

New Mexico Medicaid External Quality Review Organization RFP - Questions and Answers

| # | RFP Reference | Question | Response |
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| 1 | Appendix B: Sample EQRO Contract Terms and Conditions, Section 2.6 Overhead Services not Reimbursed, Item G (EQRO RFP page 87): The RFP states that there will be approximately four (4) monthly ad hoc meetings within New Mexico. | What is the timeframe of these ad hoc meetings? Is the timeframe per month, per quarter or per calendar year? | Meeting timeframes cannot be determined this far in advance. However, ad hoc meetings would be arranged according to all parties' meeting schedule convenience. |
| 2 | Section V. Technical Deliverables, C. Quality of EQRO Services, Item 1 Quality of Staff (EQRO RFP page 64): The RFP states that there must be a licensed psychiatrist on staff. | Can the licensed Psychiatrist be a contract employee? Can the board certified psychiatrist be a partial FTE? Must this board certified psychiatrist be licensed in New Mexico? | Yes, the licensed psychiatrist can be a contract employee. Yes, the board certified psychiatrist can be a partial FTE. It is preferred but no mandatory that the psychiatrist be licensed in New Mexico. |
| 3 | Section V. Technical Deliverables, D. Overhead Services not Reimbursable (EQRO RFP page 66): The RFP states that there will be non-reimbursable items for | Is this item negotiable whereby any required meeting that would necessitate staff to stay overnight would allow for travel expense reimbursement? | This item will not be negotiable. There will be no opportunity for any reimbursement for any overnight travel expenses. |

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| | monthly meetings. | | |
| 4 | Section V. Technical Deliverables, D. Overhead Services not Reimbursable (EQRO RFP page 66): The RFP states that there will be non-reimbursable items for legislative hearings. | Is this item negotiable whereby anything more than 2 events per calendar year would allow for travel expense reimbursement? | This item will not be negotiable. There will be no opportunity for any reimbursement for any legislative hearing travel expenses. |
| 5 | Section IV. Scope of Work, A. EQRO Program Administration, Utilization Management (UM) and Utilization Review (UR) Standards, Item 4 (EQRO RFP page 47): The RFP discusses FFS/UR Agent Oversight. | This question relates to oversight of fee-for-service contractors, specifically quality oversight and monitoring of the 'FFS/UR Agent'. What is HSD's plan with EQR review of the FFS/UR Agent? Does this item include one entity or more than one entity? | The term "FFS/UR agents" refers to Third Party Assessors or TPAs. At this time, there is no review of a TPA. |
| 6 | Section II. Conditions Governing the Procurement, C. General Requirements, Item 4 Subcontractors (EQRO RFP page 26): The RFP discusses subcontractors. | Please define 'major subcontractor'. | Major subcontractor means a subcontractor who has been awarded a subcontract to receive 10% or more of the value of the contract. |
| 7 | Section II. Conditions Governing the | Please provide more details about the topics for the training and the online format expected from HSD. | There is no required training at this time, either from HSD for |

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| | Procurement, C. General Requirements, Item 3 Prime Contractor Responsibility (EQRO RFP page 26): The RFP states that required HSD online training will be provided on an annual basis. | | this EQRO RFP contractor or from the contractor for HSD staff. |
| 8 | Section V. Technical Deliverables, B. Reimbursable Services, Item 13. Design, Conduct and Report on HEDIS-Like Measures (EQRO RFP page 63): The RFP states that the contractor will provide training and facilitation of the process for the HSD staff. | What is the frequency of these trainings? Are the trainings to be held monthly, quarterly or each calendar year? | Trainings will be held upon Quality Bureau's request and will be negotiable with the EQRO contractor. |
| 9 | Section I. Introduction, B. Scope of Work Summary, Item 3 (EQRO RFP page 2): The RFP states that the contractor shall use industry statistical standards of sampling in methodology to follow at a | For the current Medicaid population, this random sampling plan results in approximately 421 files for this population (383 plus 10% oversample). Is it the intent of HSD to request approximately this number of audit files for each audit regulation, for each audit period? Will the anticipated budget support this level of activity? | Yes, it is the intent of HSD to have the EQRO contractor adopt and maintain this sampling methodology standard specific to each audit population. For Centennial Care program audits beginning in SFY15, HSD will assume that Performance Measure/Performance Improvement Project |

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| | <p>minimum of a ninety-five (95) percent confidence interval and standard error rate of no more than .05 percent.</p> | | <p>audits and Compliance audits can be combined into one audit and one report per year per Managed Care Organization (MCO). This means that the sampling methodology can be used for these audits one time per year per MCO. This same sampling methodology should also be used for biennial reports.</p> |
| 10 | <p>Section V. Technical Deliverables, B. Reimbursable Services, Item 3. Design, Conduct and Report on Compliance Audit a. Measurement and Scoring Methodology (EQRO RFP page 56): The RFP states that the EQRO contractor will develop the random sampling methodologies to meet a 95% confidence interval with no more than a standard error rate of .05 to allow statistically valid</p> | <p>For the current Medicaid population, this random sampling plan results in approximately 421 files for this population (383 plus 10% oversample). Is it the intent of HSD to request this number of medical records for each audit period? Will the anticipated budget support this level of activity?</p> | <p>Yes, it is the intent of HSD to have the EQRO contractor adopt and maintain this sampling methodology standard specific to each audit population. For Centennial Care program audits beginning in SFY15, HSD will assume that Performance Measure/Performance Improvement Project audits and Compliance audits can be combined into one audit and one report per year per Managed Care Organization (MCO). This means that the sampling methodology can be used for these audits one time per year per MCO. This same sampling methodology should also be used for</p> |

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| | measurements of performance and that also allow for valid comparison among the MCOs. | | biennial reports. |
| 11 | Section III. Response Format and Organization, E. Technical Proposal Content and Format (EQRO RFP page 34): The RFP states that all technical proposals shall be typewritten on standard 8 1/2 x 11 inch paper, size 12 font. | May a smaller font size than 12 be used in tables and figures? If so, what is the smallest size font allowed? | A smaller font size may be used for tables and figures to ensure better formatting. However, the font size should be large enough to be read easily. It is suggested that at least a font size of 10 be used. |
| 12 | Section V. Technical Deliverables, B. Reimbursable Services, Item 12. Design, Conduct and Report on Individualized Service Plans (EQRO RFP page 62): The RFP states that the EQRO contractor shall monitor and annually evaluate the MCOs' performance on the HCBS requirements under | What is HSD's plan with EQR review of the Individualized Service Plans? | Reviewing Individualized Service Plans means reviewing the files containing Nursing Facility Level of Care (NF LOC) assignments made by MCOs and determining MCOs' performance on HCBS requirements. The HCBS NF LOC samples for service plans will be monitored for the following elements: a. To ensure that identified members' |

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| | <p>Centennial Care to ensure that MCOs are appropriately creating and implementing service care plans based on enrollee's identified needs.</p> | | <p>goals are entered on the Individualized Service Plans.</p> <p>b. To ensure that MCOs are appropriately creating and implementing service plans based on enrollee's identified needs.</p> <p>c. To ensure that a review is conducted on a valid representative sample of service plan reductions at least annually.</p> |
| 13 | <p>Appendix D, Cost Proposal Form (EQRO RFP page 108): The RFP lists items that indicate "per report", such as Individual Case Reviews; Follow Up Review and (Individual) Performance Measurement Activity; Report on Member and Provider Satisfaction Survey; Report on Periodic Utilization Review Denial Review; Report</p> | <p>What is the intended frequency of reporting for these items? Could these reports be required multiple times within a state fiscal year or calendar year?</p> | <p>These reports are all intended to be considered as hoc reports to be completed at the request of HSD. For purposes of submitting the cost per year for these reports listed within Appendix D, assume that there would be only one report per year for each type of report.</p> |

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| | Cross Validation Audit of Encounter Data. | | |
| 14 | Section V. Technical Deliverables, B. Reimbursable Services, 8. Design and Conduct Ad Hoc Audits (EQRO RFP page 59-60): The RFP states that Ad hoc audits will be reimbursed at the contracted hourly rate for this type of activity. | This language appears to be inconsistent with page 108, Cost Proposal Form. What is the intended reimbursement method – hourly rate or by report? | For purposes of submitting the cost per year for one ad hoc report described in Section V and listed within Appendix D, assume that 100 working hours would be necessary to complete this report (ad hoc report cost = 100 hours for one ad hoc report per year). |
| 15 | Section IV, Scope of Work, A. EQRO Program Administration, EQRO Administrative Burden #6. (EQRO RFP page 41): The RFP states that the Offeror shall be proficient in Centennial Care service plan reporting analysis. | Please provide more details on service plans. Does this refer to the Individualized Service Plans (ISP)? | Yes, this section refers to service plan reporting and analysis (see answer to question #12 for more detail re: ISPs). |