112209 O3
Optional Services Proposal Response Instructions
Revised by Addendum Two

No.	RFP Section	Statement/Question
1	V.AA.2,4,5,9	Describe how the bidder will meet the requirements outlined in the sections for Reimbursement for V.AA.2 Claims Broker FFS Services, V.AA.4 Functionality, V.AA.5 Claims Processing, and V.AA.9 Remittance Advice.
2	V.AA.3 Implementation Time Frame	Describe how the bidder will meet the requirements outlined in V.AA.3 Implementation Time Frame.
3	V.AA.6 Drug Claims Processing	Describe how the bidder will meet the requirements outlined in V.AA.6 Drug Claims Processing.
4	V.AA.7 Service Authorization Procedures	Describe how the bidder will meet the requirements outlined in V.AA.7 Service Authorization Procedures.
5	V.AA FFS Claims Management and Processing	Describe how the Bidder will maintain a distinction between FFS and managed care processing rules, claims transactions, providers, members and prior authorizations within the system.
6	V.AA.10 Third Party Liability	Describe how the bidder will meet the requirements outlined in V.AA.10 Third Party Liability.
7	V.AA.11 Member Services	Describe how the bidder will meet the requirements outlined in V.AA.11 Member Services.
8	V.AA.12 Provider Services	Describe how the bidder will meet the requirements outlined in V.AA.12 Provider Services.
9	V.AA.13 Paid Claims Sampling	Describe how the bidder will meet the requirements outlined in V.AA.13 Paid Claims Sampling.
10	V.AA.14 Claims Dispute Management	Describe how the bidder will meet the requirements outlined in V.AA.14 Claims Dispute Management.
11	V.AA.16 Claims Data	Describe how the bidder will meet the requirements outlined in V.AA.16 Claims Data.
12	V.AA.18 Audit Requirements	Describe how the bidder will meet the requirements outlined in V.AA.18 Audit Requirements.
13	V.AA FFS Claims Management and Processing	Provide an explanation of the Bidder's plan and approach for business operations to support the FFS volume vs. the risk-based volume. Will the plan have separate or joint business operations units for some or all processes?