

Questions and Answers
RFP No. 0508311002
Out-of-State Medicaid Placements and Special Populations Initiatives
Submitted to specneed@health.state.ny.us

Reference	Question	Answer
	1. What is the name of the current Contractor?	1. The current Contractor is Schwarz Healthcare Services, Inc.
	2. What is the term of the contract?	2. The term of this contract is three years with up to two years renewable pending the Department's need for the services, appropriation of the required funds and adequate contractor performance.
Section B	3. For the current contract, please state the general scope of services and the contract award value.	3. The general scope of services can be found in Section C, "Detailed Specifications" of the RFP, under "Contractor Scope of Work." The contract award amount is \$109,272.00
	4. Please provide aggregate statistics for the most current year on the clinical status and any repatriation actions.	4. This information can be found in Section C, "Detailed Specifications" of the RFP.
Component One	5. Are the approximate 500 NY Medicaid residents in out-of-state facilities primarily in contiguous states? Would you be able to provide a list of the out of state facilities and the numbers of NY residents in each facility? Are there any out-of-state facilities approved for use, but at present have no NY residents?	5. As of May, 2006, there are approximately 470 New York State residents who reside in out of state nursing facilities. These facilities are located in Massachusetts, Pennsylvania, New Jersey, and Vermont. Names and specific information regarding these facilities is confidential and cannot be made public. Approval of out of state facilities occurs upon referral of the resident to the facility to establish a Medicaid rate.

Reference	Question	Answer
	6. How do referrals for out of state placements come in?	6. Referrals for out of state placements come in by phone, fax, email, or U.S. Postal mail.
	7. What do semi-annual reviews of facilities consist of?	7. Semi-annual facility reviews consist of quality of care and medical record reviews.
	8. Will travel expenses for semi-annual reviews be included in the proposal total or will they be reimbursed outside of the contract on an actual cost basis?	8. All travel expenses must be included in the contract amount.
	9. The RFP requires the contractor to assist in facilitating alternative placements in some instances. Does the state expect the contractor to physically visit potential alternative placement facilities? If so, will the state allow travel costs to be part of the pricing proposal or will they be reimbursed outside the contract on an actual basis?	9. The contractor must physically visit all out of state facilities that have 10 or more New York State Medicaid patients. All travel expenses must be included in the contract amount.
	10. Why does New York State send Medicaid residents out of state?	10. New York State sends Medicaid residents out of state when nursing homes within New York State are unable to provide the services that a patient requires, or when the patient or their family prefers an out of state location.
	11. Do hospitals require completion of a SCREEN for all residents who are being discharged?	11. Completion of the SCREEN is required only for those patients who are seeking admission to a nursing home. SCREENs do not have to be completed for patients who are being discharged to a private home or other community-based provider.

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	12. How does the Contractor become aware of planned facility closures?	12. Facilities would advise the Contractor of their closure plans. Facilities who accept Medicaid payments must provide New York State with their closure plans.
Contractor Scope of Work	13. Please provide volumes for the most current period by mode of communications.	13. The Department receives electronic quarterly reports from the Contractor and houses them on-site. These reports cannot be made available to the public, as they contain confidential information.
	14. Is it required to have a toll free national telephone number?	14. No, the contractor is not required to have a toll-free national telephone number.
	15. Are case reviewers (nurses, physicians, and other professionals) required to be licensed in New York State?	15. No, reviewers for prior approval placements in out of state facilities are not required to be licensed by New York State. However, the Contractor must demonstrate a minimum of three years experience in interpreting and applying relevant statute, rules, regulations and protocol relative to the Medicaid Prior Approval process.
	16. For the on-site clinical reviews in out-of-state facilities, please provide data on the most frequent sites and the duration of the site visit.	16. The sites most frequently visited by the current Contractor are Andover Subacute and Rehabilitation Center, Parkview Rehabilitation and Nursing Center, SunBridge Care and Rehabilitation for Holyoke, and Lincoln Park Care Center. The current contractor does not include the duration of site visits in the contract deliverable reports.
	17. Please provide a template or example of the monthly report submittal to the Department.	17. It is the Contractor's responsibility to develop a template that meets the Department's approval.

Reference	Question	Answer
	18. Is there an existing data warehouse or an automated system where the contract information resides?	18. The Department receives electronic quarterly reports from the Contractor and houses them on-site. These reports cannot be made available to the public, as they contain confidential information.
	19. Will any data be received electronically from the State relative to either the prior authorization reviews or monthly desk reviews?	19. It is the Contractor's responsibility to develop a review template that meets the Department's approval.
	20. What data elements must be reported to the State in the monthly and quarterly reports?	20. The data elements that must be reported to the State in the monthly and quarterly reports can be found under the "Contractor Scope of Work" components of the RFP.
	21. Is there any expectation of interfacing with existing electronic data systems, either interactively or by means of data transmission?	21. The existing Contractor's database will not be transferable to the Awardee. The Awardee must provide their own databases. The information required by the Department is included in the "Contractor Scope of Work" components of the RFP.
	22. What is the required media for the monthly and quarterly reports?	22. Monthly and quarterly reports should be submitted to the Department on paper, with confidential information regarding patients provided on CD or diskette, due to the large amount of data the reports will contain.
	23. What is the required format for the monthly and quarterly reports (MS Word, Excel, Adobe Acrobat, etc)?	23. The Contractor may submit monthly and quarterly reports in MS Word, Excel, or Adobe Acrobat.

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	24. What are the timeframes for the monthly and quarterly report deliverables?	24. The Contractor's monthly and quarterly reports must be received by the Department 30 days after the end of the reporting month or quarter.
	25. Will letters or other correspondence be automatically generated as a result of the review process?	25. Upon completion of a review, the Contractor would be responsible for generating correspondence on behalf of the resident. It is the Contractor's responsibility to generate reports after the review process has been completed and submit to the Department in their Contract Deliverables Report.
	26. If letters are required, are there multilingual requirements? If multilingual support is expected, what languages must be supported?	26. If the Contractor finds, that in the scope of the requirements of the contract, that multi-lingual services are needed, it would be the responsibility of the Contractor to provide these services.
	27. What is the volume breakdown, by month, for the Prior Approval requests?	27. There are approximately 30 Prior Approval requests per month.
	28. What is the current volume of New York State Medicaid residents in facilities outside of New York State receiving specialized care?	28. As of May, 2006, there were approximately 470 New York State Medicaid residents in facilities outside of New York State receiving specialized care.
	29. Are historical reports required of the contractor? If so, what historical reporting period must be addressed?	29. The information the Contractor will be responsible for reporting on can be found in the "Contractor Scope of Work" sections of the RFP. Historical reports will be required of the Contractor for New York State Medicaid recipients who continue to reside in Out of State facilities. Reports should include information from the time the resident was approved for an Out of State facility. Historical information will be provided by the Department upon final approval of the contract.

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	30. What are the data retention requirements for the electronic information stored in the data system?	30. All records must be maintained for the life of the contract. A copy of said records must be sent to the Department.
	31. Will the contractor be required to enter historical information regarding each active case prior to (or at the time of commencement of) the contract? If so, how far in advance of contract commencement will the information be available for entry into the data system?	31. No, the Contractor is not required to enter historical information prior to the contract commencing, but will be required to enter historical information upon final approval of the contract. The Department will provide the information to the Awardee upon final approval of the contract.
	32. Will the contractor be required to establish and maintain secure e-mail?	32. Yes, the Contractor is required to establish and maintain secure e-mail, as the information they will be responsible for is confidential.
	33. Will the contractor be required to establish and maintain an Internet Web site accessible by the State or providers?	33. The Contractor is not required to establish an Internet Web site accessible to the State or providers.
	34. Will the contractor be required to establish and maintain secure FTP?	34. It is the Contractor's discretion to establish and maintain secure FTP.
Component Two	35. What is the site of the Interagency PASRR workgroup meetings, and is the contractor required to attend in person? How frequently are the meetings held?	35. PASRR meetings are held bi-monthly at 161 Delaware Avenue, Delmar, NY. The Contractor may attend in person or via conference call. There may be times when the Contractor's physical presence is required.
	36. Would the contractor that currently conducts PASRR reviews be eligible to bid on this contract or would it be considered a conflict of interest?	36. The Contractor who conducts PASRR reviews may bid on this RFP. It is not a conflict of interest.
Component Three	37. In the most current period, which projects have been undertaken, what was the duration of each project, and are any currently still underway that may carry over past December 31, 2006?	37. The current Contractor has completed a project regarding pediatric ventilators and has assisted The Department of Health and The Office of Mental Health (OMH) with litigation involving discharge

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		of OMH patients to in-state and out-of state nursing facilities. The ventilator project was completed in a year, and the assistance with litigation is currently on-going. We do not know if this will carry over past December 31, 2006.
	38. To the extent that an out-of-state contractor is allowed to participate in conferences via teleconference, will these calls be initiated and paid for by the state agency or will the cost be borne by the contractor and included in the pricing proposal?	38. The Department has a toll-free number the Contractor can utilize to participate in conference calls.
	39. For face to face meetings with state officials, will travel expenses of an out of state contractor be allowed?	39. All travel expenses must be included in the contract amount.
	40. Please estimate the number of face to face meetings with state officials/agencies.	40. Face-to-face meetings with the Department are on an as-needed basis. Typically, the Contractor would be expected to attend face-to face meetings bi-monthly.
	41. Does the State expect the contractor to maintain a NY office and/or use NY consultants under the contract?	41. The Department does not require the Contractor to maintain a New York office or use New York consultants under the contract. Doing so would be at the Contractor's discretion.
Section D	42. Do headers and footers have to be in 12-pitch font?	42. Headers and footers are not required to be in 12-pitch font.
	43. In the Technical Proposal section, can the Independently Audited Financial Statements, References, and Letters of Commitment be included as attachments, rather than part of the 25 page narrative?	43. Yes, the Independently Audited Financial Statements, References, and Letters of Commitment can be included as attachments, rather than part of the 25 page narrative.

Reference	Question	Answer
	44. In the RFP, the Vendor Responsibility Questionnaire is listed as Attachment #7, and References is listed as Attachment #8. However, the Vendor Responsibility is Attachment #8, and References is Attachment #7.	44. The Vendor Responsibility is Attachment #8, and References is Attachment #7.
Sub paragraph D(3) Bid Price Score and Bid Form	45. The Bid Form requires the bidder to state the five-year total price on one line item. However, under the subparagraph "Bid Price Score" the discussion refers to comparing bidder's pricing on "components". This suggests a level of detail not specified in the RFP. Does the state expect additional detail besides the five-year total price? If so, how should the proposal pricing be presented (i.e., one total amount for the three year term, by year totals, cost by task by year, cost by RFP Component)?	45. There are two bid forms that are required to be filled out in their entirety: the Bid Form which is included as part of the lobbying requirements of the RFP, and Attachment #12, Financial Proposal Bid Form. On the Bid Form for the lobbying requirements, please fill in the 5 year total price on Line A, and fill out the rest of the form in its entirety. On Attachment #12, Financial Proposal Bid Form, please fill out the rate for each year on the provided lines, and complete the rest of the form in its entirety. The total of all 5 years on the Financial Proposal Bid Form should equal the 5 year total price that was included on the Bid Form for the lobbying requirements.
Sub paragraph D(3)	46. Exactly what documents does the state expect to be part of the Financial Bid submitted in the separate sealed envelope?	46. The Financial Bid must consist of the Bid Form for lobbying requirements and the Financial Proposal Bid Form (Attachment #12). Please include both forms in a separately sealed envelope, as stated in the Financial Proposal section of the RFP.
Appendix D,sub paragraph W	47. Does the RFP mean racial background when it uses the term "ethnic background?" If not, what are the categories of ethnic backgrounds under which the contractor will be expected to report?	47. For purposes of this RFP, "ethnic background" is the same as "racial background."

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Sub paragraph E(5)	48. Is there a specific format with which the contractor will invoice the state for work pursuant to this RFP? If so, please provide the detail expected or a copy of the form, if one exists.	48. The Contractor will invoice the state for completed services by filling out a Standard Voucher. The Department will provide the Awardee with Standard Vouchers upon announcement of the contract award.