

Prepared for State of Nebraska
Department of Health and Human Services

Cost Proposal

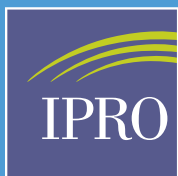
External Quality Review Services

RFP # 6303 Z1

October 30, 2020



Submitted by:



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October 27, 2020

Keith Roland
Nebraska Department of Health and Human Services (DHHS)
301 Centennial Mall S.
Lincoln, NE 68509
Submitted via: <https://nebraskastategov.sharefile.com/r-r4058b5be7e64e798>

Re: Request for Proposal (RFP) 6303 Z1 External Quality Review (EQR) Services

Dear Mr. Roland:

On behalf of IPRO, I am pleased to submit our proposal to continue to serve as Nebraska's External Quality Review Organization (EQRO) in response to the above-referenced RFP. In compliance with the RFP instructions, we have uploaded electronic copies of our Technical Proposal, Redacted Technical Proposal (with the information IPRO claims as confidential or proprietary), and Cost Proposal to your ShareFile portal.

Our Experience

As prime contractor, IPRO currently holds 12 active EQRO contracts in 11 states and Puerto Rico. We also serve as a subcontractor to the EQRO in North Carolina. We have been successfully conducting the full array of mandatory and optional EQR tasks for more than 30 years—including 13 in Nebraska—in full compliance with the protocols issued by CMS.

Currently working with 159 managed care plans across the country, IPRO successfully performs all of the activities outlined in Nebraska's upcoming scope of work (SOW) and will continue to suggest innovative solutions and best practices to help Nebraska monitor and improve managed care organization (MCO)/dental benefits manager (DBM) performance. Our multi-state EQR experience, combined with our in-depth knowledge of the Medicaid program, ensures the high quality of services IPRO will continue to bring to the Nebraska Medicaid program.

As Nebraska's Medicaid Managed Care program has expanded, IPRO has met all requirements on time and to the satisfaction of DHHS. For example, as we move into the next contract term, we are fully prepared to conduct all of the activities associated with network adequacy validation. Our extensive history in conducting surveys means there will be minimal startup time and resources required. Further, IPRO has already developed a database to house survey response data, which can be easily modified to accommodate the specific validation categories required by DHHS; permanent staff trained in conducting these surveys; a defined policy and procedure protocol; existing scenarios used to replicate the experience of members; and reporting templates that can be modified to meet Nebraska's requirements.



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In addition to its extensive EQRO portfolio, IPRO also serves as a Quality Improvement Network-Quality Improvement Organization (QIN-QIO) in 12 states, under contract to the Centers for Medicare & Medicaid Services (CMS). We have successfully completed 11 CMS QIO SOWs—we recently started our 12th—evidence of our expertise in evaluating performance across healthcare delivery platforms and supporting initiatives to improve care. We also understand the impact of the federal healthcare agenda on managed care, particularly as it relates to provider accountability for and alignment of payment incentives with the provision of high-quality healthcare.

Our People

IPRO employs more than 350 highly skilled clinical and non-clinical professionals with advanced academic credentials and expertise in quality improvement methodology, and draws on this expansive pool of knowledge to address our customer's needs.

Our Vice President of Managed Care, Virginia Hill, RN, MPA, who will continue to serve as the Executive Sponsor of the Nebraska EQRO contract, served on the CMS expert panel that advised on the development of the mandatory and optional EQR protocols and was a member of the NCQA/CMS Medicare subcommittee whose work contributed to HEDIS 3.0. She is now a member of the Technical Expert Panel of distinguished experts and stakeholders working with CMS to establish the proposed Medicaid Managed Care Quality Rating System.

Anne Koke, MPH, MBA, who will continue in the role of Nebraska EQRO Project Manager, has four years of experience leading the project and team and has established working relationships with representatives at DHHS and the managed care plans.

Our Approach

IPRO's business model is built around close, collaborative partnerships with our clients. We know from experience that the needs of each of our clients are unique, and while we are able to bring a broad array of standardized tools, proven processes, and best practices to each engagement, the key to our approach is focusing on the specific opportunities and challenges confronting the agencies and organizations we serve.

In independent surveys, our clients have continuously expressed their satisfaction with our services and have demonstrated this by re-awarding and extending our contracts to their full terms. We attribute our success largely to the personal and professional commitment of our staff, backed by the strength of IPRO's resources and practices.

Should you have any questions about our proposal, please contact me at (516) 209-5563 or cbradley@ipro.org. I am authorized to negotiate and execute on IPRO's behalf any contract that may result from this RFP.



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Assertions and Acknowledgments

IPRO has a thorough understanding of, will comply with, and takes no exception to the terms and conditions set forth in the RFP. IPRO also understands and will comply fully with the SOW specifications and requirements described in the RFP. IPRO also acknowledges receipt of Addenda 1–3 and Addenda 4 (dated 9/17/2020 and 10/26/2020) and will comply with all specifications therein.

Sincerely,

Clare B. Bradley, MD, MPH
Chief Medical Officer

COST PROPOSAL

RFP 6303 Z1

Instructions: Please complete all blank fields in the Cost Proposal below. File should retain formatting and font styles, including a minimum of 12 point Arial-type font with 0.5” margins. An estimate of one hundred twenty (120) hours per year of Ad-hoc Technical Assistance and Consultation will be used to calculate the score for cost.

Deliverable ID	Description	Period of Review	Due Date	Unit of Measure	Cost per Unit (Initial Term)	Cost per Unit (Renewal 1)	Cost per Unit (Renewal 2)	Cost per Unit (Renewal 3)
1.	EQR Report- MCO	previous three-year period	Annually, by October 15	Each	\$ 53,839.25	\$ 48,166.59	\$ 49,491.23	\$ 58,404.22
2.	EQR Report Report- DBM	previous three-year period	Annually, by October 15	Each	\$ 44,722.52	\$ 38,986.09	\$ 40,058.25	\$ 48,514.49
3.	Validation of Performance Improvement Projects (PIPs) Report- MCO	Previous calendar year	Annually, by December 31	Each	\$ 10,945.21	\$ 11,246.21	\$ 11,555.47	\$ 11,873.22
4.	Validation of Performance Improvement Projects (PIPs) Report- DBM	Previous calendar year	Annually, by December 31	Each	\$ 10,806.29	\$ 11,103.47	\$ 11,408.81	\$ 11,722.52
5.	Validation of Performance Measures Report- MCO	Previous calendar year	Annually, by December 31	Each	\$ 8,108.21	\$ 8,331.17	\$ 8,560.29	\$ 8,795.70
6.	Validation of Performance Measures Report- DBM	Previous calendar year	Annually, by December 31	Each	\$ 6,037.05	\$ 6,203.06	\$ 6,373.65	\$ 6,548.92

Ad-Hoc Services:

Deliverable ID	Description	Period of Review	Due Date	Unit of Measure	Cost per Unit (Initial Term)	Cost per Unit (Optional Renewal 1)	Cost per Unit (Optional Renewal 2)	Cost per Unit (Optional Renewal 3)
7.	Validation of Network Adequacy Report-MCO	Previous calendar year	Per Work Plan	Each	\$ 15,100.97	\$ 15,516.15	\$ 15,942.62	\$ 16,381.71
8.	Validation of Network Adequacy Report-DBM	Previous calendar year	Per Work Plan	Each	\$ 15,100.97	\$ 15,516.15	\$ 15,942.62	\$ 16,381.71
9.	Ad-hoc Technical Assistance and Consultation	Not applicable	Upon request	Hour	\$ 141.20	\$ 145.08	\$ 149.07	\$ 153.17

Optional Services:

Work may be needed that was not originally delineated in this RFP, but considered within the scope of work. This additional work may stem from legislative mandates, emerging technologies, and/or secondary research not otherwise addressed in this RFP or known at the time this RFP was issued. If additional work is needed, the Contractor must submit a Detailed Project Work Plan, Title/Role(s), number of hours, and due dates/deliverables for DHHS review and approval.

Deliverable ID	Description	Period of Review	Due Date	Unit of Measure	Cost per Unit (Initial Term)	Cost per Unit (Optional Renewal 1)	Cost per Unit (Optional Renewal 2)	Cost per Unit (Optional Renewal 3)
10.	Ad-hoc Report	Per Work Plan	Per Work Plan	Each	As needed			

The bidder should provide the hourly rate for each Title/Role used to complete optional services.

Title/Role*	Hourly Rate
Exec. Sponsor	274.75
Project Director	131.80
Medical Director	207.52

Title/Role*	Hourly Rate
Data Analyst	95.06
Technical Writer	113.06
Editor	67.18
Team Lead	191.45
Team Lead	157.02
Compliance Reviewer	209.34
Programmer	82.63

*Bidder may add additional lines as needed.