

**INVITATION TO NEGOTIATE 2017-02
 for
 External Quality Review and
 Consultant Services**

Addendum 2

Following are the responses to respondent questions pertaining to this ITN.

Question #	Document	Document Section	Document Page #	Respondent Question	FHKC Response
1	ITN	General	N/A	Please clarify the number of health and dental plans.	There are currently five (5) health plans and three (3) dental plans. This number may change during the contract period.
2	ITN	C.1	10	Please clarify the page limit requirement. Do 10 double-sided pages mean 20 pages of text? (two pages = one double sided page)	Double-sided means text is printed on both the front and the back of each page. Ten double-sided pages allows for the same amount of text as twenty single-sided pages.
3	ITN	E	14	Similar question in regard to the 20 page two sided requirement. Does	Yes, twenty double-sided pages is the equivalent of forty single-sided pages.

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				that mean 40 pages of text? (20 double sided)	
4	ITN	E.8	15	How many PIPs per plan are required? Will PDSA be a requirement for all PIPs?	At least two PIPs per plan will be required. FHKC anticipates using the PDSA approach for all PIPs.
5	ITN	E.19	16	How will the EQRO obtain the encounter data? Where is it coming from? The health/dental plans or another entity?	The health and dental plans are expected to pass the encounter data directly to the EQRO. FHKC may choose to change this process.
6	ITN	E.19	16	Please clarify question E.19 for the Technical submission, "Describe how Respondent will make available all claims and encounter data to FHKC as required in Attachment 1: Proposed Contract." Where is this requirement noted in Attachment 1 of the proposed contract?	Attachment 1: Proposed Contract, section 4-4 B Records Retention and Accessibility will be revised to include: <u>All data, information and records provided by or on behalf of the Plans is the property of FHKC. EQRO shall provide, upon FHKC's request, any or all data, information and records used or produced in the course of the performance of this Contract in the manner required by FHKC.</u>
7	Contract	4-1-1	8	Does FHKC have a preference for on-site visits for the Compliance Review? Should the on-site visits be conducted annually or once every three years? (While conducting desk audits during the other years.)	The EQRO should conduct site visits in accordance with federal regulations and the EQRO's own expertise. For the initial proposal, respondents should assume one on-site visit per year, but FHKC may consider alternatives during the negotiation phase.

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8	Contract	4-1-2	9	Who is calculating the performance measure rates? The plans or another entity? The contract indicates that the EQRO will <u>validate</u> the rates (Protocol 2). Or is the EQRO expected to calculate the rates?	The plans will calculate the performance measure rates.
9	Contract	4-1-2	9	Does FHKC have a preference for on-site visits for the Performance Measure Validation audit? Are they required at the plans (versus a desk review)? Should they be conducted on-site annually? Should they be conducted on-site once every three years? If the plans don't calculate the measures, should there be an on-site review at another entity that does calculate the measures or is a desk top review adequate?	FHKC does not anticipate a need for on-site audits for performance measure validation.
10	Contract	4-1-2	9	The contract refers to using NCQA-certified software to assist in the validating process; however, this software is used in the calculation process. Is it acceptable to use in-house programming that passes an independent validation for the validation process?	Yes. The EQRO will be expected to provide evidence of the results of any independent validation.

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11	Contract	4-1-2	9	If the EQRO is calculating the results, is a certified HEDIS audit required for the EQRO calculating the results?	See response to question 8.
12	Contract	4-1-2	9	If rates are calculated by the EQRO, are they expected to be reported to NCQA? Are the plans required to report HEDIS/CAHPS rates to NCQA?	See response to question 8.
13	Contract	4-1-2	9	Are the plans reporting hybrid measures as well as those reported with administrative data only?	Yes.
14	Contract	4-1-2	9	Are the plans required to go through independent HEDIS audits?	This is not a requirement of the current health or dental plan contracts.
15	General	N/A	N/A	Will The Institute for Child Health Policy University of Florida continue to consult on activities such as the performance measure calculation if another vendor is selected for this contract?	FHKC does not anticipate having the EQRO perform EQR-related activities outside of this contract. The Florida KidCare program evaluation, previously conducted by University of Florida, Institute of Child Health Policy (IChP), is separate from this contract and not conducted by FHKC.
16	ITN	Tab 5, #4		Under Tab 5: Minimum Qualifications, #4, it states that "Respondent confirms its independence. The Respondent and its subcontractors must be independent from the Florida Agency for Health Care Administration, etc."	See the qualifications for "independent" in ITN, section IV.C, Tab 5, #4. Absent any other conflict, a contractual relationship with the Agency for Health Care Administration does not preclude a respondent from being an independent organization.

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				Our organization has a contract with the Agency for Health Care Administration for the Florida Statewide Quality Assurance Program, wherein our organization provides statewide quality assurance and enhancement program for people with developmental disabilities served by Florida's Medicaid Home and Community Based Services Waivers and consumer Directed Care Plus program. Does this contract prohibit our organization from qualifying as independent?	
17	ITN	II.C. Competitive Process and Award	Page 4 of 37	The RFP says the award of any contracts is contingent upon the continued availability of funds for the Program and this project. What is the annual budget FHKC has for this project?	<p>This section refers generally to funding for FHKC's administration of CHIP.</p> <p>The total value of the current contract, as amended, is approximately \$3.3 million.</p>
18	ITN	II.A. Scope	5 of 37	Is there an incumbent vendor currently performing external quality review and consultant services for FHKC? If so, who is this incumbent and how long has this entity been providing EQRO services for FHKC?	University of Florida, Institute of Child Health Policy (ICHP) has been the EQRO for at least the last ten years.

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19	ITN	II.B.2. Goals	5 of 37	Please provide examples or a further description of the types of “creative consulting” services the FHKC has in mind.	<p>Examples are not available. To help clarify FHKC’s intent regarding “creative consulting” services, FHKC recognizes that performance improvement is an ongoing, evolving effort and anticipates the need for both innovation and consultation from a subject matter expert on quality to achieve significant, sustained improvement from plans already offering quality services.</p> <p>This will be determined during the negotiation phase.</p>
20	ITN	Tab F Pricing Proposal	16 of 37	Should the reimbursements described in Proposed Contract Section 3-2 be included in the proposed price for each year of the contract?	Yes.
21	Proposed Contract	Section 4	8 of 53	How many plans will be reviewed each contract year? How many of those are health plans and how many are dental plans?	<p>All plans must be reviewed each contract year.</p> <p>See response to question 1.</p>
22	Proposed Contract	Section 3 Fees & Costs	6 of 53	If the number of plans to be reviewed increases, or if the desired services increase or changes to regulatory requires result in an increase level of effort required to perform the work under this contract, will the EQRO be able to	FHKC may permit rate renegotiations under these circumstances by contract amendment, which must be approved by the Board of Directors. No rate changes will be considered for known regulatory changes posted in final form that become effective during the term of the contract resulting from this ITN.

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				renegotiate annual rates? If so, please describe the process for renegotiating rates.	
23	Proposed Contract	Section 3-1 Pricing	6 of 53	Will the EQRO be paid 1/12 th the annual amount quoted for Protocols 1-3?	The EQRO will be paid 1/12 th the annual amount listed in section 3-1 of the contract each month for Protocols 1-3, not including any offsets or payments from incurred liquidated damages. Additional work is priced separately and will be paid in the same manner unless otherwise stated in the contract.
24	Proposed Contract	Section 3-1 Pricing	6 of 53	If the EQRO will be paid a fixed amount per month (1/12 th the annual amount quoted for Protocols 1-3), please elaborate on the number of hours reporting required under this clause. Or, is the hourly reporting only required if Protocol 4 services are contracted or during the transition period to a new vendor?	The number of hours worked is required to be reported on the invoice for Protocols 1-3, but FHKC does not require a specific number of hours worked.
25	Proposed Contract	Section 3-5 Reimbursement for Travel	7-8 of 53	Will all travel costs associated with the EQRO activities be reimbursed to the EQRO assuming such costs are billed in accordance with the per-diems described in Florida Statutes 112.061? If not, please	Pursuant to section 3-2 of Attachment 1: Proposed Contract, the proposed pricing should be all inclusive; however, EQRO may be entitled to reimbursement for per diem and travel expenses as provided by Section 112.061, Florida Statutes, in the same amounts and under the same procedures as

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				what travel will be reimbursement or associated limitations.	<p>Board Members of FHKC are entitled to such reimbursements pursuant to Section 624.91(6)(c), Florida Statutes. Per diem and travel expenses must be approved by an authorized officer or employee of FHKC before they are incurred for reimbursement to be considered.</p> <p>Note: The last paragraph of section 3-2 of Attachment 1: Proposed Contract will be revised as follows:</p> <p>The parties agree that under no circumstances shall the total charges to FHKC for the performance of this Contract and all associated costs exceed the amounts listed in section 4-1 <u>3-1</u> per FHKC fiscal year.</p>
26	Proposed Contract	Section 4-1-2 Validation of Performance Measures	9 of 53	How many performance measures will be validated each year?	The number of performance measures validated may vary. In 2016, the EQRO validated 27 performance measures.
27	Proposed Contract	Section 4-1-2 Validation of Performance Measures	9 of 53	This section says the EQRO must use NCQA-certified software to assist in validating HEDIS performance measures. We assume this requirement is to conduct an NCQA	FHKC expects to receive high-quality, accurate and reliable validation of performance measures in compliance with EQR Protocol 2. NCQA-certified software is required insofar as it is necessary to achieve this goal – such as in

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				HEDIS® Compliance Audit for each of the eight contracted health plans that furnish care to the Healthy Kids enrollees. Is this assumption correct?	an NCQA HEDIS compliance audit. FHKC is open to revising this requirement.
28	N/A	General	N/A	Who is the current incumbent for these services?	See response to question 17.
29	N/A	General	N/A	Is the current Medicaid EQRO eligible to bid this work?	There is no specific restriction prohibiting the current Medicaid EQRO from bidding.
30	N/A	General	N/A	Is there a cost estimate for this work?	No.
31	N/A	General	N/A	What is the current value of the existing contract?	The total value of the current contract, as amended, is approximately \$3.3 million.
32	N/A	General	N/A	Is there a required format/template for the cost proposal?	No.
33	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	How many performance measures are required to be validated?	See response to question 25.
34	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	Are all performance measures HEDIS measures?	No.
35	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	Does FHKC require the HEDIS audit methodology to validate performance measures or can the	At a minimum, the requirements of CMS Protocol 2 must be met.

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				CMS Protocol 2 be used to validate performance measures?	
36	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	How does FHKC intend for the EQRO to use NCQA-certified HEDIS software in conjunction with performance measure validations?	See response to question 26.
37	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	Are the current health plans required to report audited HEDIS measures?	This is not a requirement in the current contracts; however, most health plans have self-reported auditing HEDIS measures prior to reporting their calculated performance measures.
38	Proposed Contract	4-1-2 Validation of Performance Measures - EQR Protocol 2	9	Are the current dental plans required to report audited HEDIS measures?	This is not a requirement in the current contracts.
39	Proposed Contract	4-1-3 Validation of Performance Improvement Projects - EQRO Protocol 3	9	How many performance improvement projects in total does FHKC require for validation?	The total number of performance improvement projects may vary. Currently, one PIP per plan is validated.
40	Proposed Contract	4-1-5 General Work Requirements D.	11	Which health plans are NCQA-accredited for their HealthyKids line of business?	All current health plans are NCQA accredited.
41	Proposed Contract	4-1-5 General Work Requirements H.	11	What is the purpose of the EQRO receiving enrollment files from FHKC?	Information included in the enrollment files is currently used in conjunction with encounter data for performance measure services.

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42	Proposed Contract	4-3 Key Staff	15	Does FHKC require key staff to be located in Florida?	No.
43	ITN	B. Overview of Florida Healthy Kids	3	Has the number of health plans increased to five to make a total of eight plans?	See response to question 1.
44	ITN	B. Submittal of Proposals	10	Will FHKC accept PDF files for all Tabs?	Yes, except any redlines to Attachment 1: Proposed Contract (for consideration after evaluations only) must be provided in Microsoft Word.
45	ITN	Tab A: Profile of Respondent / Tab 7: References	13	With respect to Letters of Reference, will work related to quality improvement, but not specifically EQRO, be considered as meeting this requirement?	Yes. Please ensure the services provided are clearly described.
46	ITN	Tab E: Technical Information 19.	16	Can FHKC clarify the section in Attachment 1: Proposed Contract for this requirement?	See response to question 6.
47	ITN	IV Submission Requirements: Tab E. Technical Information and Tab F: Pricing	15	May the contractor propose an hourly rate for training and technical assistance for the PIPs?	For the initial proposal, no, but FHKC may consider alternatives during the negotiation phase.
48	ITN	IV Submission Requirements Tab E. Technical Information #8	15	The description is “developing, implementing and managing” the PIP – is that based on the optional Protocol 7 PIP Implementation?	See section 4-1-3 of Attachment 1, Proposed Contract.

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49	ITN	IV Submission Requirements Tab E. Technical Information #8	15	Is the intent for there to be one “collaborative” PIP or 8 MCO PIPs	All PIPs are reported separately.
50	Contract	4-1-1 Compliance	8	Does the compliance review include Program Integrity?	The compliance review includes all elements required by CMS for EQR Protocol 1.
51	Contract	4-1-1 Compliance	8	Will any follow-up be required for compliance items that are partially met?	Yes.
52	Contract	4-1-2 Validation of PM	9	Are reports for each protocol or for each MCO?	Section 4-1-2 of the Attachment 1, Proposed Contract references only EQR Protocol 2.
53	Contract	4-1-2 Validation of PM	9	Will the contractor be required to use a HEDIS certified auditor in addition to the NCQA-certified software?	No.
54	Contract	4-1-2 Validation of PM	9	Will the information system assessment be conducted under Appendix V or under the HEDIS Roadmap?	This will be determined during the negotiation phase.
55	Contract	4-1-3 Validation of PIPs	9	Are the trainings to be held at one location for all MCOs or for each individual MCO?	For the initial proposal, respondents should assume live, virtual training for each plan separately. FHKC may consider alternatives during the negotiation phase.