

**RFP - MEDICAID PHARMACY MANAGEMENT SERVICES**  
**Questions & Answers - Set 4**  
**March 17, 2004**

1. **Please provide the average dispensing fee for the NY Medicaid program. In addition, no co-pay or deductible data was given with the data set. Are these data elements available summarized by NDC? If not, what are the co-pay regulations for NY Medicaid?**

The dollar amount shown in the data set is what Medicaid paid, including dispensing fees, less any co-pays. The current dispensing fees for the Medicaid program is \$3.50 for brand-name drugs, \$4.50 for generics, and no dispensing fee for OTCs. Co-pay data is not available by NDC. Prescriptions for Managed Care recipients, which are paid under the Medicaid Fee-For-Service (FFS) program, are not currently subject to co-pay. The current co-pays for Medicaid FFS recipients are \$2.00 for brand-name prescription drugs, \$.50 for generics and OTCs. Co-payment is capped at \$100 per fiscal year per recipient for all Medicaid services subject to co-pays. Co-pay regulations can be found in Title 18, Section 360-7.12. There are no deductibles for prescription benefits received under the Medicaid Fee-For-Service program.

2. **Is the contractor expected to negotiate supplemental rebates for the EPIC population or are rebates mandated legislatively? (II-5; Set 1 - #6)**

A: Yes, the contractor is expected to negotiate supplemental rebates for Medicaid and other State pharmacy programs such as EPIC.

3. **Our call center manages to a service level of 30-second average speed of answer, referring to the average wait time on hold. We provide sufficient staff to achieve this service level. The requirement detail in the RFP PART II-D.2.b (5) states, "Total hold time for an operator shall not exceed two (2) minutes." Our experience in managing call centers, and our understanding of the dynamics and data behind call queuing, tells us that, even when consistently achieving a service level objective of no more than 30 seconds average speed of answer, you must significantly overstaff the call center to never exceed a total hold time of two minutes during a given day. The vendor would need to overstaff to achieve a service level average speed of answer of 10 seconds or less and to also achieve the objective of no caller on hold more than two minutes. Would the State be willing to keep the stated goal of a 30 second average speed of answer, but restate the goal of "total hold time for an operator shall not exceed two minutes" to "achieve an overall average speed of answer of 30 seconds or less per calendar month, and achieve a total hold time not to exceed two minutes 95% of the time?" (II-24 {D.2.b.5})**

A: The DOH has modified the language in PART II-24, Section D.2.b.5. Please see the official modifications section of this document for details.

**RFP for Medicaid Pharmacy Management Services  
Modifications - Set 4  
March 17, 2004**

The following are official modifications, which are hereby incorporated into the New York State Medicaid Pharmacy Management Services Request for Proposals (RFP), issued February 2, 2004. In the event of any conflict between the RFP and these modifications, the information contained in these modifications will prevail.

<b>Section Page #</b>	<b>Specific Location</b>	<b>Current Language</b>	<b>Corrected Language (bold)</b>
II-24	D.2.b.5.	Calls must be answered within three (3) rings or fifteen (15) seconds. If an automated voice response system is used as an initial response to inquiries, an option must exist that allows the caller to speak directly with an operator. Total hold time for an operator shall not exceed two (2) minutes. The contractor shall provide sufficient staff such that average wait time on hold per calendar month shall not be in excess of thirty (30) seconds.	Calls must be answered within three (3) rings or fifteen (15) seconds. If an automated voice response system is used as an initial response to inquiries, an option must exist that allows the caller to speak directly with an operator. Total hold time for an operator shall <del>not exceed two (2) minutes</del> <b>be equal to no more than two (2) minutes for ninety-five percent (95%) of the calls that are put on hold during each month.</b> The contractor shall provide sufficient staff such that average wait time on hold per calendar month shall not be in excess of thirty (30) seconds.