

COUNTY RESPONSES TO RFP QUESTIONS
Pennsylvania HealthChoices Behavioral Health Managed Care Program

Below are questions submitted to the County to which the County has determined to provide answers or further clarification. The County, in its discretion, has not answered all questions submitted.

RFP Page #	RFP Section Number/Title	Vendor Question	County Response
4	Timeline	Will BH-MCOs have an opportunity to ask additional questions or request clarifications after December 15, 2020 in response to the posting of written responses and any RFP amendments?	BH-MCOs may submit written questions or requests for clarifications at any time. The County, in its own discretion, may elect to respond. The County will make such responses available to all BH-MCOs. Because the County does not guarantee a response to subsequently submitted questions, BH-MCOs that submit additional questions should prepare accordingly.
4	Timeline	Given the Readiness Review is scheduled to be completed by April 30, 2021, please clarify if the County expect the BH-MCO to be ready to go-live with service delivery to Members on May 1, 2021, or will the parties negotiate an implementation plan with a mutually agreeable go-live date?	The County expects that the selected BH-MCO will be prepared to commence services on the date that the Subcontract is scheduled to commence pursuant to the timeline, which may be amended at any time in the County's sole discretion. The County may decide to delay the commencement date if it determines, as a result of the Readiness Review and/or other circumstances, that the delay is in the best interest of the County and its members.
5	Definitions	Will the County please consider amending the RFP to clarify the definition of Capitation to specify Capitation rates will be actuarially sound?	The County will not amend the RFP in this regard. Please refer to DHS' Program Standards and Requirements for Primary Contractors under the HealthChoices Behavioral Health Program.
12	I. Procurement Overview, A. Introduction	When does the current BH-MCO's subcontract extension expire and if necessary, can it be extended to accommodate a full implementation period in the event a new BH-MCO is awarded the subcontract?	The Department intends to commence the Subcontract at an appropriate time based upon the best interest of its members. It is the expectation of the County that all parties will take reasonable steps to ensure an appropriate transition to services under the Subcontract in furtherance of the members' best interest.
12	I. Procurement Overview, A. Introduction	Pg. 12 states "The County is proceeding with a re-procurement for BH-MCO services under the Program as the current term of its BH-MCO subcontract expires on December 31, 2020. As a result of the COVID-19 pandemic, County and the current BH-MCO contractor have executed an extension to the subcontract into 2021." And pg. 21 states "The successful BH-MCO shall	The County expects that the selected BH-MCO will be prepared to commence services on the date that the Subcontract is scheduled to commence pursuant to the timeline, which may be amended in the County's sole discretion. Please refer to the commencement date under the current Timeline for the County's present expectations.

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		execute the contract with the County on or before April 30, 2021." Please clarify the start date (go-live) of the contract.	
13	I. Procurement Overview	Regarding "responsibility to provide reimbursement to providers ... in advance of receiving corresponding capitated payments from the County", is there a current delay and, if so, how long is the typical delay?	Delays may result when payments from the Commonwealth are delayed in certain circumstances. These currently may range up to 3 months.
13	I.B. Minimum Eligibility Criteria	<p>Bullet 6 of this section requires "Declaration pages of insurance policies evincing all necessary and appropriate insurance coverage, including without limitation relating to commercial general liability, premises, vehicle, workers' compensation, errors and omissions, cybersecurity/data protection, which must be maintained throughout the contract term."</p> <p>Questions: 1) Please confirm that the County will accept a Certificate of Insurance, verifying that we maintain the level and types of insurance coverage required by the RFP, instead of the declaration pages; 2) Please clarify where in the proposal submission this information is to be provided; and, 3) Confirm that information which identifies the BH-MCO on the pages is acceptable.</p>	The County will accept, in lieu of a declaration page, a certification of insurance prepared by the insurer setting forth information as required in the RFP for each policy. To evince compliance with the Minimum Eligibility Criteria, the declaration or certificate must identify the BH-MCO as the insured under each policy. The declaration page or certificate must be enclosed with the Transmittal Letter.
14	I. Procurement overview, B. Minimum Eligibility Criteria	In the event a Proposal contains proprietary information, how should the BH-MCO mark proprietary information in its Proposal? For example, should the BH-MCO provide a public redacted version of its Proposal with proprietary information blacked out, in addition to the required complete un-redacted versions containing such proprietary information?	As stated in the RFP, BH-MCOs seeking to identify proprietary information for purposes of meeting an exception to the Pennsylvania Right-To-Know Law are encouraged to contact the County RFP Contract & Administrator directly in writing and identify the specific proprietary information submitted or to be submitted. BH-MCOs may submit a separate copy of materials with proposed redactions in addition to unredacted, complete materials. In the Transmittal Letter, BH-MCOs should identify the proposed redacted sections or documents. Any redacted sections or documents should be enclosed with the corresponding unredacted sections or documents, but separately bound and marked. Please do not include redacted versions of individual pages of sections or documents; A redacted version of the entire document or section should be enclosed. For example, if a BH-MCO proposes redactions to

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			<p>two pages of its Programmatic Submission, it should submit a separate redacted copy of the entire Programmatic Submission document marked as such.</p> <p>As indicated in the RFP, the County is not bound by the proposed redactions and may, as it deems necessary to comply with the law in its sole discretion, disregard the BH-MCO's proposed redacted materials and, instead, provide unredacted or differently redacted materials in response to a request under the Right-To-Know Law.</p>
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14	I. Procurement Overview , C. Information Technology and Systems	<p>Are there multiple funding streams that a member has access to such as additional state and/or county funding? That the BH-MCO would be responsible for administration/reporting? If so:</p> <ul style="list-style-type: none"> • What are the funding streams? • What criteria do members need to meet in order to be placed in each of the funding streams? • How would members in these funding streams be sent to the contractor (e.g. if there are multiple funding streams, can separate 834s be supplied)? • What is the volume of membership by funding stream? 	There are no additional funding streams managed by the BH-MCO.
15		<p>Should our RFP remove all references to our Company name throughout the document?</p> <p>“Except for responses to the "INFORMATION TECHNOLOGIES AND SYSTEMS" and "LEGAL AND FINANCIAL SECURITY DUE DILIGENCE QUESTIONNAIRE" sections, Proposals must omit all participating BH-MCO identifiers and all information that would permit County staff reviewing the proposals to identify participating BH-MCO without referring to external resources, including without limitation, participating BH-MCO 's logos or names, addresses, and names of staff and programs on interior pages. Proposals must refer to existing clients, programs and staff generically and must not otherwise easily identify BH-MCO.”</p>	Yes, the BH-MCO must omit any references to its name and other company identifiers from the Programmatic Submission.
15	I. Procurement Overview, G. Proposal Format	The Proposal Format instructions state “Except for responses to the “INFORMATION TECHNOLOGIES AND SYSTEMS” and “LEGAL AND FINANCIAL SECURITY DUE DILIGENCE QUESTIONNAIRE” sections, Proposals must omit all participating BH-MCO identifiers and all information that would permit County staff reviewing the proposals to	This is to clarify that the Transmittal Letter is excluded from the requirement under the RFP to omit BH-MCO identifiers. As set forth on RFP pages 25-26, the Transmittal Letter must contain BH-MCO company identifiers. For example, RFP Sections IV.A.1 (Company Information) and 5 (Certification) require company identifiers. The BH-MCO is not prohibited from utilizing the

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		<p>identify participating BH- MCO without referring to external resources, including without limitation, participating BH-MCO’s logos or names, addresses, and names of staff and programs on interior pages. Proposals must refer to existing clients, programs and staff generically and must not otherwise easily identify BH-MCO.”</p> <p>Please confirm that the Transmittal Letter is excluded from this instruction. Also, please confirm if the Transmittal Letter should be separately bound in the proposal submission.</p>	<p>company name and other BH-MCO identifiers throughout the Transmittal Letter to provide appropriate responses RFP Section IV.A. For example, the BH-MCO may use company identifiers to effectively communicate its experience and capacity in responding to RFP Section IV.A.2 and 3.</p> <p>The Transmittal Letter should serve as the cover correspondence and should be separated from the other Proposal sections. Each Section (A through E) should be separately bound.</p>
15, 25	I. Procurement Overview, G. Proposal Format	<p>The requirement in Section I.G. Proposal Format (p15) states that proposals must omit all participating BH-MCO identifiers and all information that would permit County staff to identify participating BH-MCOs. However, Section IV.B.1. (p25) requires bidders to provide information on all current public sector, managed care contracts, including the name of the contracting entity. If the contracting entity is an affiliate company, providing the name would constitute identifying information. Please advise how bidders should proceed.</p>	<p>As stated above, the Transmittal Letter is excluded from the requirement under the RFP to omit BH-MCO identifiers. As set forth on RFP pages 25-26, the Transmittal Letter expressly requires the BH-MCO to include BH-MCO company identifiers. The BH-MCO may utilize company identifiers throughout the Transmittal Letter as appropriate to provide effective responses to RFP Section IV.A.</p>

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16	I. Procurement Overview, H. Guidelines	In the last bullet under section 1, the RFP says the Contract will also include all the County's mandatory contract provisions. Are these the conditions in Exhibit D (County of Delaware Conditions) and if not, will the County please provide the mandatory contract provisions or otherwise elaborate on the nature of these provisions including whether the provisions may have a material impact on the BH-MCO's costs?	Exhibit D summarizes certain of the County's mandatory contract provisions, which are standard in procurement contracts with the County. The remaining provisions will be negotiated with the selected provider; it is the County's understanding that these provisions will not impose costs that would materially deviate from industry standards (which would account for costs imposed by contractual provisions of other, similarly situated counties).
16	I. Procurement Overview, H. Guidelines	The RFP says the County may modify the selection process, the scope of the project, or the required responses to the RFP. If the scope is modified, will the County please confirm the BH- MCOs will be allowed to modify their pricing accordingly?	In the event that the County decides to modify the project after submission of proposals, it will notify all participating BH-MCOs of the changes along with any opportunity of the BH-MCOs to modify their pricing that the County determines to be appropriate as a result of the project modification.
17	I. Procurement Overview, H. Guidelines #9	The RFP says submission of a Proposal constitutes expressed acceptance by the BH-MCO to be bound by all the terms, conditions and provisions of this RFP, including, but not limited to, all exhibits and/or appendices to the RFP. If necessary, where in a proposal should BH-MCOs submit exceptions or offer additional or supplemental terms it wishes to discuss and negotiate with DCDHS as part of the Subcontract?	BH-MCOs are free to provide comments in its Proposal regarding any provision of the RFP as it deems fit. Section IV.A.5 of the RFP requires all BH-MCOs to certify in its Transmittal Letter that it agrees to, and shall comply with, all the terms and conditions set forth in this RFP. In the event that the BH-MCO cannot unconditionally make the required certification, the County reserves the right to, among other things, deem the proposal incomplete or insufficiently responsive.
17	I. Procurement Overview, H. Guidelines	This section states that the selected BH-MCO will be subject to the terms attached hereto as Exhibit B, however Exhibit B reflects the Current Delaware County Risk Arrangement Model. Was this intended to say Exhibit D?	This is to clarify that this reference to Exhibit B in the RFP was intended as a reference to Exhibit D, and the RFP is hereby amended accordingly.

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19	II. Procurement Conditions And Areas Of Focus , B. Conditions for Procurement, 2	The BH-MCO is required to contract with the providers in the County designated network for the fees established by the County. It is foreseeable that some providers may decline to enter into a contract with the BH-MCO despite the BH-MCO's good faith efforts. Will the County please clarify this requirement relates to any willing provider that will accept the terms and conditions of the BH-MCO's contract?	The County expects that proposals will identify both anticipated challenges in the provision of services required under the Subcontract, including with respect to establishing a sufficient provider network, and strategies for addressing same.
19	II. Procurement Conditions And Areas Of Focus , B. Conditions for Procurement, 2	The successful BH-MCO must agree to contract with the providers in the County designated network for the fees established by the County. Is there a listing of service codes and rates that are already established for review?	These will be separately circulated to registered responding BH-MCOs.

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19	II. Procurement Conditions And Areas Of Focus , B. Conditions for Procurement, B5	Can DCDHS provide details regarding the claims activity report that includes the data elements and frequency?	This will be separately circulated to registered responding BH-MCOs.
19	II. Procurement Conditions And Areas Of Focus, B. Conditions for Procurement	Will the County elaborate on “retaining all medical dollars for the Program”? What components (claims, administrative expenses, risk premium) will be included in the capitated payment to the MCO?	The Capitation Payments from the County to the MCO consist of elements related to Cost of Care and Administration. Other details and rates will be negotiated with the BH-MCO.
20	II. Procurement Conditions And Areas Of Focus , B. Conditions for Procurement, 11	The RFP says the BH-MCO shall make no claims of proprietary ownership to “information, data in any and all formats, or software that may be used to process County data.” Will the County please clarify what it means by “software” in this context and confirm that the BH-MCO and/or commercial off the shelf software (COTS) manufacturers will maintain ownership of any pre- existing underlying software utilized in the BH-MCO’s information systems to process County data?	BH-MCOs must limit information they propose to be treated as proprietary (and therefore exempt from public disclosure) in a manner consistent with the Right-To-Know Law, including exceptions thereunder. See above for additional County responses to questions regarding proposal compliance under the Right-to-Know Law.
20	II. Procurement Conditions And Areas Of Focus, B. Conditions for Procurement, 16	The BH-MCO is required to contract with two Delaware County FQHCs. It is foreseeable that an FQHC may decline to enter into a contract with the BH-MCO despite the BH-MCO’s good faith efforts. Will the County please clarify this requirement relates to any willing FQHC that will accept the terms and conditions of the BH-MCO’s contract?	The County expects that proposals will identify both anticipated challenges in the provision of services required under the Subcontract, including with respect to establishing a sufficient provider network, and strategies for addressing same.

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20	II.B. Conditions for Procurement	<p>Item 8 in this section states that the successful BH-MCO must agree to establish key administrative and clinical care management services/functions in an office located in the County. Additional evaluation credit will be given for proposals that include locating the BH-MCO's key clinical staff with County staff for the purpose of managing special populations.</p> <p>Does the County currently have a plan to fully reopen the County Office which would allow for co-located BH-MCO staff?</p>	Current County offices only provide for limited space for co-located staff on a transient basis.
22	II. Procurement Conditions And Areas Of Focus, C. Proposed Allocation of Duties and Functions	Please provide an overview of the county's role in QA under the current contract.	The primary responsibility for QA lies with the BH-MCO. The County QI staff can provide collaboration and oversight.
22	II. Procurement Conditions And Areas Of Focus, C. Proposed Allocation of Duties and Functions	Please provide historical utilization information broken out by adult vs. child by level of care and funding stream, if applicable. Please provide membership, units/1000, admits/1000 and average length of stay at a minimum for the last two fiscal years.	This will be separately circulated to registered responding BH-MCOs.
22	II. Procurement Conditions And Areas Of Focus, C. Proposed Allocation of Duties and Functions	Regarding Section II.C., under the Grievance and Appeal function (pg. 22), would DCDHS amend the RFP as suggested below to align with the language in Appendix H and the question listed on page 29 regarding the complaint and grievance process?	The County did not intend the terms "complaints" and "appeals" to be used interchangeably. "Complaints" and "grievances" generally refer to processes internal to the BH-MCO, whereas "appeals" refer to a more-formal, external process, as more fully described in the RFP and set forth in applicable law. BH-MCOs are encouraged to identify the manner in which "complaints" are treated in their overall "Grievance and Appeal" function.

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23	III. Instructions For Proposal Completion, A. Submitting the Proposal	Given the ongoing efforts across the country to reduce risk of community spread of the COVID- 19 virus, would DCDHS consider certified electronic signatures via DocuSign in place of ink signatures for the ORIGINAL copy of the proposal?	Due to safety concerns shared by the County regarding the spread of COVID-19, and to facilitate the safe submission of proposals, the County will accept proposals executed pursuant to DocuSign or other similar platform through which reasonably acceptable certifications of authenticity can be generated and supplied to the County. Notwithstanding the foregoing, all submissions must otherwise meet the proposal format requirements of the RFP, including without limitation the submission of proposals in electronic and paper form.
23	III. Instructions For Proposal Completion, A. Submitting the Proposal	Given the ongoing efforts across the country to reduce risk of community spread of the COVID- 19 virus, would DCDHS consider electronic submission only?	See above responses.
23	III. Instructions For Proposal Completion, A. Submitting the Proposal	Please confirm that the "One complete hard copy of the Proposal marked 'COPY'" is to be submitted in the same way as the original version (e.g., Sections A. Transmittal Letter and B. Programmatic Submission presented in a single binder, and Sections C. IT and Systems, D. Legal and Financial Security, and E. Pricing each to be bound separately).	This is to confirm such requirement as stated in the RFP. Two identical complete versions (the original plus a copy) of the proposal are required for internal distribution and review by the County.
23	III.A. Submitting the Proposal	On page 23, it notes the IS, Legal Financial Security, Financial Operations (yet there is not a section titled this way), and Pricing sections must be separately bound upon submission. Does this mean bound separately from each other or bound separately from the Transmittal Letter and Programmatic Submission? In other words, are there 4 distinct sections: 1) Transmittal and Programmatic; 2) IT; 3) Legal and Financial Due Diligence Questionnaire; and 4) Pricing?	Sections B through E should each be individually bound and separated from each other and from the Transmittal Letter. The Transmittal Letter, which is intended as the cover correspondence for the proposal, may be bound or stapled in the BH-MCO's discretion, depending on its length. In the electronic format of the proposals, each section (A through E) should be saved as a separate PDF file and with the relevant section as the file name (e.g. "SECTION B").
23	III.A. Submitting the Proposal	Part of the requirement here reads: "All submissions must be enclosed in a plain, sealed envelope with no provider identifiers. All submissions must be marked BH/MCO RFP Proposal addressed to the above referenced point of contact."	It was not the County's intent by use of "envelope" to narrowly limit the type of container in which the proposal is to be delivered to the County. The County will accept a sealed box, envelope or other reasonably necessary container.

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		The number of binders required to meet the County's submission requirements means that the binders will need to be submitted in a box. Does the County wish for each binder within the box to be provided in an unmarked envelope?	
23	III.A. Submitting the Proposal	Regarding the 2 flash drives: 1) Does the County wish to have the 2 flash drives provided in an envelope with a particular hard copy portion of our submission? 2) How are the 2 electronic copies of the Proposal to be labeled? With the RFP name only? May the BH-MCO also include its name on the label?	Each flash drive should be unlabeled and contain a complete electronic version of the proposal as required under the RFP.
23	III. B Proposal Contents	Please confirm that the County will permit an in-person, hand delivery of the proposal given that the office is closed. Will that person be on site only on the due date of January 22?	The County will provide additional information to BH-MCOs as the circumstances may require.
23	III.B. Proposal Contents	The RFP does not specify how Section A. Transmittal Letter is to be presented. As it contains information which will identify the BH-MCO, may we assume that it should be bound separately from Section B. PROGRAMMATIC PROPOSAL? In other words, is each section of the overall proposal package - Sections A through E - to be bound separately?	See above responses.
23	A. Transmittal Letter	The RFP requires that the Transmittal Letter is "signed by an individual with authority to bind the BH-MCO to the Subcontract with the County." Given current COVID workplace restrictions, is an electronic signature acceptable?	See above responses.

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25	B.1. Programmatic Section	<p>The County asks for information on all of the BH-MCO's current, public sector, managed care contracts. To allow Respondents to provide all of the required information on each contract, would the County consider increasing the page limit for this response from 5 pages to 10 pages?</p>	<p>The County has determined that the five-page maximum is appropriate to elicit the relevant detail regarding such contracts. BH-MCOs may elect to present its response in the form of a spreadsheet, if preferable, within the five-page maximum.</p>
25	B. Programmatic Section	<p>The first item in this section requests that we provide information on all current public sector, managed care contracts.</p> <p>How should we cite contracts without revealing details that would identify the BH-MCO, which would be conflict with direction on page 15 which states: "Except for responses to the "INFORMATION TECHNOLOGIES AND SYSTEMS" and "LEGAL AND FINANCIAL SECURITY DUE DILIGENCE QUESTIONNAIRE" sections, Proposals must omit all participating BH-MCO identifiers..."</p>	<p>The County expects that the BH-MCO omit all BH-MCO identifiers, including without limitation, BH-MCO logos or names, addresses, and names of staff and programs. The County does not believe that this requirement restricts BH-MCOs' ability to otherwise provide the necessary information to respond to this section.</p>

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28	IV. Proposal Sections And Elements, B.3. Program Management, Coordination and Network Strategy	Can you please define the acronym PCPC found on page 28, 5th bullet down?	This is to clarify that this reference to “PCPC” was intended as a reference to “PCP”, and the RFP is hereby amended accordingly.
28	IV. Proposal Sections And Elements, B.4, Programmatic Section , Special Populations	The BH-MCO is required to provide two Evidence-Based Practices used specifically for HealthChoices. For those BH-MCOs which may not currently be in the HealthChoices program, is it acceptable to provide comparable examples from other programs? In addition, is the County concerned a BH-MCO’s inability to provide specific HealthChoices examples may permit the identification of the BH-MCO which is discouraged per Section I.G?	The BH-MCO may provide comparable examples from non-HealthChoices programs. The County does not believe that such a response is inconsistent with the requirement to omit BH-MCO identifiers.
29	IV.B.5 Quality Management	The questions states “Describe the first- and second- level complaint and grievance process. Describe in detail how member complaints are investigated. Also include total number of complaints in a year and percentage resolved in 30 days broken down by adults and children and total number of member grievances in a year and percentage with decision in 5 days, broken down by adults and children. Please state the percentage of annual grievances which proceed to the second level, broken down by adults and children.” Regarding the number of complaints and grievances in a year, are your requesting CY 2019, CY 2020 to date, or some other time frame?	Using their best judgment, BH-MCOs should select a time frame or time frames that are representative of the manner in which County should expect BH-MCO to handle similar grievances under the Subcontract. BH-MCOs should identify the time frame or time frames utilized. County may draw an adverse inference if the BH-MCO selects a time frame that is unreasonably narrow or otherwise appears to be insufficiently representative. Whether or not the time frame is sufficiently representative may depend on the overall scale of the BH-MCOs operations.

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29	IV.B.5 Quality Management	<p>One of the requirements here reads: "Describe the first- and second- level complaint and grievance process. Describe in detail how member complaints are investigated. Also include total number of complaints in a year and percentage resolved in 30 days broken down by adults and children and total number of member grievances in a year and percentage with decision in 5 days, broken down by adults and children. Please state the percentage of annual grievances which proceed to the second level, broken down by adults and children."</p> <p>The second level Grievance process was discontinued by the PA Department of Human Services, Office of Mental Health and Substance Abuse Services in Appendix H of the PS&R as of July 2018. The percentage of annual grievances which proceed to the second level would not be applicable. Please confirm that we may disregard providing information about our second-level complaint and grievance process.</p>	<p>The County is seeking information regarding the effectiveness and fairness to members of the BH-MCO's coverage decision-making processes, including as demonstrated by the level of grievance process afforded to members and the data related thereto. In the event that Bh-Mco discontinued any staged grievance process under Healthchoices once it was no longer mandated by the department, it should state such, along with the process that BH-MCO employed thereafter and relevant data relating thereto. For Medicaid managed care contracts in other jurisdictions, BH-MCO should describe the level of process afforded per program requirements, any process afforded voluntarily, and representative data relating thereto.</p>
30	IV. B. 6 Compliance and Accountability	<p>One the requirements here reads: "Describe tools, techniques, and audits used by BH-MCO to ensure providers adhere to their compliance plans and provide examples."</p> <p>Questions: 1) Please confirm that the examples may be provided as attachments which are exempt from page limits. 2) Materials which meet the requirement include information which would identify the BH-MCO. Please confirm that this is</p>	<p>The examples of compliance tools, techniques and audits should be included in the narrative response, which must conform to the 10-page limit and omit BH-MCO identifiers. BH-MCO should not provide examples by separate attachments or otherwise attach materials to demonstrate the effectiveness of its compliance program.</p>

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		acceptable.	
30	IV. B. 7 Network Adequacy	<p>A statement at the end of this section reads: "See Attachments Requested at end of this document."</p> <p>There does not appear to be any such list; please clarify this requirement.</p>	There are no such attachments
30	C. Information Technology and Systems	<p>"General Systems design - briefly describe and limit to one (1) page for each"</p> <p>Please confirm that the 1 page limitation applies only to the sub-bullets under question 1. If not, then would the County increase the page limit to 55 pages so that we may supply the level of detail required by the County?</p>	<p>Yes, that is confirmed.</p> <p>Additionally, the County requests that the response for the entire Information Technology and Systems section be limited to 20 pages overall and inclusive of responses to these bullets.</p>

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30	C. Information Technology and Systems	Section C – Information Technology Systems (pg. 30 underneath the header) - states “Responses to Sections C through E are to be separately bound and sealed and identified throughout with the BH-MCO's name and address.” However, there does not appear to be a Section E within the entire RFP. Please clarify.	Section E refers to the Pricing Proposal. See II.B (Proposal Contents).
30	C. Information Technology and Systems	Section C – Information Technology Systems (pg. 30 right above the header) – indicates “See Attachments Requested at end of document.” However, we are not seeing any reference to this statement.	There are no such attachments.
30	B.6 Compliance and Accountability	<p>The first bullet in this section asks that we provide evidence of OMHSAS' approval of our compliance plan.</p> <p>OMHSAS does not require BH-MCOs to submit their entire compliance plans annually for approval and thus BH-MCOs would not have the requested evidence for the entire plan. Please consider deleting this requirement or provide direction regarding another form of proof.</p>	BH-MCO are expected to identify any third-party audits or reviews (including results) of its compliance program, including through accreditation.
33	C. Information Technology and Systems	Requirement 21 of this section states: "Reports: Provide sample of management reports of program or financial information that would be available to the County and used internally by the BH-MCO management. Provide an example of a specific action – staff training, program development, intervention – implemented to address an issue uncovered in a management report. LIMIT to one (1) page. Provide a list of reports that the BH-MCO developed and uses frequently in the management of the Program."	See response above.

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		Please confirm that it is only the "example of a specific action" which is limited to 1 page.	
33	C. Information Technology and Systems	Section C - Information Technology and Systems – pg. 33 question #19, you ask about the status of the Statutory Reports. The report that DHS sent to the counties ended a while ago as we don't believe that it was replaced. Please clarify if the question relates to the report done specifically for the 837 only?	Using its best judgment, BH-MCOs are expected to describe its processes and applications/warehouses utilized to process, store and access source files from OMHSAS. This should include the BH-MCO's process to develop any related reports to the Department or other regulators.
38		Pg. 38 states "Note that medical costs are projected based on audited expenditures for the 2014 year." Please confirm that medical cost projections are based on 2014 data.	This is to clarify that the reference to 2014 data was intended as a reference to 2019 data. BH-MCOs should also provide 2020 data if available at the time of proposal submission.
39	Exhibit A	Exhibit A seems to be missing the revenue and medical cost information. So that we can create an accurate pricing proposal, please provide this information.	These will be separately circulated to registered responding BH-MCOs.
40	Exhibit B	Exhibit B does not provide any revenue and medical costs information as stated in the initial pricing instructions at the beginning of Section E. " for Utilizing the Capitation Rate Calculation Form (Exhibit B) that includes 2019 revenue and medical cost". So that we can create an accurate pricing proposal, please provide this information.	Same as above.
39 & 40		For the cost proposal, Exhibit A and B (pgs. 39 & 40) does not include the data referenced in the first paragraph of the cost proposal. We cannot complete the cost proposal without this information, please clarify how we can obtain this information.	Same as above.

COUNTY RESPONSES TO RFP QUESTIONS
Pennsylvania HealthChoices Behavioral Health Managed Care Program

RFP Page #	RFP Section Number/Title	Vendor Question	County Response
	General-Clarification on Claims and Authorizations	<p>Can DCDHS provide information regarding the claims cut-off strategy from the current contractor during the transition to the new vendor?</p> <p>Can the BH-MCO take on new Authorizations and new claims starting at the cut-off date?</p> <p>Or</p> <p>Is there an expectation to pay claims based on the Authorizations requested on the Incumbent MCO tools? Is there an expectation to allow providers to submit updated claims to the new BH- MCO for those claims earlier submitted to the Incumbent MCO? If so, what is the period of allowing providers to submit any updates to claims?</p>	This will be determined as part of the Readiness Review and the transition between BH-MCOs.
	General - Utilization Management and Service Request Authorization approval	Are all service authorization requests for the HealthChoices program approved by the BH-MCO; or, are there any services approved by DelCo staff, or any other 3 rd party staff designated by DelCo for approving any special services?	Approved by the BH-MCO.