

ACUTE CARE/CRS RFP CONSENSUS RATIONALE
SUBMISSION REQUIREMENT NO. 15

COMPONENT: ORGANIZATION

OFFEROR'S NAME: UnitedHealthcare Community Plan

SUBMISSION REQUIREMENT No. 15	Total Ranking
Describe the role that stakeholder input will play in all facets of the CRS Program. Provide a written narrative outlining your organization's expectations, goals and responsibilities for the Ombudsman/Client Advocate as well as the client advocacy program.	1

Rationale:

Major Observations:






Offeror described a clear structure for the Ombudsman/Client Advocate function within the plan.


Offeror proposed a clear plan for measuring and evaluating achievement of programmatic goals.

Offeror's response addressed identification and resolution of issues at both the systemic and individual member/family level.

Offeror described how cross-functional communication and collaboration would occur in support of the Ombudsman/Client Advocacy program and how members would be included in the process through the Member Advisory Committee.

Offeror addressed and provided examples of how the Ombudsman/Client Advocate is empowered to assist individual members and families.

Evaluation Team Member (Print Name)	Signature	Date
Penny Tougas		2/27/13
Julie Swenson		2/27/13
Claire Sinay		2/27/13
Regina Cameron		2/27/13
SARA Johnson		2/27/13

Facilitator	Signature	Date
Andrew Akem		2/26/13

**ACUTE CARE/CRS RFP CONSENSUS RATIONALE
SUBMISSION REQUIREMENT NO. 15**

COMPONENT: ORGANIZATION

OFFEROR'S NAME: Southwest Catholic Health Network dba Mercy Care Plan

SUBMISSION REQUIREMENT No. 15	Total Ranking
Describe the role that stakeholder input will play in all facets of the CRS Program. Provide a written narrative outlining your organization's expectations, goals and responsibilities for the Ombudsman/Client Advocate as well as the client advocacy program.	2

Rationale:

Major Observations:


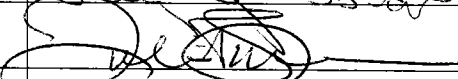
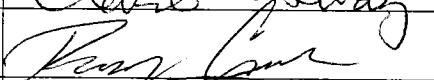
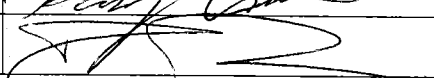
Offeror described a clear structure for the Ombudsman/Client Advocate function that included a commitment to embed one Ombudsman/Client Advocate in each of the MSIC regions.


Offeror proposed a clear plan for measuring and evaluating achievement of programmatic goals.

Offeror addressed identification and resolution of systemic issues in detail but did not describe as clearly how it would respond to issues at the individual member/family level.

Offeror described how interdepartmental communication and collaboration would occur in support of the Ombudsman/Client Advocacy program.

Offeror addressed Ombudsman/Client Advocate empowerment in terms of access to senior management and the board of directors, but did not describe as clearly how or whether the Ombudsman/Client Advocate would be empowered to assist individual members and families.

Evaluation Team Member (Print Name)	Signature	Date
Penny Tougas		2/27/13
Julie Swenson		2/27/13
Claire Sinay	Claire Sinay	2/27/13
Regina Cameron		2/27/13
SARA Johnson		2/27/13

Facilitator	Signature	Date
Andrew Olson		2/26/13