

RFP # 2024-EQRO-01
External Quality Review Organization
Proposer Questions and Agency Answers
05/14/2024

| | |
|-----------------------------|---|
| Question ID: | 1 |
| Date Question Asked: | 04/19/2024 |
| Question: | Please confirm that there will not be any new ACHNs that will require additional technical assistance/trainings on EQR activities. |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | There are seven (7) ACHN entities that will require technical assistance/ trainings on EQR activities. |
| Question ID: | 2 |
| Date Question Asked: | 04/19/2024 |
| Question: | Please confirm that the EQRO will be required to conduct an ISCA review. |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Confirmed |
| Question ID: | 3 |
| Date Question Asked: | 04/19/2024 |
| Question: | Please confirm the EQRO will continue facilitation of the Quality Manager's breakout session during the Quarterly Quality Collaborative Meetings. |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Confirmed |

| | |
|-----------------------------|---|
| Question ID: | 4 |
| Date Question Asked: | 04/19/2024 |
| Question: | The base year evaluation will be conducted in December 2025 for contract year performance from October 1, 2024, to September 30, 2025. Please confirm that an intermediate review on partially met and unmet findings will be required in December 2024 for contract year performance from October 1, 2023, to September 30, 2024. |
| Section Number: | II.B.1 |
| RFP Page Number: | 10 |
| Agency Answer: | Confirmed |
| Question ID: | 5 |
| Date Question Asked: | 04/19/2024 |
| Question: | This section states, "The Firm and Fixed Price of the first year of the proposed contract (implementation/operation phase) and subsequent years (updating/operation phase) must be separately stated in the RFP Cover Sheet on the first page of this document (Appendix C)." Please confirm that the RFP Cover Sheet is the sheet located on page 1 of the RFP and is not part of Appendix C. |
| Section Number: | III. |
| RFP Page Number: | 14-15 |
| Agency Answer: | See Amendment |
| Question ID: | 6 |
| Date Question Asked: | 04/19/2024 |
| Question: | This section states, "The Firm and Fixed Price of the first year of the proposed contract (implementation/operation phase) and subsequent years (updating/operation phase) must be separately stated in the RFP Cover Sheet on the first page of this document (Appendix C)." Please confirm that the separate prices for the first year of the contract and subsequent years should only be broken out in Appendix C, not in the RFP Cover Sheet. |
| Section Number: | III |
| RFP Page Number: | 14-15 |
| Agency Answer: | Confirmed |

| | |
|-----------------------------|--|
| Question ID: | 7 |
| Date Question Asked: | 04/19/2024 |
| Question: | <p>This section states, "The Firm and Fixed Price of the first year of the proposed contract (implementation/operation phase) and subsequent years (updating/operation phase) must be separately stated in the RFP Cover Sheet on the first page of this document (Appendix C)."</p> <p>Please confirm that the RFP Cover Sheet should include the total price for the entire five years and should include no other cost breakdown.</p> |
| Section Number: | III |
| RFP Page Number: | 14-15 |
| Agency Answer: | Confirmed |
| Question ID: | 8 |
| Date Question Asked: | 04/19/2024 |
| Question: | Page 17 of Section V requests the Contractor to provide three corporate references. Page 22 of Section VII states that the Evaluation Committee will conduct corporate and personal reference checks. Please confirm that the Contractor only needs to provide three corporate (client) references. |
| Section Number: | V.D and VII.D |
| RFP Page Number: | 17 and 22 |
| Agency Answer: | Confirmed |
| Question ID: | 9 |
| Date Question Asked: | 04/19/2024 |
| Question: | Would the state consider allowing electronic proposal submission (e.g., submitting proposal files via email) as an acceptable submission option? |
| Section Number: | V.I.T |
| RFP Page Number: | 20 |
| Agency Answer: | No. |
| Question ID: | 10 |
| Date Question Asked: | 04/20/2024 |
| Question: | Upon reviewing the RFP, we did not see any requirements related to conducting a NAV protocol. Will that be included as part of this request? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Network Adequacy Validation. Protocol 4 does not apply to PCCM-e. |

| | |
|-----------------------------|--|
| Question ID: | 11 |
| Date Question Asked: | 04/22/2024 |
| Question: | What software/vendor does each MCP use to calculate the ACHN Quality Measures? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | This information is unavailable. |
| Question ID: | 12 |
| Date Question Asked: | 04/22/2024 |
| Question: | Will the Agency provide source code used to calculate ACHN Quality Measures? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Yes. |
| Question ID: | 13 |
| Date Question Asked: | 04/22/2024 |
| Question: | Will the Agency provide encounter/claims data used to calculate ACHN Quality Measures? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | No, the Agency does not share any claims data. The Agency will share the SQL code, quality measure rates by Region and recipient level information with the quality measure denominators and numerators. |
| Question ID: | 14 |
| Date Question Asked: | 04/22/2024 |
| Question: | CMS EQR Protocols (February 2023) identify Protocol 4. Validation of Network Adequacy as a mandatory EQR Protocol. Please clarify if this will be required protocol for this contract or if the state plans to validate network adequacy separately and share its analysis as well as the data used to enable the ERQO to validate indicators produced by the state (as if they were calculated by the MCP). |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Protocol 4 does not apply to PCCM-e. |

| | |
|-----------------------------|--|
| Question ID: | 15 |
| Date Question Asked: | 04/22/2024 |
| Question: | "The list of quality measures provided for the PMV activity has the following measures that can be reported using the hybrid methodology: <ol style="list-style-type: none"> 1. Developmental Screening in the First Three Years of Life (DEV_CH) Child Core Set 2. Prenatal and Postpartum Care: Timeliness of Prenatal Care (PPC_CH) NCQA 3. Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (BMI) NCQA |
| Section Number: | Appendix D Year One ACHN Quality Measures |
| RFP Page Number: | 50 of 51 |
| Agency Answer: | Clarification of the question is needed to provide an answer. |
| Question ID: | 16 |
| Date Question Asked: | 04/22/2024 |
| Question: | The RFP states that "Contractor will use national standards to evaluate, validate and report on the findings reported by ACHNs specific to performance measures...". Please confirm whether the ACHNs submit performance measure calculated rates or are the rates calculated by the AMA? |
| Section Number: | 2. Validation of Performance Measures |
| RFP Page Number: | 11 of 51 |
| Agency Answer: | The Medicaid Agency calculates the rates. |
| Question ID: | 17 |
| Date Question Asked: | 04/22/2024 |
| Question: | Please confirm whether the twelve performance measures tied to the performance-based compensation of the ACHNs, are calculated centrally by AMA on an annual basis. |
| Section Number: | 2.c.III Validation of Performance Measures |
| RFP Page Number: | 11 of 51 |
| Agency Answer: | Confirmed |

| | |
|-----------------------------|---|
| Question ID: | 18 |
| Date Question Asked: | 04/22/2024 |
| Question: | Please confirm whether the NCQA HEDIS measures that are included in the twelve performance measures tied to the performance-based compensation of the ACHNs, are calculated using an NCQA certified software vendor. |
| Section Number: | 2.c.III Validation of Performance Measures |
| RFP Page Number: | 11 of 51 |
| Agency Answer: | No, The Agency does not use NCQA certified software vendor. The agency calculates these measures based on CMS specifications. |
| Question ID: | 19 |
| Date Question Asked: | 04/22/2024 |
| Question: | Please confirm whether the onsite component of the performance measure validation protocol can be conducted via a virtual review. |
| Section Number: | 2.c.III Validation of Performance Measures |
| RFP Page Number: | 11 of 51 |
| Agency Answer: | Confirmed |
| Question ID: | 20 |
| Date Question Asked: | 04/22/2024 |
| Question: | Requirement VI.T requires vendors to submit "one original Proposal with original signatures in ink, one additional hard copy in binder form, plus two electronic copies of the Proposal on CD/DVD or jump drive clearly labeled with the Vendor name." Will the State of Alabama remove this requirement and only require an electronic submission of our proposal? |
| Section Number: | VI.T Copies Required |
| RFP Page Number: | 17 of 52 |
| Agency Answer: | No. |

| | |
|-----------------------------|--|
| Question ID: | 21 |
| Date Question Asked: | 04/22/2024 |
| Question: | "This section states, ""The contractor will be required to perform a review of all defined state standards within 90-days of the end of an ACHN's first year of operation. Following the initial baseline analyses, the contractor will complete the review every three years. Unless otherwise specified by the Agency, the SPR will begin a base-year evaluation in December 2025 for Contract Year performance from October 1, 2024 – September 30, 2025. Is the base-year evaluation initiated in December 2025 vs being completed within 90 days of the end of the first year of operations? Please provided the timeline for when the initial baseline analyses is expected to be completed. " |
| Section Number: | B. Mandatory Tasks, 1. Systems Performance Review |
| RFP Page Number: | 10 |
| Agency Answer: | The review begins within 90 days of the end if the ACHN's first year of operation which is December of 2025. |
| Question ID: | 22 |
| Date Question Asked: | 04/22/2024 |
| Question: | The RFP states, "The first full look-back would be completed in 2028 for Contract Years 2026, 2027, and 2028. This SPR will be a comprehensive review of all standards." Please clarify where the vendor should include this comprehensive review of all standards in their response. |
| Section Number: | B. Mandatory Tasks, 1. Systems Performance Review |
| RFP Page Number: | 10 |
| Agency Answer: | The comprehensive review is a full review that covers the entire three-year look-back period whereas the base-year evaluation only covers the first contract year. The Vendor should include its response to how the Vendor will conduct the base-year evaluation and the comprehensive review in the scope of work section of the proposal. |
| Question ID: | 23 |
| Date Question Asked: | 04/22/2024 |
| Question: | Please confirm if onsite visits need to be in-person or virtual. |
| Section Number: | B. Mandatory Tasks, 1. Systems Performance Review |
| RFP Page Number: | 10 |
| Agency Answer: | Confirmed |

| | |
|-----------------------------|---|
| Question ID: | 24 |
| Date Question Asked: | 04/22/2024 |
| Question: | How many Performance Improvement Projects is the vendor expected to validate? |
| Section Number: | 3. Validation of Performance Improvements Projects |
| RFP Page Number: | 12 |
| Agency Answer: | The vendor will validate Each PIP for each ACHN. Reference 2023-ACHN-01-RFP Appendix L Quality Improvement Project Requirements Policy |
| Question ID: | 25 |
| Date Question Asked: | 04/22/2024 |
| Question: | “The contractor will be required to perform a review of all defined state standards within 90-days of the end of an ACHN’s first year of operation.” Has those standards been defined? If so, please provide a copy of the state standards. |
| Section Number: | B. Mandatory Tasks, 1. Systems Performance Review |
| RFP Page Number: | 10 |
| Agency Answer: | See the Alabama Medicaid Agency Alabama Coordinated Health Network (ACHN) RFP located on the Alabama Medicaid Agency’s website. |
| Question ID: | 26 |
| Date Question Asked: | 04/22/2024 |
| Question: | "Will the Vendor be required to include national benchmarks, such as NCQA's Quality Compass, in the Performance Measures Validation reporting? If so, will AMA provide the Vendor the Quality Compass rates?" |
| Section Number: | 2. Validation of Performance Measures |
| RFP Page Number: | 11 |
| Agency Answer: | No, the vendor is not required to include national benchmarks in the validation reporting. The Agency will not be providing the quality compass rates to vendors. |

| | |
|-----------------------------|--|
| Question ID: | 27 |
| Date Question Asked: | 04/22/2024 |
| Question: | "Describe how the Vendor will use national standards for the calculation, validation and report of the EQR is required." Can you provide the national standards AMA would like the Vendor to use? |
| Section Number: | h.vi |
| RFP Page Number: | 11 |
| Agency Answer: | NCQA quality compass and Medicaid core set rates are used for rates validation and reporting. In some instances, the region-specific rates are compared with the NCQA rates to report overall percent changes. |
| Question ID: | 28 |
| Date Question Asked: | 04/22/2024 |
| Question: | Please confirm whether the PMV activity is conducted only with the AMA and not with any of the individual PCCM entities. |
| Section Number: | 2.c.III |
| RFP Page Number: | 11 of 51 |
| Agency Answer: | Clarification of the question is needed to provide an answer. |
| Question ID: | 29 |
| Date Question Asked: | 04/22/2024 |
| Question: | What is the current annual fixed price for the scope of work outlined in the RFP? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | This information will not be provided during the procurement process. |
| Question ID: | 30 |
| Date Question Asked: | 04/22/2024 |
| Question: | Protocol 4, Validation of Network Adequacy was added as a mandatory protocol. Does the Agency plan to contract for Protocol 4 through a separate RFP, or should this protocol be added to the scope of work in this RFP? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Protocol 4 does not apply to PCCM-e. |

| | |
|-----------------------------|--|
| Question ID: | 31 |
| Date Question Asked: | 04/22/2024 |
| Question: | CMS' May 3, 2023, Medicaid and CHIP Managed Cared Access, Finance, and Quality proposed rule includes removing PCCM entities from the scope of mandatory external quality review. If the proposed rule is finalized to remove PCCM entities from the external quality review, will the Agency continue to have the vendor perform the reviews outlined in the RFP's scope of work? |
| Section Number: | General |
| RFP Page Number: | General |
| Agency Answer: | Yes, The Vendor will be expected to continue to comply with the requirements within the Vendor contract until specified otherwise by the Agency. |