

State of New Mexico



New Mexico Human Services
Department

Request for Proposals

for

Managed Care Organization

Contractors

for Turquoise Care

RFP # 23-630-8000-0001

Amendment 2

Issued November 15, 2022

RFP Issue Date: September 30, 2022

Proposal Due Date: 5:00 PM (MST), December 2, 2022

NMHSD Request for Proposals # 23-630-8000-0001 is amended as follows:

1. Section 1.8, Procurement Library

Revising bulleted list in paragraph 2 to accurately state the names of the following documents in the procurement library:

From:	To:
2022 Centennial Care Fact Sheet	Centennial Care 2.0 Fact Sheet
Centennial Care Annual and Quarterly Reports, 2014 – 2017 (Q1) and Hospital Quality Improvement Incentive (2016 & 2017)	1115 Demonstration Reports
2017 1115 Waiver Renewal Application and CMS Approvals	NM Medicaid 1115 Section
Critical Incident Reporting	BHSD Critical Incident Reporting
Community Based Services Questionnaire and Report Template	Centennial Care Benefits Questionnaire
MCO Systems Manual (2017)	Managed Care Organization Systems Manual

2. Section 2.1, Procurement Schedule

Revising section 2.1, Procurement Schedule, to change the date of Notice of Intent to Award and Contract Negotiations to reflect January 16, 2023 as a federal and State holiday.

From:

Notice of Intent to Award	January 16, 2023
Contract Negotiations	January 17 – February 3, 2023

To:

Notice of Intent to Award	January 17, 2023
Contract Negotiations	January 18 – February 3, 2023

3. Section 2.3, General Requirements

Revising section 2.3.8, Disclosure of Proposal Contents, to clarify that when Contracts

are awarded, the redacted/public versions of all proposals and documents pertaining to the proposals will be open to the public.

From:

Proposals will be kept confidential until Contracts are awarded. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for the material that is proprietary or confidential. The Procurement Manager will not disclose or make public any pages of a proposal on which the Offeror has stamped or imprinted “proprietary” or “confidential,” subject to the following requirements. Blanket labeling of the entire document as “confidential” or “proprietary,” however, shall result in the proposal being determined non-responsive.

Proprietary or confidential data must be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, NMSA 1978, §§ 57-3A-1 to 57-3A-7. The price of products offered or the cost of services proposed must not be designated as proprietary or confidential information.

If a request is received for disclosure of data which an Offeror has designated as confidential or proprietary, the Procurement Manager shall examine the Offeror's designation of confidential materials and issue a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

The State of New Mexico maintains the right to use all ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.

To:

Proposals will be kept confidential until Contracts are awarded. At that time, the redacted/public version of proposals and documents pertaining to the proposals will be open to the public. The Procurement Manager will not disclose or make public any content redacted by the Offeror as “proprietary” or “confidential,” subject to the following requirements.

Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, NMSA 1978, §§ 57-3A-1 to 57-3A-7. The price of products offered or the cost of services proposed must not be designated as proprietary or confidential information.

If a request is received for disclosure of data which an Offeror has redacted as confidential or proprietary, the Procurement Manager shall examine the Offeror's redacted content as confidential materials and issue a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

The State of New Mexico maintains the right to use all ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.

4. Section 3.3, Electronic Submission and Formatting Requirements

Revising paragraph 5 to clarify that all Offerors must submit redacted/public versions of each of the five (5) separate electronic file submissions of proposals and documents in order to facilitate the potential eventual public inspection of the non-confidential version of the Offerors' proposals.

From:

If Offeror's proposal contains confidential information, as defined and detailed in Section 2.3.8, the Offeror must submit two (2) additional separate electronic file submissions:

- One (1) electronic file submission of the unredacted version for evaluation purposes; and
- One (1) electronic file submission of the redacted version for the public file, in order to facilitate the potential eventual public inspection of the non-confidential version of Offeror's proposal. Redacted versions must be clearly marked as "REDACTED" or "CONFIDENTIAL" on the first page of the electronic file.

To:

The Offeror must also submit redacted/public versions of each of the five (5) separate electronic file submissions of proposals and documents in order to facilitate the potential eventual public inspection of the non-confidential version of the Offeror's proposal. The Offeror's redacted/public electronic file submission versions must only redact confidential information as defined and detailed in section 2.3.8 of this RFP. **Blanket redaction of the entire document as "confidential" or "proprietary" shall result in the proposal being determined non-responsive.** Redacted/public versions must be clearly marked as "REDACTED/PUBLIC" on the first page of the electronic file.

5. Section 3.4.2.1

Revising the list of Mandatory Requirements Electronic File Submission to include “Disclosure of Contractor Relationship (see Appendix A of this RFP)”.

From:

3.1.2.1 The **Mandatory Requirements Electronic File Submission** must include and have dividers labeled clearly with the corresponding document separating the following sections:

1. Letter of Transmittal
2. Compliance and Acceptance Statement
3. Proposed Changes to Contract Terms and Conditions (if applicable)
4. Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters
5. Campaign Contribution Disclosure Form
6. New Mexico Employees Health Coverage
7. Conflict of Interest Affidavit
8. Statement of Pending or Recent Litigation
9. Statement of Filed Bankruptcy or Insolvency Proceeding
10. Audited Financial Statements
11. New Mexico Licensure
12. Copy of Dual Eligible Special Needs Plan (D-SNP) agreement with CMS or statement of intent to apply for a D-SNP agreement.
13. Systems Manual Agreement
14. Disclosure of Lobbying Activities (see Appendix G of this RFP)
15. Proposal Summary and Offeror Information

To:

3.1.2.2 The **Mandatory Requirements Electronic File Submission** must include and have dividers labeled clearly with the corresponding document separating the following sections:

1. Letter of Transmittal
2. Disclosure of Contractor Relationship (see Appendix A of this RFP)
3. Compliance and Acceptance Statement
4. Proposed Changes to Contract Terms and Conditions (if applicable)
5. Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters
6. Campaign Contribution Disclosure Form
7. New Mexico Employees Health Coverage
8. Conflict of Interest Affidavit
9. Statement of Pending or Recent Litigation
10. Statement of Filed Bankruptcy or Insolvency Proceeding
11. Audited Financial Statements

12. New Mexico Licensure
13. Copy of Dual Eligible Special Needs Plan (D-SNP) agreement with CMS or statement of intent to apply for a D-SNP agreement
14. Systems Manual Agreement
15. Disclosure of Lobbying Activities (see Appendix G of this RFP)
16. Proposal Summary and Offeror Information

6. Section 5.14, Proposal Summary and Offeror Information

Revising text in line 7 of Question 6 as follows:

From:

“Member connections”

To:

“Member services”

7. Section 6, Technical Proposal

Revising text in Question 1, subsection h, to reflect the State’s intent for Offerors to include both Major Subcontractors and Subcontractors in the response:

From:

h. Subcontractors performing delegated managed care functions and the functions the Subcontractors performed.

To:

h. Major Subcontractors and Subcontractors performing delegated managed care functions and the functions the Major Subcontractors and Subcontractors performed.

8. Section 6, Technical Proposal

Revising text in Question 8, to allow the Offeror to submit a supporting exhibit in its response to Question 8. The supporting exhibit included in the Technical Proposal Supporting Exhibits Electronic File Submission will not be counted toward the per topic area maximum page limits, but must not exceed three (3) pages for each value-added service.

From:

8. Describe any value-added services the Offeror intends to offer members, including the target population, the scope of the benefit, including any limitations, the desired outcome of providing the value-added service, and how the Offeror will monitor and evaluate the effectiveness of value-added services.

To:

8. Describe any value-added services the Offeror intends to offer members, including the target population, the scope of the benefit, including any limitations, the desired outcome of providing the value-added service, and how the Offeror will monitor and evaluate the effectiveness of value-added services.

The Offeror may provide an exhibit in support of its response to this question, which must be included as a supporting exhibit in the Technical Proposal Supporting Exhibits Electronic File Submission. The supporting exhibit will not be counted toward the per topic area maximum page limits, but must not exceed three (3) pages for each value-added service.

9. Section 6, Technical Proposal

Revising text to label Question 10 subsections accurately:

From:

10. Describe the Offeror's strategies for outreaching and engaging Members in Care Coordination, including:

- a. Members who are pregnant or post-partum;
- b. Members with behavioral health conditions;
- c. Members who are elderly or disabled and in need of LTSS;
- d. Members who are justice-involved;
- e. Members who are Native American;
- f. Members with significant intellectual and developmental disabilities;
- g. Members who are homeless, precariously housed, and/or transient;
- h. Members in out-of-home or out-of-state placements;
Members who do not speak English (e.g., Native American languages, Spanish) or have other communication needs (e.g., TTY, augmentative communication devices);
- i. Members who are difficult to contact or choose not to engage;
- j. Adolescents transitioning to adulthood; and
- k. Members residing in rural and/or frontier areas of New Mexico.

To:

10. Describe the Offeror's strategies for outreaching and engaging Members in Care Coordination, including:

- a. Members who are pregnant or post-partum;
- b. Members with behavioral health conditions;
- c. Members who are elderly or disabled and in need of LTSS;
- d. Members who are justice-involved;
- e. Members who are Native American;

- f. Members with significant intellectual and developmental disabilities;
- g. Members who are homeless, precariously housed, and/or transient;
- h. Members in out-of-home or out-of-state placements;
- i. Members who do not speak English (e.g., Native American languages, Spanish) or have other communication needs (e.g., TTY, augmentative communication devices);
- j. Members who are difficult to contact or choose not to engage;
- k. Adolescents transitioning to adulthood; and
- l. Members residing in rural and/or frontier areas of New Mexico.

10. Section 7, CISC Technical Proposal

Revising text in Question 1, subsection h, to reflect the State’s intent for Offerors to include both Major Subcontractors and Subcontractors in the response:

From:

h. Major Subcontractors performing delegated managed care functions and the functions the Subcontractors performed.

To:

h. Major Subcontractors and Subcontractors performing delegated managed care functions and the functions the Major Subcontractors and Subcontractors performed.

11. Section 7, CISC Technical Proposal

Revising text in Question 5, to allow the Offeror to submit a supporting exhibit in its response to Question 5. The supporting exhibit included in the CISC Technical Proposal Supporting Exhibits Electronic File Submission will not be counted toward the per topic area maximum page limits, but must not exceed three (3) pages for each value-added service.

From:

5. Describe each of the value-added services the Offeror will provider to CISC Members. For each value-added service, include the:

- a. Service name;
- b. Service description, including any amount, scope or duration limitations and authorization requirements;
- c. Goals and objectives in providing the service, any geographical considerations, and how the value-added service will complement covered services;
- d. Eligibility criteria for receiving the value-added service;
- e. Projected number of members that will receive the service each year; and
- f. Type of provider or other entity that will provide the service.

To:

5. Describe each of the value-added services the Offeror will provide to CISC Members. For each value-added service, include the:
- a. Service name;
 - b. Service description, including any amount, scope or duration limitations and authorization requirements;
 - c. Goals and objectives in providing the service, any geographical considerations, and how the value-added service will complement covered services;
 - d. Eligibility criteria for receiving the value-added service;
 - e. Projected number of members that will receive the service each year; and
 - f. Type of provider or other entity that will provide the service.

The Offeror may provide an exhibit in support of its response to this question, which must be included as a supporting exhibit in the CISC Technical Proposal Supporting Exhibits Electronic File Submission. The supporting exhibit will not be counted toward the per topic area maximum page limits, but must not exceed three (3) pages for each value-added service.

12. Attachment L, Model Contract for Turquoise Care, Section 2, Definitions, Acronyms, and Abbreviations

Revising definition of Child(ren) in State Custody (CISC) to include all children and youth in the legal custody of CYFD's Protective Services division and removing COEs from the definition:

From:

Child(ren) in State Custody (CISC) means child(ren) and youth in the legal custody of CYFD's Protective Services division, including Native Children and children never removed from the Respondent's home or children returned to the Respondent's home following a removal. COEs: 017, 037, 046, 047, 066, and 086.

To:

Child(ren) in State Custody (CISC) means child(ren) and youth in the legal custody of CYFD's Protective Services division, including Native Children and children never removed from the Respondent's home or children returned to the Respondent's home following a removal.

13. Attachment L, Model Contract for Turquoise Care, Section 4.4.3, Care Coordination Staffing and Training

Revising text in Section 4.4.3.2.2 to clarify that Contractors are expected to employ or contract with Native American training instructors from New Mexico's Tribes to ensure care coordination training incorporates information about the people, cultures, customs, and traditions of New Mexico's Tribes, Nation, and Pueblos:

From:

The CONTRACTOR shall use training instructors from New Mexico Tribes. Training shall address all topic areas necessary for Care Coordination staff to perform their job responsibilities in Section 4.4 of this Agreement.

To:

The CONTRACTOR shall employ or use contract training instructors from New Mexico Tribes. Training shall address all topic areas necessary for Care Coordination staff to perform their job responsibilities in Section 4.4 of this Agreement.

14. Attachment L, Model Contract for Turquoise Care, Section 4.10.3.1, All Providers

Revising text in Section 4.10.3.1.1 to clarify how the requirement to reimburse providers at or above the State Plan approved fee schedule requirements will apply to VBP, APM, and risk-based reimbursements:

From:

Unless otherwise noted in Section 4.10.3 of this Agreement, the CONTRACTOR shall reimburse all providers at or above the State Plan approved fee schedule.

To:

Unless otherwise noted in Section 4.10.3 of this Agreement, the CONTRACTOR shall reimburse all providers at or above the State Plan approved fee schedule for all services reimbursed at a fee-for-service payment methodology. For VBP, APM, and risk-based reimbursements, the Contractor must incorporate the “at or above” State Plan approved fee schedule into the Contractor’s payment methodology and be able to account for the respective utilization and payment to ensure that the requirement is met.

15. Attachment L, Model Contract for Turquoise Care, Section 4.10.3.10, Pharmacy Services

Revising text in Section 4.10.3.10.1, to increase the advance notice provided by HSD to the Contractor to implement changes to the PDL or PDL prior authorization criteria from thirty (30) to sixty (60) Calendar Days:

From:

Upon notice of any upcoming changes to HSD’s PDL or prior authorization criteria, HSD will provide the CONTRACTOR at least thirty (30) Calendar Days advance notice to implement the updated PDL or prior authorization criteria on the effective date identified by HSD.

To:

Upon notice of any upcoming changes to HSD’s PDL or prior authorization criteria, HSD will provide the CONTRACTOR at least sixty (60) Calendar Days advance notice to implement the updated PDL or prior authorization criteria on the effective date identified by HSD.

16. Attachment L, Model Contract for Turquoise Care, Section 7.47, Notice

Revising text in Section 7.47.3 to update the authorized CFO for the State of New Mexico's Human Services Department:

From:

Danny Sandoval, CFO
Human Services Department

To:

Carolee Graham, Acting CFO
Human Services Department