

SOLICITATION AMENDMENT #1

<p>YH17-0058 Quality Measures</p>	<p>Solicitation Due Date: May 17, 2017 3:00 pm Arizona Time</p>	<p>Procurement Officer: Melannie Rustein Email: Melannie.Rustein@azahcccs.gov</p>
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A signed copy of this amendment must be submitted with your solicitation response.

- A. The attached Answers to Questions are incorporated as part of this solicitation amendment.

<p>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</p>	<p>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</p>
<p>SIGNATURE OF AUTHORIZED INDIVIDUAL:</p>	<p>SIGNATURE: SIGNATURE ON FILE</p>
<p>TYPED NAME:</p>	<p>TYPED NAME: Meggan Harley, CPPO, MSW</p>
<p>TITLE:</p>	<p>TITLE: Chief Procurement Officer</p>
<p>DATE:</p>	<p>DATE: April 25, 2017</p>



QUESTIONS AND ANSWERS

Quality Measures - RFP YH17-0058

Questions shall be submitted electronically on this form to Melannie.Rustein@azahcccs.gov no later than

April 14, 2017, 5:00 PM, ARIZONA TIME.

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	Leave Blank for AHCCCS Response
1.	Cognizant	Contractor responsibilities	5	Do you perform different submissions to NCQA and other agencies by contracted Health Plans? Please specify the number of distinct NCQA submissions.	AHCCCS is a Medicaid Agency and does not submit to NCQA. We submit to CMS on an annual basis and provide quarterly updates.
2.	Cognizant	Contractor responsibilities	5	We understand that in-scope measure stewards and measures have been broadly defined within 'AttachmentBAHCCCSPerformanceMeasuresCrosswalk.pdf' In addition, there is mention of other Measure stewards – GPRA, MIPS and MACRA, CMS Joint Commission Core Measures. Please outline the tentative measure set to be targeted for other Measure stewards beyond the defined quality measure scope.	AHCCCS has not defined further measures beyond Attachment B.
3.	Cognizant	Contractor responsibilities	5	Do you like to extend the Quality application access to your Network Providers for performance monitoring and gathering supplemental/clinical data for care gap closure? Please specify an expected count of such Provider users.	AHCCCS does not extend access to network providers for this purpose.
4.	Cognizant	Contractor responsibilities	6	What is the annual chase volume expected for Medical Record Review (MRR) solution scope?	The Contractor is not expected to chase medical records; however, the Contractor should be capable of providing a template that can be used for data collection and easily loaded into programming for rate generation.
5.	Cognizant	Contractor responsibilities	6	What is the expected number of users for MRR software?	AHCCCS is looking for a MRR solution that provides a means for the Contractor to consolidate and validate data as well as generate necessary rate calculations. It is expected that there will be 1-2 points of contact

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					for each MCO that is responsible for providing data in the appropriate format; up to 32 users.
6.	Cognizant	Contractor responsibilities	6	Does the MRR solution scope requires vendor to perform Chart Retrieval and Chart Abstraction services?	No. AHCCCS MCOs will perform chart retrieval and abstraction functions.
7.	Cognizant	Contractor responsibilities	6	Will chart review activities take place centrally, through AHCCC management or is it possible for AHCCC participating plans to run their own projects?	AHCCCS does not participate in data collection activities. Each MCO is responsible for their own data collection.
8.	Cognizant	Contractor responsibilities	7	Please specify the quality measure scope for Population Health Management as outlined in section 4.3.	This is as yet undefined.
9.	Cognizant	Contractor responsibilities	7	Population Health Management in section 4.3. Are you planning to use the quality measurement results in your existing Population Health Management software? -OR- Are you looking for an end to end solution for Population Health Management?	No. We are only looking to understand what capabilities Contractor may have for future projects. No
10.	Cognizant	Project or service overview / background	5	What are the pain points in the current Quality Measurement process/methodology? Please describe.	This RFP represents a natural evolution towards enhanced solutions currently available in the market place.
11.	Cognizant	Attachment C: pricing schedule	NA	In a Cloud based SaaS model, typically Subscription Fee will cover both Hardware and Software Costs (all inclusive). "AttachmentCPricingSchedule.xls" Summary sheet is asking for breakup of Software Costs and Recommended Hardware Costs. Can the Pricing sheet be revised more in-line with SaaS Model?	No, please use the pricing schedule provided.
12.	Cognizant	Attachment C: pricing schedule	NA	"AttachmentCPricingSchedule.xls" Summary sheet – Implementation related costs are getting duplicated between headers <i>Implementation Costs</i> and <i>Customization and/or Consulting Costs</i> . Does it implies related costs for first time software implementation and subsequent costs for software upgrade implementation?	No. The tab Customization & Consulting column D is to be used if applicable. It is expected that the maintenance cost is completed regardless.

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13.	Cognizant	Exhibit C: offeror's check list	49	We understand that the State is looking for one consolidated proposal response which also includes the pricing schedule. Please confirm if our understanding is right. If not, please confirm how to submit the pricing schedule	An Offeror may submit several documents that make up a complete proposal, as desired. The intent of the checklist is for the Offeror to indicate to AHCCCS where each proposal submission requirement is located.
14.	Verscend Technologies	Scope of Work 6 – Reporting Requirements – Attachment B: AHCCCS Performance Measures Crosswalk	8	Can you share the specifications for the following two measures? 1. Advance Directives 2. Access to Behavioral Health Professional Services	<ol style="list-style-type: none"> 1. This measure is specific to the ALTCS populations. It is conducted via a hybrid review and looks at all members aged 18+ and whether or not they have an Advance Directive in place. 2. This measure is undefined at this time as it is currently tabled in our Measure Set for further discussion.
15.	Verscend Technologies	Scope of Work 6 – Reporting Requirements – Attachment B: AHCCCS Performance Measures Crosswalk		Can you provide more information on the EPSDT Participation measure?	This is calculated using the CMS 416 methodology.
16.	Verscend Technologies	Scope of Work 2 – Project or Service Overview/Background	5	How are you expecting to see data in the system (e.g., do you want data to be segregated by health plan)?	Our expectation is to be able to view data in aggregate by Health Plan or provider; as well as by individual recipient.
17.	Verscend Technologies	Scope of Work 5 – Current AHCCCS BI Infrastructure	8	Are you expecting the vendor to use your infrastructure, or are you willing to provide your data in the vendor-specified format?	Raw data files can be provided in the form of a data extract; however Contractor must have the ability to provide completed data sets back to AHCCCS for upload into the existing data warehouse.
18.	Verscend Technologies	Scope of Work 2 – Project or Service Overview/Background	5	Are you looking for a self-service solution, or a hosted solution?	AHCCCS will consider either.
19.	Valiant Health Inc.	N/A	N/A	May we have the dates for the following: Questions to be Answered, Finalists Presentations, Selection Date and Implementation Date	The following is an estimated date for each: Publish Date: March 24, 2017 Questions due: April 14, 2017

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					Answers posted as a Solicitation Amendment: on or about Monday April 24, 2017 Proposals due: May 17, 2017 Evaluation (including vendor presentations): Between May 18, 2017 – End of June Award: On or about August 2017 Implementation: AHCCCS expects development to last approximately 6 months.
20.	Valiant Health Inc.	Scope of Work #19 and #20	6	Is AHCCS requesting staffing resources to perform chart chasing? If not, are you requesting the application/software has a component to enter the medical record abstraction for your staff to utilize?	AHCCCS is not requesting staffing resources to perform chart chasing. The Contractor should be able to accept data from medical record abstraction (from AHCCCS MCOs) for purposes of rate generation.
21.	Valiant Health	N/A	N/A	Is AHCCS open to a multi-partner solution?	AHCCCS is open to the offeror proposing a solution that includes the use of sub-contractors and the offeror shall describe any scenario where this will apply.
22.	HSAG	4. Contractor Responsibilities, 4.1 Measure Set Table	5 of 50	Please confirm that an NCQA HEDIS Audit Licensed Organization (LO) would meet all of the requirements of the RFP related to NCQA certification, including “the Contractor shall be NCQA certified on all HEDIS measures.”	Yes, as long as the Contractor/sub-contractor is recertified on all HEDIS measures on an annual basis.
23.	HSAG	4. Contractor Responsibilities, 4.1 Measure Set Table	5 of 50	Would AHCCCS please clarify the following with regard to the health plan and provider report cards: 1. Approximately how many health plan and provider report cards will the Contractor be required to produce? 2. Will the measures for the report cards be limited to the measures in Attachment B?	1. Contractor does not produce the report cards, but rather provides the metrics used in report card preparation 2. This is currently unknown.
24.	HSAG	4. Contractor Responsibilities, 4.1 Measure Set Table	6 of 50	Would AHCCCS please clarify the following with regard to medical record: 1. Which measures will require medical record review? 2. Will the contractor be required to procure and review the medical records for hybrid measures?	1. At this time, the following measures are completed via hybrid review: Adult Influenza (in non-CAHPS years), Diabetes (3 measures), Prenatal and Post Care, Childhood Immunizations series, Adolescent Immunization series, and Advance Directives.

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					2. The AHCCCS MCOs will obtain the medical records; however the Contractor must be able to incorporate chart data into the overall measurement rate calculations. Assistance with validation of data would also be of interest to the Agency.
25.	HSAG	4. Contractor Responsibilities, 4.1 Measure Set Table	6 of 50	The RFP states that the contractor shall produce administrative rates at a provider level. Would AHCCCS please clarify what providers the Contractor will have to provide rates?	There is potential for any AHCCCS registered provider to be considered.
26.	HSAG	4. Contractor Responsibilities, 4.1 Measure Set Table	6 of 50	The RFP states that the contractor will explain hierarchy for loading data and counting compliant hits from claims/encounter, medical record, and supplemental data. Would AHCCCS please clarify what supplemental data sources will be available?	AHCCCS expects the Contractor will respond to this based on their experience in the market place. Some examples might include: AZ State Immunization Information System data; Medical records, etc.
27.	DST Health Solutions	4.3 Solicitation Amendments	15	Would AHCCCS consider entering into a traditional commercial contract that incorporates the terms and conditions in the solicitation materials?	AHCCCS has issued the RFP which contains the terms and conditions, scope of work and other requirements to be met by the Contractor, and thus becomes the signed contract once awarded. AHCCCS may consider signing an additional document as it relates to potential software licensing, however all terms and conditions in this RFP and eventually the contract shall prevail. If Offerors have additional documents that are being proposed, they shall be provided in your proposal for AHCCCS consideration.
28.	Advantmed			What is the target effective date for contracting between AHCCCS and Offeror(s)?	The proposed timeline is listed in the answer to question 19 above. The "effective date" would be the same date of award, and the implementation date (or go live date) of the solution is stated above.
29.	Advantmed			What is the target solution readiness date (the date when implementation has been completed and measure sets are ready to be produced)?	See answer to questions 19 and 28 above.

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30.	Advantmed			What AHCCCS policy governs the treatment of confidential data provided by Offeror (e.g., file and system specifications) to AHCCCS?	See section 12 (Page 21) under the Special Instructions to Offerors in the RFP for details on treatment of confidential and/or proprietary information submitted by an Offeror.
31.	Advantmed	3.8 of Uniform Terms and Conditions; 16.1 of Special Terms & Conditions	25, 36	Will AHCCCS work with Offeror to ensure contractual protection of existing Intellectual Property under sections 3.8 and 16.1?	See answer to question 30 above.
32.	Advantmed	17.1 of Special Terms & Conditions	37	For purposes of retention, does AHCCCS intend for the term “records” in Section 17.1 to include medical records that may be collected from providers pursuant to the intended scope of work?	Yes
33.	Advantmed	Item 4 under 4.1 of Scope of Work	5	Which are the current custom measures used by AHCCS?	In Attachment B, columns k through m, those measures without an X are custom measures.
34.	Advantmed	Item 4 under 4.1 of Scope of Work	5	Please provide the technical specifications for any custom measures in use and expected to be supported.	See #14 above.
35.	Advantmed	Items 19, 20, 21, 22 under 4.1 of Scope of Work	6	Does AHCCCS use or anticipate using hybrid measurement methodology (statistical sampling and medical record review) for any quality measures?	Yes
36.	Advantmed	12.2 of Special Instructions to Offerors	21	On what grounds does AHCCS support treatment of pricing as non-confidential?	Pricing will not be held confidential in any circumstance in accordance with R2-7-103 of the A.A.C. – Arizona Administrative Code.

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37.	RelayHealth	Scope of Work Quality Measures	5-7	<p>The RFP PDF under scope of work –states AHCCCS is seeking a Contractor with flexibility to calculate multiple types of clinical quality and performance improvement measures, such as those outlined above, as well as Centers for Medicare and Medicaid Services Joint Commission Core Measures, multi payer measures, Government Performance and Results Act (GPRA) measures, Medicare Access and CHIP Reauthorization Act (MACRA) and Merit-Based Incentive Payment System (MIPS)-related measures, and other measures sets as they are developed and implemented by CMS and/or AHCCCS. AHCCCS will consider both application solution and consulting services solution Contractors.</p> <p>There is a listing as part of the RFP on-line called the measure crosswalk. The measures on that on-line version of crosswalk are not ‘complete’ or do not ‘match’ entirely to the above statement listed in the RFP document. Please help us reconcile any differences. Thank you.</p>	Multi payer measures, Government Performance and Results Act (GPRA) measures, Medicare Access and CHIP Reauthorization Act (MACRA) and Merit-Based Incentive Payment System (MIPS)-related measures, and other measures sets as they are developed and implemented by CMS and/or AHCCCS are intended to represent potential future measures.
38.	Centauri	4.1.13 & 4.1.36		In both 4.1.13 & 4.1.36 AHCCCS makes reference to algorithms/source code/output loads. Does AHCCCS expect to be able to view Centauri Health Solutions source code?	No
39.	Centauri	4.1.36		In section 4.1.36, AHCCCS requests data be loaded into AHCCCS’ Data Warehouse. CHS provides online access of raw data for all analysis & reporting which is available to download directly from our portal. Does AHCCCS require access from CHS to download that data or will our portal meet your needs?	AHCCCS requires an appropriately formatted data file(s) to upload into our Data Warehouse.
40.	Centauri	4.1.11		In section 4.1.11 please supply your definition of modified HEDIS measures. Does this include only state measures?	AHCCCS rates are based on Federal Fiscal Year measurement vs. calendar year (standard HEDIS). For state-developed measures, AHCCCS maintains a

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					HEDIS-like approach to the methodology development.
41.	Centauri			Beyond AZ and HI, does AHCCCS anticipate additional state reporting? If so, where?	No
42.	Centauri			It is indicated that AHCCCS would like to price HI as a potential add on later. And, to price appropriately, we would like to know if HI be a subset of the current AHCCCS HEDIS submission or will it require a standalone set up and submission?	HI is not a subset of AHCCCS HEDIS submission at this time.
43.	Centauri			Are there potentially any plans other than Medicaid listed, that may also fall into scope for the work outlined within the proposal such Marketplace HIX plans?	Not at this time.
44.	Centauri			Are vendors expected to submit final proposals electronically to Melannie.Rustein@azahcccs.gov no later than May 17, 2017 at 5:00 PM, ARIZONA TIME, in addition to hardcopy deliverables indicated within the proposal?	Offerors shall submit both the hard copy and the soft copy proposals by the date indicated on the front page of RFP (May 17, 2017 no later than 3pm Arizona Time) unless extended by solicitation amendment. The hard copy proposals (4 copies and 1 original) along with a CD disc containing the electronic version of the proposal shall be delivered to the address listed on the front page of the RFP. No email submissions shall be accepted.
45.	Centauri			In lieu of the CD requested to accompany the hardcopy response, would it be permitted to send a flash drive or "thumb drive" instead?	Only CDs will be accepted for the electronic copy of the proposal.
46.	Centauri			Can you please confirm that you will hold finalist demonstrations the week of May 29 th ?	Please see the answer to question 19 above. Only approximate dates have been provided. AHCCCS will contact vendors to schedule presentations/demonstrations after initial evaluations have been completed.