



## Notice of Request for Information

RFI # YH25-0106

ALTCS Case Management Services

Issue Date:	April 15, 2025
AHCCCS Procurement Officer:	Meggan LaPorte, CPO Email: <a href="mailto:procurement@azahcccs.gov">procurement@azahcccs.gov</a>
Questions Due: ANSWERS TO QUESTIONS WILL BE POSTED ON THE AHCCCS WEBSITE FOR THE BENEFIT OF ALL POTENTIAL RESPONDENTS. Please use the Q&A Form provided with this RFI.	Friday, April 18, 2025 by 3:00 PM Arizona Time
RFI DUE DATE:	Monday, April 28, 2025 by 3:00 PM ARIZONA TIME

Responses to this RFI must be submitted electronically to AHCCCS on or prior to the time and date indicated above.

**This is a Request for Information ("RFI") only and as such will NOT result in any award of contract.**

AHCCCS is in the information gathering stage and no decisions have been made concerning the agency's intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurements.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the appropriate Procurement Agency. Requests should be made as early as possible to allow time to arrange the accommodation. A person requiring special accommodations may contact the person responsible for this request as identified below.

# REQUEST FOR INFORMATION

## 1. AHCCCS OVERVIEW

Arizona Health Care Cost Containment System (AHCCCS) is the single state Medicaid agency for the State of Arizona. In that capacity it is responsible for operating the Title XIX and Title XXI programs through the State's 1115 Research and Demonstration Waiver, which was granted by the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services.

For more information regarding AHCCCS see About Us:

<https://www.azahcccs.gov/AHCCCS/AboutUs/index.html>

## 2. PURPOSE of RFI and Background

Arizona Long Term Care Services (ALTCS) case management services have been, and currently are provided through the ALTCS Managed Care Organization (MCO) contracts. AHCCCS seeks information from qualified MCOs or other medical or social service agencies providing services relating to the provision of a standalone contract for case management services on a statewide basis for approximately 25,000 ALTCS members who are elderly and/or physically disabled.

## 3. REQUIREMENTS

Responses to this RFI are limited to interested parties who are:

- 3.1 An MCO or health plan serving Medicaid or Medicare members; or
- 3.2 A social service agency providing case management services to Medicaid or Medicare members; or
- 3.3 Other qualified entities providing case management services to Medicaid or Medicare members receiving long term care.

## 4. INFORMATION REQUESTED:

The respondent shall respond to describe their experience and capability as it relates to the following:

- 4.1 Provision of case management services to the elderly and physically disabled population, or in similar Medicaid settings or similar health care settings.
- 4.2 Provision of case management services in both urban and rural settings.
- 4.3 Provision of case management services in both a virtual and in person environments.
- 4.4 Proposed solution to provide services on a statewide basis.
- 4.5 Potential benefits of implementing standalone case management services in Arizona or any other supporting information that may assist in our justification to fund this type of service. (Return on Investment, positive outcomes for members, cost avoidance)
- 4.6 Proposed solution to meet AHCCCS case management ratios and requirements for frequency in order to effectively deliver case management services to the elderly and physically disabled population.
- 4.7 Description of the case management software that it will use to interface with the AHCCCS system.
- 4.8 Description of its capability to submit claims and/or encounters to AHCCCS.
- 4.9 Financial/total cost of ownership:
  - 4.9.1 Provide estimated operational and implementation cost details, including but not limited to proposed pricing methodology (eg. PMPM vs Rate based). Information should

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be provided on the costs associated with any tool or technology and the operational costs.

- 4.9.2 Respondents must clearly state all assumptions underlying your pricing responses (eg. charge basis, charge variances and sensitivities, etc.).

## 5. CONTENTS OF YOUR RESPONSE

To respond to this RFI, AHCCCS is requesting the following:

5.1 Detailed Written Response

Total response to AHCCCS shall not exceed 10 pages using 12 point font.

5.2 Presentations/ Demonstrations:

Respondents may have the opportunity, if desired, to schedule a 60-minute presentation with select AHCCCS management. Please indicate your willingness to schedule an in-person presentation. Should this opportunity become available, AHCCCS will contact you with dates and times that are convenient for both parties. AHCCCS reserves the right to decide if presentations will be scheduled for some or any of the respondents.

5.3 A completed Attachment A

Respondent's Information, which includes contact information, including name, title, mailing address, email address, authorized signature, and phone number of the contact person for questions relating to the RFI.

## 6. HOW TO RESPOND

- 6.1 Submit one (1) electronic copy of the RFI response via email attachment to the listed at [PROCUREMENT@azahcccs.gov](mailto:PROCUREMENT@azahcccs.gov). Please indicate the RFI number and your company name in the subject line of your email.
- 6.2 Submit your response no later than the time indicated on the front page of this RFI. Please take into consideration the Arizona time zone.

## 7. CONFIDENTIAL/PROPRIETARY INFORMATION:

- 7.1 To the extent allowed by law, information contained in a response to a request for information shall be considered confidential until a formal procurement process is concluded or for two (2) years, whichever occurs first. This RFI and responses to the RFI are subject to the Arizona Public Records law and as such, are open to public inspection after this time.
- 7.2 Please do not submit anything considered "proprietary" or "confidential".
- 7.3 Information received by AHCCCS becomes the property of AHCCCS and will not be returned to the sender.
- 7.4 Responses may be shared with internal state stakeholders including the Governor's office and/or other legal or consulting entities providing services to AHCCCS.

## 8. REIMBURSEMENT:

AHCCCS will not reimburse any respondent for the cost of preparing and submitting a response to the RFI or for travel costs associated with presenting the demo.

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9. **DISCLAIMER/NO AWARD OF CONTRACT:**

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## ATTACHMENT A: Respondent's Contact Information

Company Name	
Address	
Federal Employer ID Number	

For Clarification of this Response Contact:

Name
Title
Phone
Email

Signature of Authorized Person
Name
Title
Date

**End of Document**

**END OF RFI**