

**ADDENDUM TWO  
QUESTIONS and ANSWERS**

Date: July 7, 2020  
 To: All Bidders  
 From: Keith Roland, Buyer  
 Department of Health and Human Services  
 RE: Addendum for External Quality Reviews Request for Proposals

**Questions and Answers**

Following are the questions submitted and answers provided for the above mentioned Request for Qualifications. The questions and answers are to be considered as part of the Request for Qualifications. It is the Bidder's responsibility to check the project information page for all addenda or amendments.

<u>Question Number</u>	<u>Section Number</u>	<u>Question</u>	<u>State Response</u>
1.	D.2 EQRO Activities	Please clarify the frequency of the compliance review. Section 2.a describes an annual review, whereas, section 2.d describes a 3-year cycle.	Both are accurate, the 3-year cycle is a full audit whereas the annual covers those items non-compliant for the prior year.
2.	D.4 Reporting	For the annual technical report, does DHHS require individual MCO/DBM reports or an aggregate statewide report, or both?	Both
3.	D.6 Meetings	Is the EQRO expected to attend the quarterly operational meetings in-person or is virtual attendance acceptable?	Virtual, however there may be times the State will request in person.
4.	Cost proposal	Please confirm that the unit of measure for each deliverable (with the exception of Ad-hoc Technical Assistance and Consultation) is one MCO or DBM.	Yes, the Unit of Measure is per MCO (3 in total) or DBM.
5.	Cost Proposal	The instructions stated that Forms A, B, and C must be complete and submitted with the proposal. Would those forms be provided? The	A Revised Cost Proposal with reference to Forms A, B, and C removed has been posted.

		current cost proposal document doesn't have forms or sections A, B, and C.	
6.	V.D.2.a.i	<p>RFP states, "The Contractor will provide a review, conducted annually, to determine the MCO's/DBM's compliance with standards (except with respect to standards under 42 CFR §438.240(b)(1) and (2), for conducting performance improvement projects and calculations of performance measures, respectively) established by the State to comply with the requirements of 42 CFR § 438.204(g)."</p> <ul style="list-style-type: none"> <li>42 CFR §438.240 was deleted in new regulations, and §438.330 and §438.340 are now the relevant sections regarding quality. Will the RFP and contract be updated with the new references?</li> </ul> <p>42 CFR § 438.204(g), Managed care State quality strategy is now contained in §438.340(b), which does not contain the language referenced in §438.204(g). Will the RFP and contract be updated with the new reference, §438.340(b)?</p>	<p>Section V.D.2.a.i is hereby revised to read:</p> <p>The Contractor will provide a review, conducted annually, to determine the MCO's/DBM's compliance with standards for conducting performance improvement projects and calculations of performance measures, respectively, established by the State to comply with the requirements of 42 CFR § 438.340(b).</p>
7.	D(2)(d) Project Requirements	<p>RFP states, "The Contractor will perform a review, conducted within the previous 3-year period, to determine the MCOs and DBMs compliance with the standards set forth in 42 CFR 438, subpart D and the quality assessment and performance improvement requirements described in 42 CFR § 438.330."</p> <p>When was the last review performed to determine the MCOs and DBMs compliance with the standards set forth in 42 CFR 438, subpart D and the quality assessment and performance improvement requirements described in 42 CFR § 438.330 by the current EQRO?</p>	The last 3 year audit was completed in April 2018, with a review of 2017 data.
8.	D(2)(e)	RFP states, "The Contractor will perform validation of MCO and DBM network adequacy	The protocols can be found in the current Heritage Health contracts located at the following webpage:

	Project Requirements	during the preceding calendar year to comply with requirements set forth in 42 CFR § 438.68.”  Does the state have review protocols for network adequacy? If yes, can those protocols be provided as part of the RFP?	<a href="https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/71163(o4)awd.pdf">https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/71163(o4)awd.pdf</a>
9.	H. SUBMISSION OF PROPOSALS	Should the Technical, Cost and Proprietary information proposal files each be submitted in separate emails?	Proposals will <u>not</u> be accepted via email. Bidders can submit proposals electronically via ShareFile. Bidders can also mail or hand deliver a paper/hard copy.  If submitting electronically via ShareFile, the Technical, Cost, and Proprietary files should be uploaded as separate and distinct files.
10.	N. REQUEST FOR PROPOSAL REQUIREMENTS	Should the Contractor Proposal Point of Contact form, Technical Approach Narrative, Corporate Overview Narrative, draft Work Plan and draft Communications Plan all be submitted in one "Technical" file to meet the submission directions of 'The Technical, Cost Proposal and Proprietary information should be uploaded as separate and distinct files? If not, please clarify how these should be packaged for electronic submission.	The Contractor Proposal Point of Contact form, Technical Approach Narrative, Corporate Overview Narrative, draft Work Plan and draft Communications Plan can be submitted as a single file or as separate files if the proposal is being submitted electronically via ShareFile.  The Cost Proposal and any Proprietary information must be submitted as separate files if the proposal is being submitted electronically via ShareFile.
11.	D. PROJECT REQUIREMENTS, 2. EQRO Activities	a. Conduct an annual external quality review of the Managed Care Organizations (MCO) and the Dental Benefits Mangers (DBM) in Nebraska and produce the required report(s). The quality review must use information from mandatory activities as set forth in 42 CFR § 438.358(b).  ii. The Contractor will conduct the on-site review of each MCO and DBM in the second calendar quarter of each year. The Contractor will establish and provide a schedule for documentation requests of the MCOs and DBMs ahead of reviews.  Does the state intend for this to begin in the second quarter of calendar year 2021?	Yes

12.	D. PROJECT REQUIREMENTS, 2. EQRO Activities	b. The Contractor will perform validation of Performance Improvement Projects (PIPs) required by the State to comply with requirements set forth in 42 CFR § 438.330(b)(1), that were underway during the preceding calendar year. How many PIPs are conducted by the MCOs and how many PIPs are conducted by the DBM?	MCOs: Two (2) clinical and one (1) non-clinical DBM: One (1) clinical and one (1) non-clinical
13.	D. PROJECT REQUIREMENTS, 2. EQRO Activities	c. The Contractor will provide validation of MCO and DBM performance measures reported (as required by the State) or MCO and DBM performance measures calculated by the State during the preceding calendar year to comply with requirements set forth in 42 CFR § 438.330(b)(2). Some performance measures may be required by the State to be continued, based on specific outcomes for a specified period of time. Will the state allow the contractor to accept audited results for performance measures validated under NCQA accreditation?	Yes, the State will allow the Contractor to accept audited results for performance measures validated under NCQA accreditation.
14.	D. PROJECT REQUIREMENTS, 6. Meetings.	a. The Contractor will establish monthly technical assistance meetings or conference calls with DHHS staff.  Are the meetings required to be in-person?	No, the meetings are not required to be in-person.
15.	E. SCOPE OF WORK, 2. Other EQR-related activities	At the request of DHHS, the Contractor shall perform the following EQR-related activities, using the most recent federally approved EQR protocol:  How many optional activities does the state anticipate?	Up to two (2) optional activities.
16.	J. INSURANCE REQUIREMENTS	Is any evidence of coverage, insurance information, &/or certificate of insurance required with proposal submission?	A Certificate of Insurance is not required to be submitted with the proposal. However, the Contractor shall not commence work on the contract until the insurance is in place.

17.	d. OFFICE LOCATION	Is the contractor required to have an office in the State of Nebraska?	No
18.	Attachment 1: Technical Approach Narrative	Is this Technical Approach Narrative form required, or may the bidder use the same headers, but in a separate file which includes the Corporate Overview Narrative?	Bidders must use the Technical Approach Narrative form.
19.	COST PROPOSAL FORM	The instructions at the top of this form say "Forms A, B, and C must be complete and submitted with the proposal". Will the State please clarify what forms A, B and C are and where they are located?	See answer to question #5.
20.	Pricing	Will the state be providing estimated hours and the overall pricing structure to be used to propose overall costs?	No
21.	General	Does the contract begin October 1, 2020?	The anticipated Contractor start date is April 1, 2021. See Addendum Three, Revised Schedule of Events. DHHS expects to adhere to this schedule, but it is subject to change.
22.	General	Does the contract overlap with the current contractor's contract term?	No. See question 21.
23.	H. Submission of Proposals and W. Email Submissions	The State identifies acceptance of electronically submitted responses on page 3 of the solicitation, and then on page 8 states, "SPB will not accept proposals by email, electronic, voice, or telephone proposal except for one-time purchases under \$50,000.00." Should the Contractor follow guidance on page 3 or page 8?	Section I.W is amended to read: DHHS will not accept proposals by email, voice, or telephone proposals except for one-time purchases under \$50,000.  Bidders may submit proposals electronically via ShareFile.
24.	N. Request for Proposal/Proposal Requirements	The State requires: "Original Request for Proposal for Contractual Services form signed using an indelible method". With offices closed in many states, will the State allow for a scanned signature applied to the form?	Yes, Bidders may sign and scan the Request for Proposal for Contractual Services form.
25.	V. Project Description and Scope of Work; D.2.d EQRO Activities	RFP reads (D.2.d), "The Contractor will perform a review, conducted within the previous 3-year period, to determine the MCOs and DBMs compliance with standards..." How is this different from the review detailed in D.2.a.? Is this referencing a comprehensive review?	Section V.D.2.a. is one annual external quality review of each of the Managed Care Organizations (MCO) and the Dental Benefits Managers (DBM) in Nebraska.

			Section V.D.2.d is a review, conducted within the previous 3-year period, summarizing all MCEs. See answer to question #7.
26.	V. Project Description and Scope of Work; D.4.a., Reporting	RFP reads, "For each MCO and DBM, the Contractor will provide an annual detailed technical report..." Please confirm that this is one annual technical report summarizing each MCO and DBM's activities, not four separate reports. Or if four separate reports are required, is the State requiring one additional annual technical report (summarizing each MCO and DBM's activities) which will be submitted to CMS?	See answer to question #25.
27.	V. Project Description and Scope of Work; D.2.a	Please confirm accuracy of CFR references: "42 CFR §438.240(b)(1) and (2), for conducting performance improvement projects and calculations of performance measures, respectively, established by the State to comply with the requirements of 42 CFR § 438.204(g)."	This is accurate.
28.	V. Project Description and Scope of Work; D.2.a	Specifically, due to Question 5, what EQR activities should be included in the annual review conducted in Nebraska in D.2.a. besides the Compliance Review (compliance with standards set forth in 42 CFR 438, subpart D and the quality assessment and performance improvement requirements described in 42 CFR § 438.330)?	EQR reviews should include all requirements set forth in this RFP, as well as the CFR.
29.	V. Project Description and Scope of Work; D.4.a	Since this is an October 1, 2020 start, we are confirming the incumbent EQRO is responsible for completing the annual technical report due to the State by October 15, 2020. Is this an accurate assumption?	The start date of this contract has been revised to April 1, 2021. See Addendum Three – Revised Schedule of Events. The incumbent EQRO will complete the annual technical report.
30.	V. Project Description and Scope of Work; D.4.a.i	Is the <u>draft</u> or <u>final</u> annual detailed technical report due to the State by October 15 <sup>th</sup> ?	The final annual detailed technical report is due by October 15.

31.	V. Project Description and Scope of Work; D.6	Please confirm monthly technical assistance meetings can be conducted via conference calls or webinars.	Yes they can be conducted via conference calls or webinars.
32.	V. Project Description and Scope of Work; D.7	Please confirm activities outlined in D.7.a-g (and activities outlined in E.2.a-e) will only be conducted at the request of the State and will be completed based on an hourly rate. It does not appear these activities are captured in the cost proposal template and therefore should not be included in the cost of the proposal.	Activities outlined in Sections V.D.7.a-g (and activities outlined in E.2.a-e) will only be conducted at the request of the State and will be completed based on an hourly rate.
33.	V. Project Description and Scope of Work; F	Is the intent of Deliverables 1 and 2 (Annual EQR Reports) to capture and report results of all EQR activities—as in the report that is submitted to CMS? If so, does this deliverable capture the results of the Compliance Review (D.2.d, pg 29)? There does not appear to be a separate deliverable for the compliance review activity (deliverable section and cost proposal template).	Yes, the intent of Deliverables 1 and 2 (Annual EQR Reports) is to capture and report results of all EQR activities. Yes, the deliverable captures the results of Section V.D.2.d.
34.	Cost Proposal Template	Where should the EQRO capture the cost of the compliance review (D.2.a and D.2.d)?	Annual EQR Report- MCO/DBM
35.	Cost Proposal Template	Please clarify what is meant by “unit of measure”? Is it a per MCO/DBM cost? Therefore the State multiplies the unit of measure by the number of participating MCOs.	See answer to question #4.
36.	V. Project Description and Scope of Work; H.1.b	Clarify what is meant by draft reports to DHHS require a minimum of two months lead time for review? Should the EQRO just follow deliverable deadlines outlined in D.2.a.iii and D.4.a.i?	The EQRO must provide a draft to DHHS for review two months in advance of the deliverable due date.
37.	Cost Proposal Template	It appears reports for Performance Improvement Project Validation and Performance Measure Validation are due by 12/31 annually. Is the incumbent EQRO completing these 2020 reports (for the previous 2019 calendar year) or does the State anticipate having the successful bidder complete the reports (requiring transition of validation findings) so reporting can be complete per the due date?	The incumbent will complete the 2020 reports.

38.	Cost Proposal Template	It appears reports for Performance Improvement Project Validation and Performance Measure Validation are due by 12/31 annually. Is this 12/31 date for draft or final reports?	Final Reports are due 12/31.
39.	V. Project Description D.2.c	What are the performance measures required for measurement year 2020?	The performance measures can be found in the current Heritage Health contracts located at the following webpage: <a href="https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/71163(o4)awd.pdf">https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/71163(o4)awd.pdf</a>
40.	V. Project Description D.2.c	Are on-site visits required for Performance Measure Validation?	Yes
41.	V. Project Description D.2.b	How many performance improvement projects will the EQRO validate per MCO/DBM on an annual basis?	One per MCO (three in total) and DBM (one).