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| # | RFP Reference | Question | Response |
| 1 |  | Given the current state of COVID-19, could HSD consider an electronic submission as opposed to hard copies? | Please see amendment #1. |
| 2 |  | If an electronic submission was granted, should Offerors follow the format of the Hard Copy response, but apply it as a flash drive version? | The proposal format must follow the hard copy response.  Please see amendment #1. |
| 3 |  | Given the current state of COVID-19, could HSD consider an extension to the current 4/2/20 deadline? | Please see amendment #1. |
| 4 |  | Who is the current vendor for the services in this RFP? | There is not currently a state-wide vendor for these services. |
| 5 |  | What is the current vendors annual contract amount? | N/A. See question 4. |
| 6 |  | Are there existing RMS activities? Would reviewing and providing recommendations on the existing activities be included in this scope? | There are various methodologies, including RMS, throughout the state agencies. This scope does not include reviewing and providing recommendations on the existing activities. The goal of this procurement is to consolidate all state agencies into a consistent RMTS methodology. |
| 7 |  | Per the “RMS RFP 2020 HSD Contracts and Staffing” document, please confirm that there are only 2 programs that currently have an RMS methodology in place. | This is correct. There are only 2 programs with RMS methodology in place. |
| 8 |  | Do any of these existing programs have a RMS time study and/or cost allocation methodology approved by CMS and/or DCA?  If so, please specify which programs and their approval dates. | The CMS-approved claiming guides for DOH, CYFD and UNM CDD were provided as part of the procurement library. The approval dates are not available. |
| 9 |  | For those programs that do not have CMS approval for a RMS time study methodology, can HSD confirm the status of CMS program negotiations for each of these programs, especially those that use a worker day log? | CMS has been made aware of this procurement but there are no negotiations currently underway for these programs. It is expected that the selected offeror would assist HSD in the negotiations of new implementation plans for these programs. |
| 10 |  | When does HSD anticipate the projected implementation date of the first time survey period for each of the programs to begin?   * 1. If HSD is amenable to the programs being combined, what would the anticipated implementation date be for one comprehensive program?   2. If HSD intends to implement each program as unique and separate, what would the anticipated implementation date be for each program?   3. If CMS approval is not yet in place for all of the programs, how will this affect implementation dates and rollout? | The anticipated implementation date of the first time survey period would be October 1, 2020.     1. The anticipated implementation date for one comprehensive program would be October 1, 2020. 2. The implementation date for each program as unique and separate would be October 1, 2020. 3. At this time, HSD does not anticipate that the implementation dates and rollout will be affected. |
| 11 |  | Are there any special considerations related to collecting work schedules, split schedules, or excluded dates that are to be included? | There are no specific considerations related to collecting work schedules, split schedules or excluded dates. |
| 12 |  | Are there any variances or special considerations that will prevent these programs from following the same cost collection methodology and output of the administrative claiming invoice for the administrative claim calculation across all of the agencies? Similar to our questions regarding the RMS, collection of this data being conducted across all agencies following the same template/format will ease administration and cost effectiveness for the programs. | There are some agencies who also claim additional allocated costs on their invoices. These costs would need to be included in the invoice template. HSD would accept an invoice template that includes all costs for which some agencies may not claim. Some agencies have staff that are reimbursed at 75% FFP for Skilled Professional Medical Personnel (SPMP) and Pre-Admission Screening and Resident Review (PASRR) in addition to the regular 50% FFP for administrative activities. |
| 13 |  | Does DOH use a vendor software or an internally developed spreadsheet process to calculate the current Medicaid Administrative claim amounts?  Can you please provide some detail on this process? | Each division in DOH is utilizing a different internally developed spreadsheet process to calculate the current Administrative Claim amounts. The templates have been reviewed and approved by HSD. |
| 14 |  | Does ALTSD use a vendor software or an internally developed spreadsheet process to calculate the current Medicaid Administrative claim amounts?  Can you please provide some detail on this process? | ALTSD is using an internally developed spreadsheet process to calculate the current Administrative Claim amounts. The template has been reviewed and approved by HSD. |
| 15 |  | Does the University of New Mexico use a vendor software or an internally developed spreadsheet process to calculate the current Medicaid Administrative claim amounts?  Can you please provide some detail on this process? | The University of New Mexico is using an internally developed spreadsheet process to calculate the current Administrative Claim amounts. The template has been reviewed and approved by HSD. |
| 16 |  | Is this RFP only asking for Administrative Claim support for the sister agencies?  Does the HSD Medicaid Administrative Claim also need to be calculated through this process or are there separate systems and time tracking methodologies in place there not included in this Scope of Work?   * 1. If this Scope includes HSD, does the Department use a vendor software or an internally developed spreadsheet process to calculate the current Medicaid Administrative claim amounts?  Can you please provide some detail on this process? | This RFP is only asking for Administrative Claims support for the sister agencies. The HSD Medicaid Administrative Claim does not need to be calculated through this process. HSD has separate systems and time tracking methodologies that are not included as part of this Scope of Work. |
| 17 |  | Does any vendor currently provide Administrative Claiming services to HSD? | HSD does not have a vendor providing Administrative Claiming for these programs. HSD does have a vendor that provides RMTS, Administrative Claiming and Direct Medical Services Cost Reporting for our Medicaid School-Based Services (MSBS) Program. |
| 18 |  | How many instances of RMS does NM HSD currently have operating? | See question 7 above. |
| 19 |  | Is there an existing Medicaid Administrative Claiming Methodology? Would reviewing and providing recommendations on the existing Medicaid Administrative Claiming methodology be included in this scope? | See questions 6 and 8 above. |
| 20 | Pg. 1, Section I.A & B | Is the RFP calling for a single RMTS or one RMTS per agency? If a single RMTS, how many workers and which agencies does it cover?  If individual agency RMTS, how many workers per agency? | The RFP is calling for one RMTS per agency. Please refer to the document “*RMS RFP 20-630-8000-0003 contracts with State Agencies & Staff Sister agency contracts FY20 Methodology and Staff Listing*” provided as part of the procurement library for information on the individual contracts and staff listings. |
| 21 | Pg. 24, Section III.B.1 | Can HSD please confirm that offerors should submit one redacted copy of the technical and cost proposal? | Offerors should submit one redacted copy of the technical proposal and one redacted copy of the cost proposal. |
| 22 | Pg. 24, Section III.B.1 | For the redacted versions of the technical and cost proposal, should Offerors add an additional hard copy to total 5 hard copies or include it within the 4 hard copy versions? | The redacted version should be on a flash drive only. |
| 23 | Pg. 25, Section III.C.1 | Within the Proposal Content and Organization section, the technical proposal submission requests the Signed Campaign Contribution Form twice. Can you confirm whether it should be included in Section F. Response to Specifications or separately in Section G? | See Amendment #1. |
| 24 | Pg. 33, Section IV.B.4.B | Can HSD please provide clarification on the following items? Are the items below related to internal fraud or fraud from participants?   * 1. Describe the offeror’s internal Fraud and Abuse or Program Integrity Program.   2. Describe the offeror’s policies and procedures to address prevention, detection and reporting of potential and actual fraud and abuse.   3. Describe the offerors fraud and abuse detection/prevention training activities for employees and providers. | These items are related to addressing potential fraud and abuse from participants. |
| 25 | Pg. 33, Section IV.B.4.C | Would only web-based RMS trainings be acceptable or is the expectation of HSD for the offeror to provide face-to-face and web-based trainings? | When the 2020 public health emergency is lifted, the expectation is that the vendor would provide initial face-to-face training for state agency contacts/program managers. Ongoing training for RMTS participants can be done via web-based trainings. |
| 26 | Pg. 33, Section IV.B.4.C | The RFP indicates “The offeror will be responsible for conducting the quarterly Random Moment Sampling (RMS) of New Mexico State Agencies participating in the Medicaid program. The number of cost pools may vary depending on the number of HSD contracts with State Agencies.”  Please clarify the following related questions:   * 1. How many separate cost pools will be required to have their own unique Random Moment Sampling (RMS) of 95% +/-5%?   2. Based on review of the “RMS RFP 2020 HSD Contracts and Staffing” document, please confirm there are 11 different programs ranging in staff counts from 5-135 requiring a vendor to support RMS for Administrative Claiming?   3. Please confirm if it is HSD’s expectation that each of these programs would administer their own and separate RMS process?   4. Would HSD or the New Mexico State Agencies consider combining some of these programs or clustering several of the similar type programs/providers together for ease of administration and cost effectiveness to operate the time study? | 1. It is anticipated that each agency contract would be a separate cost pool with their own unique Random Moment Sampling (RMS) of 95% +/-5%. 2. The current list of staff includes 11 programs; however, this number could increase based on additional contracts that HSD establishes or determines are appropriate for inclusion in this contract. It is not anticipated that this number would be greater than 15 contracts. 3. Each program would have a separate RMS process to be administered through the offeror’s system. 4. At this time, HSD and the State Agencies are not considering combining or clustering similar types of programs together as they all function under separate contracts with HSD and are administered by various HSD Bureaus. Further, the activities of each agency are different and there are not enough similarities for many of them to be combined. |
| 27 | Pg. 35, Section IV: Specifications | The following requirement states, “Provide on-site, telephonic and e-mail technical assistance on the RMS, Administrative Claiming process during normal state business hours. Inquiries will originate from HSD and the New Mexico State Agencies.”  Can HSD please expand on the expectation of the on-site requirement? | It is expected that, when deemed necessary by HSD or the offeror, the offeror would provide on-site technical assistance on the RMS and/or Administrative Claiming processes. |
| 28 | Pg. 35, Section IV.B.4.F | The following requirement states, “Have the ability to trace receipt and status of submitted requests and report the number of inquiries received and all associated timelines.” Is this in regard to the RMS inbox/phone line or expenditures included in the claim? | This is in regard to the customer service phone line(s) and email box(es). |
| 29 | Pg. 36, Section IV.C.5 | The following requirement states, “Offerors must complete the Cost Response Form in Appendix H”.  Can HSD please confirm that there is no appendix H? | Please see amendment #1. |
| 30 | Pg. 68, Appendix D, Cost Report Form | What is the preferred format or structure that HSD would like the offeror to submit cost? How many years should the offeror submit cost? | The offeror should submit the total cost per state fiscal year for one year. |
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