



MaineCare Non Emergency Transportation (NET) Request for Proposals

Bidders' Conference

August 2, 2012

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

Agenda

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|--|-------------|
| • Welcome & Objectives | 2:00 – 2:05 |
| • Ground Rules | 2:05 – 2:10 |
| • RFP Timeline | 2:10 – 2:15 |
| • Overview of Risk-Based Brokerage Model | 2:15 – 2:30 |
| • Broker Requirements | 2:30 – 2:45 |
| • Populations Served | 2:45 – 2:50 |
| • Regional Coordination | 2:50 – 3:05 |
| • Rate Structure, Proposal and Analysis | 3:05 – 3:20 |
| • Performance Measures | 3:20 – 3:30 |
| • Grievance & Appeals Processes | 3:30 – 3:40 |
| • Proposal Format | 3:40 – 3:45 |
| • Scoring Weights & Process | 3:45 – 3:55 |
| • BREAK/ Submit additional questions | 3:55 – 4:15 |
| • Other Questions | 4:15 – 5:00 |

Bidders Conference Ground Rules

- Questions must pertain to RFP specifications and process.
- Questions and comments regarding the Department rationale or decision to implement a risk-based regional brokerage system are not appropriate for today.
- Read testimony will not be accepted; please submit any written documents to Michelle Probert at michelle.probert@maine.gov and we will review and post to our website.
- Please use the microphone.
- We will be muting phones for online participants.
- For online participants, write in your questions.
- Limit questions to the discussion area on hand.
- Please write one question per index card for issues that have not been addressed.
- At the end of the presentation we will collect the index cards for remaining questions and address as time allows.



RFP Timeline

- **Deadline for Written Questions:** August 9, 2012, 5:00 p.m. EST
- **Deadline for Letter of Intent (LOI) to Bid:** September 4, 2012, 5:00 p.m. EST

Send questions and LOI to: michelle.probert@maine.gov

- **Completed Proposals Due:** October 5, 2012, not later than 2:00 p.m. EST

At:

Division of Purchases

Burton M. Cross Building, 4th Floor, 111 Sewall Street

9 State House Station, Augusta, ME 04333-0009

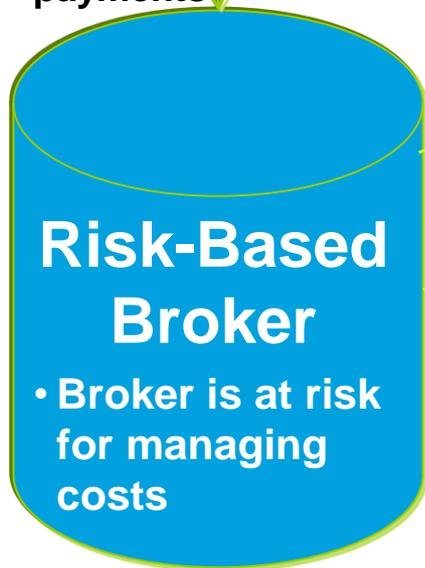


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How does a risk-based brokerage system function?

Capitated
PMPM
payments



Broker negotiates most cost effective transportation that meets member's needs; reimburses providers.*

Agency Vehicle

Wheelchair Van

Fixed Route

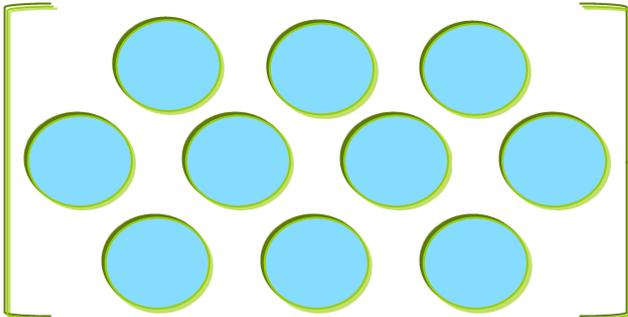
Volunteer

Family Member

Examples of Providers

Requests for Transportation

MaineCare Members



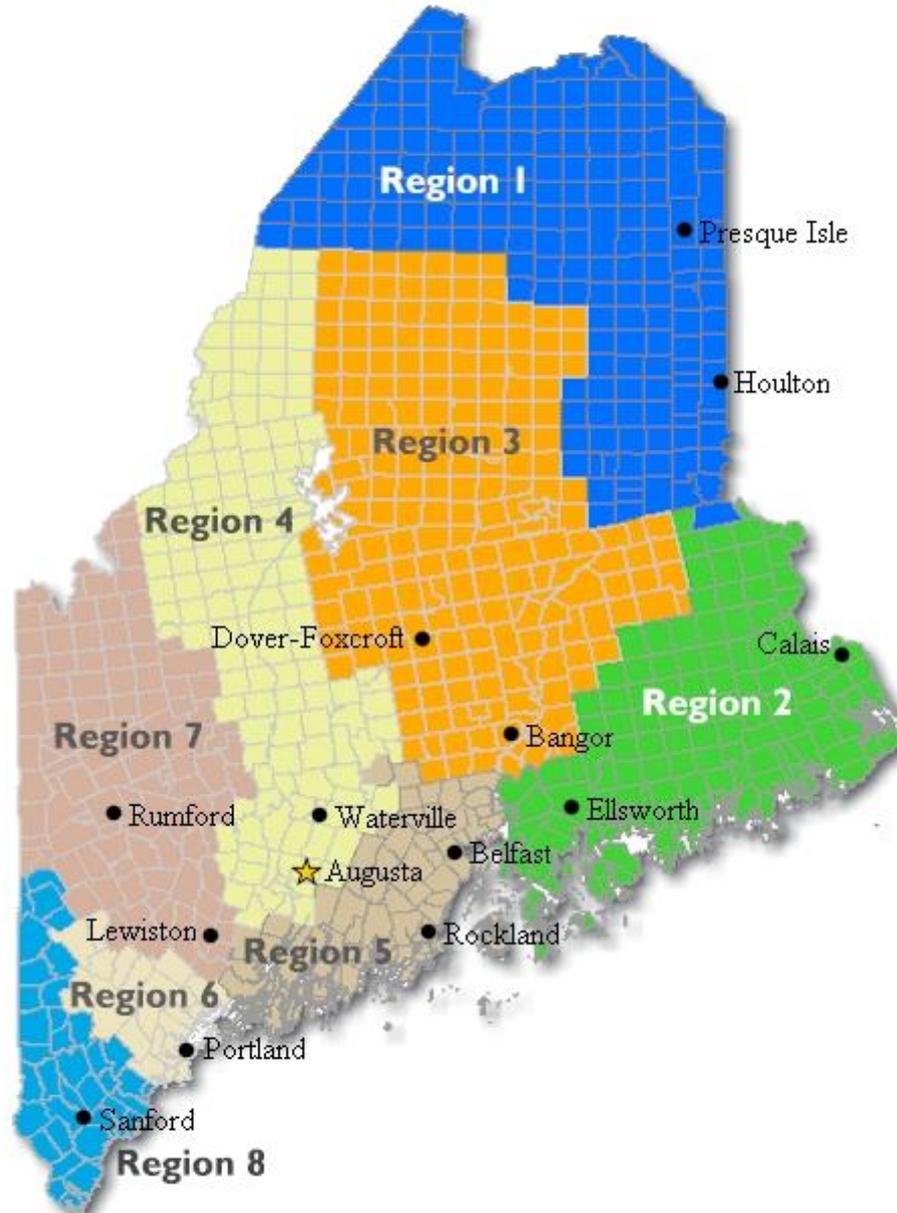
Provide Transportation

*The broker has flexibility to include additional modes of transportation and/or to provide services through efficient and reasonable subcontracting relationships.

How will the new system differ from the current system?

	Current System	Planned
Brokers	<ul style="list-style-type: none"> • 10 Full Service Regional Transportation Providers (FSRTPs) across 8 transit districts 	<ul style="list-style-type: none"> • 8 brokers aligned with transit districts • Open to for-profit, non-profit or governmental entities
Competition	<ul style="list-style-type: none"> • OMS designates the FSRTPs, which hold standard, non-competitive provider agreements 	<ul style="list-style-type: none"> • Bidder must compete for the brokerage
Risk	<ul style="list-style-type: none"> • Brokers paid fee for service. State at risk 	<ul style="list-style-type: none"> • Brokers must manage within a per member per month capitated rate
Federal Match	<ul style="list-style-type: none"> • Cannot continue to receive medical match rate for many services 	<ul style="list-style-type: none"> • May receive full medical match rate
Member Access	<ul style="list-style-type: none"> • Problems with consistent member access to after-hours and weekend appointments and urgent care 	<ul style="list-style-type: none"> • Bidders must demonstrate the ability to provide 24/7 access in order to qualify as a Broker
Accountability	<ul style="list-style-type: none"> • The State has no authority to restrict payment or terminate the relationship if an FSRTP fails to meet quality standards 	<ul style="list-style-type: none"> • The State will tie payment to specified quality benchmarks and may terminate the contract with a Broker for non-compliance
Transportation Options	<ul style="list-style-type: none"> • The State may only reimburse bus passes in Portland and Bangor 	<ul style="list-style-type: none"> • Brokers will be encouraged to utilize all fixed route transit options statewide, such as ZOOM, the Kennebec Explorer, City Link, and the Bath Shuttle Bus
Reimbursement	<ul style="list-style-type: none"> • Providers, volunteers, family, friends and members all receive fixed reimbursement rates for providing transportation 	<ul style="list-style-type: none"> • Rates will be determined by the Brokers, and may be negotiable

Brokers will be selected for 8 transit regions.



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Broker Requirements: Regional Presence

Number of Regions *(RFP 1.5)*

- Interested Bidders may bid on and win more than one region. Bidders must present a separate proposal for each region.

Location of Broker *(RFP 2.1.4.2 and 2.1.17.2)*

- Each Broker must have a Call Center and center of business operations in the region it is awarded. If a Broker is awarded multiple regions, it must have a call center and center of operations in one of its regions.



Access Requirements

- Brokers must provide 24/7 access to services (*RFP 2.1.4.1*)
 - Call Center hours of operation 8-5, M-F
 - Must ensure access to a live voice through an answering service or other means after hours and on weekends to respond to urgent requests and problems
- Respond to same-day requests for urgent care (*RFP 2.1.5*)
- Demonstrate adequacy of proposed provider network (*RFP 2.1.1*)
 - The Bidder is asked to provide:
 - Letters of intent from transportation agencies
 - Documentation of their plan to establish a sufficient transportation network, including a volunteer network

Self-Referral (*RFP 2.1.1.4*)

- The Department has limited the number of self-referred trips to no more than 25% of all trips in any region serviced by the Broker.

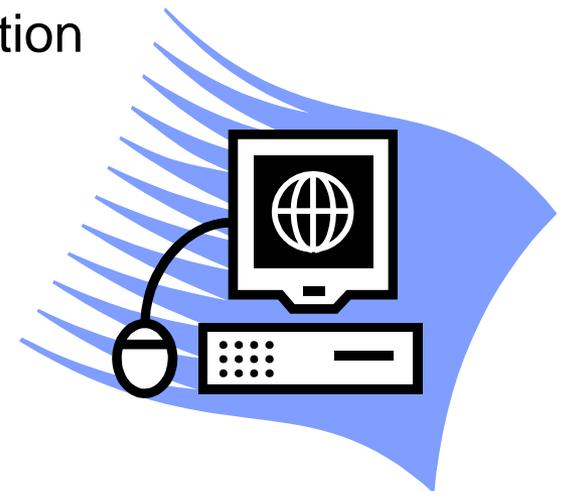
Broker Requirements: Technology & Reporting

Call Center Technology *(RFP 2.1.4.5)*

- DHHS requires Brokers to have an Automated Call Distribution (ACD) system to ensure tracking and monitoring of quality metrics, such as call abandonment rate and wait time.

Reporting Requirements *(RFP 2.1.1.7)*

- Member information
- Trip logs
- Denials and authorizations by type of transportation
- Encounter data via 837P electronic claims transaction
- Transportation Summary Reports
- Call Center Reports
- Complaint Reports
- Ad Hoc Reports



Broker Requirements: Financial Stability

Payment Bond (*RFP 2.1.1.8*)

- 10% of the of the estimated annual amount the Broker will pay to all NET Providers.

Performance Bond (*RFP 2.1.1.8*)

- In the amount of 10% of estimated annual contract value

Financial Audits (*RFP 4.2.5*)

- Bidders must provide three years' of most recent audited financial statements.



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Populations Served (RFP 1.6)

OMS has been working with CMS and other Offices within DHHS to incorporate transportation to all MaineCare-covered services – that is not already covered as part of the rates paid for services– in the new system.

The current plan includes transportation services for:

- Members under the MaineCare Medicaid State Plan and Children’s Health Insurance Program (CHIP)
- Home & Community Based Services (HCBS) 1915(c) waiver populations
 - Individuals with intellectual disabilities
 - Individuals with Autism Spectrum Disorders
 - The elderly and individuals with physical disabilities
 - Children with intellectual disabilities or pervasive developmental disorders
- 1115 waiver populations
 - Childless Adults
 - HIV/AIDS

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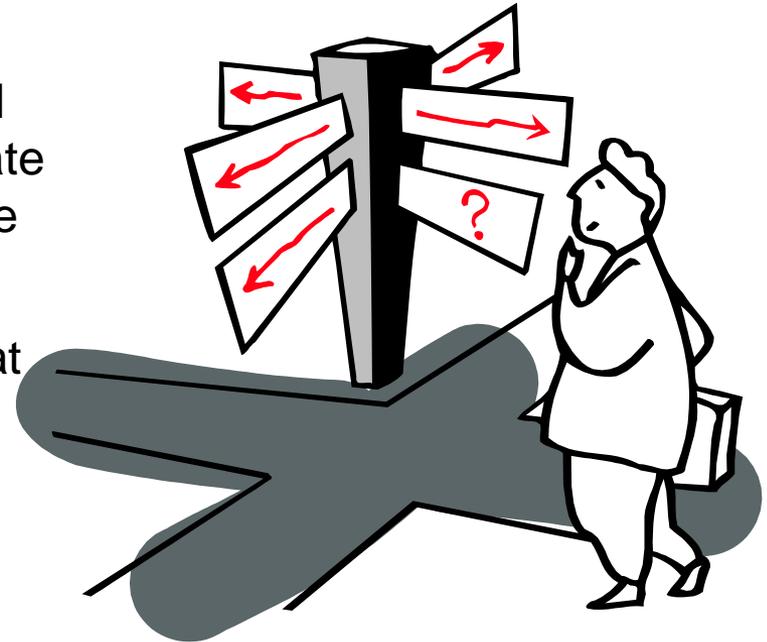
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Regional Transportation Coordination

(RFP 2.1.2)

Brokers:

- Must coordinate with medical providers, Value-Based Purchasing Initiatives.
- Are encouraged to leverage efficient and effective community systems and resources for volunteer coordination and reimbursement through subcontracts, etc.
- Are encouraged to utilize existing statewide transit services to ensure full coordination of human service transportation in accordance with federal and state law.
- Are required to enter into provider service agreements with interested federally recognized tribes that meet provider requirements. The State will facilitate arrangements and ensure adequate reimbursement.
- Must establish regional advisory committees that meet quarterly to review and discuss performance, coordination with local transportation, tribes, and health and human service resources, and other community concerns.



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PMPM Rates by Population

Bidders will propose per member per month(PMPM) rates for medical NET for the following populations:

<ul style="list-style-type: none">• Children's Health Insurance Program (CHIP)• Childless Adult Non-Categorical Waiver Participants (Non-Cat)	<ul style="list-style-type: none">• HIV/AIDS Waiver Participants (HIV/AIDS)• All Other Eligibilities (excluding CHIP, Non-Cat and HIV/AIDS)
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In addition, Bidders will propose PMPM “add-on” rates for providing transportation to Home and Community Based (HCBS) waiver services for:

- Elder and adults with physical disabilities (Section 19 of MaineCare Policy)
- Individuals with intellectual disabilities and Autism Spectrum Disorders (Sections 21 & 29)

MaineCare will assign new HCBS waivers the most appropriate add-on rate based on population characteristics, until cost and utilization data can be established for these populations.

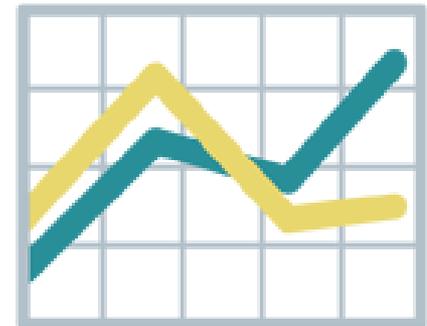
Cost Proposal Process (RFP 4.4.2)

- The RFP includes a “data book” with information on trips and utilization by region and by population to enable Bidders to propose per member per month (PMPM) capitated rates by population for the region(s) on which they are bidding.
- The RFP review team will analyze the bids in comparison to actuarially sound rate ranges developed for each population and region.
- PMPM bids below the actuarial ranges will automatically be brought up to the lowest actuarially sound rate for scoring.



Actuarial Analysis

- The rate ranges were developed on the basis of past claim experience and membership data for the period July 2005 through May 2011.
- The actuarial analysis uses FY09 and FY10 data for the base year. Rates were adjusted to account for:
 - Policy changes made in FY11
 - Trend in unit cost (analysis of FY07 - FY10)
 - Trend in utilization (analysis of FY07 - FY10)
 - Managed Care savings adjustment
- Administrative cost load added
- Regional adjustment factors applied based on service mix and length of trip differentials



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Performance Measures (RFP 2.3)

Goal Area	Measure Tied to Payment
Transportation Reimbursement	100% of accurate invoices paid within 30 days of receipt.
Vehicle safety	All vehicles inspected by the month they are due.
Customer satisfaction	Monthly member complaint rate shall not exceed one complaint per 100 eligible members.
Call center measures	Monthly abandonment rate of no more than 5%
Transportation access	No member shall be left stranded without a way to get home
Trip timeliness	95% of all <i>scheduled drop-off's</i> at the service are on time, between 30 minutes before to 5 minutes after the scheduled time.

Performance Measures & Payment

(RFP 2.3.3)

- For each goal tied to payment that the Broker does not meet in any calendar month:
 - 1% reduction of the Broker's total payment for the subsequent calendar month, up to a maximum 4%.
- Reductions in capitation payments shall not impact the rates the Broker pays to NET providers.
- The Department has the right to conduct performance audits as it deems necessary.



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Provider Reconsideration & Appeals

(RFP 2.1.14)

The Broker must :

- Develop policies and procedures to allow NET providers opportunity for review and reconsideration of Broker decisions upon NET providers' requests.
- Notify NET providers of their rights to appeal the Broker's decision on an adverse reimbursement issue to the Department if the review and reconsideration does not resolve the provider's challenge(s).

The Department maintains final decision making authority regarding provider appeal dispositions.



Member Grievance & Appeals (*RFP 2.1.14*)

Brokers must have internal grievance and appeals processes.

- Submitted for State review and approval
- Has provisions for expediting decisions
- Verbal denial followed by written denial of service, including notification of members' rights to appeal through the Broker and to a State fair hearing
- Monthly grievance reports to state

“No wrong door” approach: if a member goes through the Broker’s internal appeals process and wants to contest the decision, the Broker shall assist the member to request a fair hearing from the State.



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Proposal Format (*RFP 4.1*)

- No staples or 3-ring binders.
- Single spaced, single sided, 12 point Times Roman.
- Numbered pages through to the end including all forms and attachments.
- Each Attachment must reference the section or subsection number to which it corresponds.
- Follow provided page guidelines.
- Number each section of the response to correspond to each question listed in the RFP.
- No additional attachments beyond those specified in the RFP
- Failure to provide all information requested at the time of submission may result in lower scores or disqualification.
- Proposal Cover Page Required showing the specific information requested, dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

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Scoring Weights & Process (RFP 4.7.2)

Scoring Weights:

- Section I. Organization Qualifications and Experience (20 points)
- Section II. Specifications of Work to be Performed (45 points)
- Section III. Cost Proposal (30 points)
 - Cost Proposal Form: Up to 25 Points
 - Cost Proposal Narrative: Up to 5 Points
- Section IV. Economic Impact within the State of Maine (5 Points)

Scoring Process:

- Cost proposal form: Total cost of contract is calculated automatically using the sum of PMPM bids time monthly eligibility numbers for each population.
$$\left(\frac{\text{lowest allowable submitted cost proposal}}{\text{cost of proposal being scored}} \right) \times 25 = \text{pro-rated score}$$
- All other sections: Consensus (no individual scores)



Submit Additional Questions/

BREAK



Additional Questions

Thank you!

Please visit our NET Redesign website for more information:

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

Additional Questions Due by August 9, 2012, 5:00 p.m. EST

to

Michelle Probert at michelle.probert@maine.gov