9 of this RFP. Such communications are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

Should ODJFS determine a need for interviewing vendors prior to making a final selection, results to interview questions shall be scored in a manner similar to the process described in Section 6.1, Scoring of Proposals, above. Such scored results may be either added to those vendors' proposal scores, or will replace certain criteria scores, at the discretion of ODJFS. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all vendors participating in the interview process for that RFP.

ODJFS reserves the right to negotiate with vendors for adjustments to their proposals should ODJFS determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by ODJFS, but are at the sole discretion of ODJFS.

Any vendor deemed not responsible, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

6.3 Final Vendor Recommendation

The PRT will recommend to the Director of ODJFS the technically qualified vendor offering the proposal most advantageous to ODJFS, as determined by the processes and requirements established in this RFP.

6.4 Tie Breaker

In the event that two or more of the proposals have a score which is tied after final calculation of both the technical proposal and the cost proposal, the proposal with the higher score in the technical proposal will prevail.

SECTION VII. PROTEST PROCEDURE

7.1 Protests

Any potential, or actual, vendor objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

- A. A protest may be filed by a prospective or actual bidder objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
 - 1. The name, address, and telephone number of the protestor;
 - 2. The name and number of the RFP being protested;
 - 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - 4. A request for a ruling by ODJFS;
 - 5. A statement as to the form of relief requested from ODJFS; and,
 - 6. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.

- B. A timely protest shall be considered by ODJFS, if it is received by ODJFS' Office of Legal Services, within the following periods:
 - 1. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 3:00 p.m. the closing date for receipt of proposals, as specified in Section 1.6, Anticipated Procurement Time Table, of this RFP.
 - 2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. of the eighth (8th) calendar day after the issuance of the Letter of Intent to Award the contract.

- C. An untimely protest may be considered by ODJFS if ODJFS determines that the protest raises issues significant to the department's procurement system. An untimely protest is one received by ODJFS' Office of Legal Services after the time periods set forth in Item B. of this section.

- D. All protests must be filed at the following location:

Chief Legal Counsel
ODJFS Office of Legal Services
30 East Broad Street, 31st Floor
Columbus, Ohio 43215-0423

- E. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Director of ODJFS determines that a delay will severely disadvantage the Department. The vendor(s) who would have been awarded the contract shall be notified of the receipt of the protest.

- F. ODJFS' Office of Legal Services shall issue written decisions on all timely protests and shall notify any vendor who filed an untimely protest as to whether or not the protest will be considered.

7.2 Caveats

ODJFS is under no obligation to issue a contract as a result of this solicitation if, in the opinion of ODJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of the Department. ODJFS reserves the right to not select any vendor should ODJFS decide not to proceed. Changes in this RFP of a material nature will be provided via the agency website. All vendors are responsible for obtaining any such changes without further notice by ODJFS.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. **Required Vendor Information and Certifications** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- B. **Request for Taxpayer Identification Number (W-9) Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- C. **Declaration of Material Assistance Form** (*To be completed & included in proposal packet as specified in Sec. 5.2, B., 1.*)
- D. **ODJFS Model Contract** (*For vendor reference purposes*)
- E. **Technical Proposal Score Sheet** (*For vendor self-evaluation purposes...do not submit*)
- F. **Cost Proposal Form** (*To be completed & included in cost proposal packet as specified in Sec. 5.2, C.*)

SECTION IX. APPENDICES AND THEIR USES (*For vendor reference purposes*)

- A. **State of Ohio: Managed Health Care Glossary**
- B. **Summary of Medicaid Managed Care Quality Strategy**
- C. **Prior Authorization Data File Specifications**
- D. **Methods for Medical Record Submission Rate**
- E. **Medicaid Recipient Master File Data Specifications**
- F. **Medicaid Provider Master File Data Specifications**
- G. **Medicaid Fee For Service Claims File Data Specifications**
- H. **CMS State EQRO Tool Kit for State Medicaid Agencies**
- I. **Managed Care Plans Listing**

Thank you for your interest in this project.