Request for Information

Medicaid Managed Care Solution

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract.

The Department of Human Services, Division of Medical Services (DMS) is in the information gathering stage and no decisions have been made concerning the agency’s intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurements.

ISSUE DATE: January 17, 2023

RESPONSES DUE: February 17, 2023, 4:00 p.m. CST

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# OVERVIEW

The Division of Medical Services (DMS), a division of the Arkansas Department of Human Services (DHS) is the single state Medicaid agency for the State of Arkansas. In that capacity, DMS is responsible for operating the Title XIX and Title XXI programs in partnership and under the authority of the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services.

## Purpose

Based on the desire to have a more modular, interoperable solution, DMS has developed a comprehensive approach for replacing the Department’s current MMIS over the next several years. DMS has identified the following goals for the Managed Care Program:

- A customer service-centric environment that gives State users, the State’s agents, members, providers, and citizens easy access to healthcare services and information using multiple devices and channels.

- A solution that includes a scalable product with robust functionality and that is easily configurable

- A solution that offers software versions that are continuously enhanced by periodic releases and offers DMS alternatives for configuring the baseline software.

- An environment that embraces innovation and change, allowing for better services while maintaining good stewardship of State and Federal resources.

- A partnership that co-manages risks through collaboration between contracted healthcare and technology experts and State Medicaid experts.

- A solution that meets all federal, state and Arkansas DHS Privacy and Security requirements.

## Intent of the RFI

1. DMS is issuing this RFI for planning purposes with the intent to gather information on potential future strategic opportunities related to the Managed Care program area(s). This RFI shall not be construed as a commitment by DMS to solicit contractual offers or award contracts. This RFI does not constitute a solicitation for proposals, a commitment to conduct a procurement, or an offer of a contract or prospective contract; DMS will not award a contract because of this RFI.
2. Review of the responses to this RFI by DMS will be undertaken primarily to gauge the aggregate level of qualified interest from potential contractors, assess the overall magnitude of the opportunity identified by potential contractors, and inform the design of any potential solicitation(s) and/or eventual program(s). Responses will not be reviewed on a competitive basis.
3. Responding or not responding to this RFI shall not determine any future partnerships.

## No Award of Contract

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract. DMS is in the information-gathering stage and no decisions have been made concerning the agency’s intent to issue a formal solicitation. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurement.

**A Request for Information (RFI) is not a method of procurement.** **Responses to an RFI are not offers and shall not be accepted by DHS to form a binding contract. This RFI shall not directly result in the execution of a contract with DHS**. DHS reserves the right to utilize the information gathered through the RFI process to develop a scope of services that may be incorporated into a contract using a statutorily approved method of procurement.

## RFI Requirements

DMS is requesting information from interested parties regarding a Medicaid Managed Care solution (“the Solution”) to inform its decision for a potential procurement. DMS anticipates that the Solution will need to meet the following minimum requirements in accordance to Title 42 Code of Federal Regulations Part 438 (42 CFR § 438). Based on the information received in response to this RFI, DMS may further refine and detail its requirements for the Solution.

### Solution Requirements

The Respondent must provide detailed information describing how its recommended solution could meet, at a minimum, the following:

1. The Solution should fully automate the assignment and management of Medicaid members across multiple Managed Care Organizations (MCO’s) and state programs based on the application of Arkansas Medicaid Business rules and policies. The solution should easily provide for the addition and management of newly added Health Plans and Health Benefits as required.
2. The solution should support the centralized management and oversight of Arkansas Medicaid’s Managed Care financial management requirements, including accounts payable, receivables/recoupments, reconciliation, budget management, and financial reporting activities.
3. The solution should support the complete processing of encounter claims/data received from MCO’s or a Third-Party Adjudicator. Solution should apply all edits and audits based on Arkansas Medicaid Business Rules.
4. The solution should be compliant with the Transformed Medicaid Statistical Information System (T-MSIS) encounter data requirements, as well as the Managed Care Regulations data requirements.
5. The solution should provide Integration with all existing MMIS modules/systems. This should be demonstrated in the solution.
6. The solution should support federal and state Managed Care reporting requirements and have the flexibility to produce ad hoc reports. 42 CFR § 438
7. The solution should have capability to receive and generate data for state reporting purposes, such as, but not limited to care coordination quality metrics.

### Financial/Total Cost of Ownership

Provide an estimated general pricing model for all stages of project and an estimated total cost of ownership.

## Current Environment

The current technical environment consists of a solution containing a Data Warehouse/Decision Support system (DW/DSS), Prior Authorization/Utilization Review Vendors, Pharmacy Processing Solution, Electronic Visit Verification (EVV), Provider Management and Core Services (Claims Processing MMIS), including Financial Management. Each system is hosted by a separate contractor utilizing database architectures, services, and web-based presentation layers.

# Response to RFI

## Contents of Response

If you are interested in responding to this RFI, DMS is requesting the following:

1. Detailed Written Response: to any or all the areas listed above. The response should be clearly legible and sequentially page-numbered and include the respondent’s name and RFI number at the top of each page.
2. Presentations/Demonstrations: DMS may request that the respondents schedule a 90-minute presentation with select DMS management. Please indicate your willingness to schedule an in-person presentation. Should this opportunity become available, DMS will contact you with dates and times that are convenient for both parties. DMS reserves the right to decide if presentations will be scheduled for some or any of the respondents. Requests for demonstrations are not offers and shall not be accepted by DHS to form a binding contract.
3. Respondent’s Complete Information: Include all contact information (i.e., name, title, mailing address, email address, authorized signature, and phone number) of the contact person for questions relating to the RFI.

Detailed Written Response

Answers to the following should be included in the detailed response:

1. A description of the respondent’s recommended solution(s) and its available methods/processes for on-going maintenance and software updates.
2. A description of the available processes/methods for handling multiple processing schedules for various Managed Care Plans of respondent’s recommended solution(s).
3. A description of any issues related to the management of a Medicaid managed care concept that have not been addressed in this RFI.
4. A description of any considerations DMS should consider while planning for the solution, as described in the RFI.
5. A description of a recommended transition process from the current environment to a new recommended solution.
6. A description of the type of available integration and interfaces that could be used in a solution. This should include any available exchanges and validations of information with a variety of potential data partners.
7. A description of recommendations of how a solution would be updated to reflect any federal requirements or new mandates that arise based on available methods/processes. Describe any anticipated barriers to complying with any state or federal laws.
8. Examples of recommended similar solutions that have been implemented in other state Medicaid programs. Include descriptions of the experience and challenges in those states. Provide any relevant information regarding implementation and processing timeframes, customer satisfaction, and data conversion/verification.
9. A description of how a recommended solution could be configured and scaled to meet the business needs of DMS.
10. A description of the available processes/methods of how a recommended solution could track and manage grievances and/or appeals.
11. A description of the available processes/methods of how a recommended solution could report network adequacy of MCOs.

## Disposition of Responses

Submission documents pertaining to this RFI become the property of the State and will be subject to the provisions of the Arkansas Freedom of Information Act, Ark. Code Ann. § 25-19-101 et seq. and in accordance with A.C.A. §19-11-279(e).

## Instructions to Respondents

1. The respondent to this RFI shall submit two (2) hard copies and two (2) electronic copies of their response. The electronic format shall be submitted on CD-ROM or flash drive. The software used to produce the electronic files must be Microsoft Word 97 and/or Excel 97 or newer. These electronic files must be logically named and easily mapped to the hard copy submittal. The electronic media must be clearly labeled in the same manner as the hard copy.
2. The respondent shall also submit an electronic redacted copy of the response suitable for release to the public. Any confidential or trade secret information covered under the Arkansas Freedom of Information Act (FOIA) statutes should be either redacted or completely removed. The redacted response shall be marked as “redacted” copy and contain a transmittal letter authorizing release of the redacted version of the response in the event DHS receives a public records request. The vendor should keep in mind the following:

* One (1) complete copy of the submission documents from which any proprietary information has been redacted should be submitted on a flash drive. A CD is also acceptable. Do not submit documents via email or fax.
* Except for the redacted information, the redacted copy must be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
* The vendor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
* If the State deems redacted information to be subject to FOIA, the vendor will be contacted prior to release of the documents.
* The State has no liability to a vendor with respect to the disclosure of the vendor’s confidential information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

1. Responses to this RFI shall be provided no later than **4:00 PM, Central Standard Time, February 17, 2023**. Responses shall be submitted to:

Hand Delivery

**Department of Human Services**

Procurement Office

Attn: Chorsie Burns

700 Main Street, Slot W345

Little Rock, AR 72201

Commercial Carrier (UPS, FedEx, or USPS Exp)

**Department of Human Services**

Procurement Office

Attn: Chorsie Burns

112 West 8th Street, Slot W345

Little Rock, AR 72201

1. Administrative and/or procurement related questions concerning this RFI should be submitted in writing via email to [Chorsie.Burns@dhs.arkansas.gov](mailto:Chorsie.Burns@dhs.arkansas.gov)

## Reimbursement

DMS will not be liable for any costs and will not reimburse any respondent for the cost of preparing and submitting a response to the RFI or for travel costs associated with presenting the demonstration, if requested.

## Respondent’s Contact Information

**Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Federal Employer ID Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**For Clarification of this Response Contact:**

**Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Authorized Person**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Title**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date**