

Iowa Health & Human Services – RFP MED-25-006
Program Integrity Professional Services
Question & Answer (Round 2) – January 25, 2024

The table below lists all questions that were received by the Agency on January 18, 2024, at 12:00 PM CST regarding *RFP MED 25-006 Program Integrity Professional Services* and includes the Agency’s responses.

Question Number	RFP Page(s) and Section Numbers	Bidder Question/Clarification/Suggestion For Change	Agency Response
1	N/A, General	Can Iowa Medicaid recoup in relation to fraud from MCP network providers?	Yes, if the MCP network providers are enrolled with Iowa Medicaid.
2	N/A, Staffing Plan	Please provide a more detailed staffing plan to include current position titles for each category of service, as indicated within the pricing sheet.	The Agency leaves it to the successful Bidder to determine the number of staff necessary to meet RFP requirements. The Contractor must provide adequate staffing and expertise to timely perform and support the needs of the audits and investigations team.
3	N/A	With respect to the KPs, can the State provide more details about the co-locate in Iowa for each KP position? For instance, can Accounts Manager, who is 100% committed to the Iowa contract, report in-person to the DHSS facility as required for meetings, presentations, etc., all-the-while maintaining overall day-to-day project oversight, monitoring, etc., remotely? Is there a minimum in-person collocate requirement (specified in workdays) for each KP position? For	Refer to Section 1: Special Terms, Section 1.3.1.1.7.b of the RFP.

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		instance, the Account Manager must report in-person to the DHSS facility five workdays per month.	
4	N/A	Can the Agency provide the number of post payment field/desk/data audits conducted on providers for the most recent reporting year for FFS and encounter data claims?	See Agency's response to Question 64 in the posted Round 1, questions and answers.
5	N/A	Will the Contractor have access to the compliance plans for each of the MCOs contracted with DHS?	Yes.
6	Section 1: Special Terms, 1.3.1.1. General Obligations. A. Staffing. 1. Account Manager	Can the Agency please provide examples of the day-to-day negotiations this position will perform? Does the Agency expect the Account Manager to negotiate contracts outside of this engagement? If so, with what entities or parties?	<p>a. The Account Manager will manage and allocate work that pertains to the contract. This person will also be the point of contact when amendments and other items associated with the contract require negotiation.</p> <p>b. The Agency does not expect the Account Manager will negotiate contracts outside this engagement.</p>
7	Section 1: Special Terms. 1.3.1.1. General Obligations. A. Staffing. 9. A. a. Audits and Investigations Team: Consist of Registered Nurses (RNs).	Is the RN license requirement for staffing on this team limited to RNs licensed in Iowa?	No, it is not limited to RNs licensed in Iowa.
8	Question 38, QA, Round 1	Can the State please confirm if the current staffing level of 14 FTEs is a required minimum for this RFP?	See Agency's response to Question 49 in the posted Round 1, questions and answers. The current staffing level is below the minimum.

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9	Page 3, Attachment G: Question 14	Question 14 asks for the Bidder to provide "examples of tools utilized to ensure cases...." - can the Agency please clarify this should be examples with CaseIQ? The Agency indicated in the First Round Q&A document that they plan to continue to use the current Case IQ technology.	The Bidder needs to demonstrate experience with the utilization of case management tools and should provide examples of tools utilized that are, or are similar to, CaseIQ, which is the Agency's case management tool.
10	Page 10, Section 2.25, Acceptance Period of the RFP	Please confirm the Bidder may elect to walk away (with no further obligation) if the Bidder and Agency are not able to negotiate mutually acceptable contract terms and conditions, including exceptions contained in the Bidder's proposal.	See Agency's response to Question 30 in the posted Round 1, questions and answers.
11	Page 12, QA, Round 1	Thank you for providing the historical number of audits performed in SFY 22-24 in the answer to Round 1, Question 57. Can the State provide a breakdown of what percentage of these audits were desk audits, analytic audits, and field audits?	There were no field audits conducted during these State fiscal years. Iowa runs analytic projects that may or may not turn into audits. For SFY 2024, 55 analytic projects have been conducted and 63 investigations opened. The number of investigations opened based on analytics was not tracked prior to reporting in SFY 2024.
12	Page 14, Section 3.2.4.2 Description of All Services Similar	Can the Agency please confirm that "similar services" are those projects related to program integrity, audits and investigations and compliance for Medicaid or Medicare agencies?	Yes.
13	Page 15, Section 3.2.4.3 Reference from 3 Previous Clients	Will the Agency need any additional information submitted by the references as a part of our RFP submission or will they be contacting them for further information?	Refer to Section 2.16 of the RFP.
14	Page 15, Section 3.2.5.1 Tables of Organization	Can vendors provide Organizational Charts in graphic form that illustrates the lines of authority more easily than tables?	Refer to Section 3.2.5.1 of the RFP.

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15	Page 18, Section 4, Evaluation of Bid Proposals, Technical Proposal Components, Table for Technical Components	There appears a reference to Section 3.3.3.3 Bidder Proposal Form. However, no such section appears in Section 3 of the RFP. Section 3.2.3.1 refers to Attachment G Bidder Proposal Form. Is there information missing from the RFP which would appear under Section 3.2.3.2 or is this a typo? Please clarify.	The RFP contains no Section 3.3.3.3; however, the reference to Section 3.2.3.2 in the table on page 18 should be 3.2.3.1. The RFP will be amended to correct this.
16	Page 21, QA, Round 1	In the State's answers to Round 1, Question 96, it was stated that TPL and Audit activities are through a separate contracted vendor. Can the State confirm whether any credit balance auditing or any other TPL-related payment auditing are included in this Scope of Work?	Please see Section 1.3.1.3 Operations C. MCP Accountability and Oversight Monitoring 2. MCP Third Party Liability (TPL) Activity of the RFP.
17	Page 34, Section 1.3.1.1. General Obligations, A. Staffing. QA , Round 1, Follow-Up to Q38	Please provide the total number of current vacancies in addition to the 14 current FTEs provided in the response to Q38.	There are currently 4.0 FTE vacancies.
18	Page 34, Section 1.3.1.1. General Obligations, A. Staffing. QA , Round 1, Follow-Up to Q39	In order to baseline the contract, and ultimately improve performance, please provide a breakdown of the specific job roles represented in the FTE counts provided in the response to question 39. For example, the 6 FTEs that comprise the Audit and Investigations team represent how many specific Registered Nurses (RNs), certified coders, auditors, investigators, and business analysts?	The FTE count for the response to Question 39 provided in the posted Round 1 Questions and Answers is broken out as follows: <ul style="list-style-type: none"> • 2 Accredited Investigators • 3 RNs • 2 Certified Coders • 2 Certified Auditors • 1 Revenue Cycle Specialist

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19	Page 39-43, Section 1.3.1.3.A	Can the State provide the percentage of investigations requiring physician review in the FY?	The Agency does not currently track whether a physician review is warranted on an investigation.
20	Page 47, Section 1.3.2.A.4	Revision 4 clarified that reviews should be completed within 90 calendar days when all necessary documentation has been received. Does the 90 days start from the opening of the case, or receipt of all necessary documentation? For example, it is within reason that there will be circumstances when all necessary documentation is received 80+ days from the opening of the case.	The clock starts when all documentation necessary for the review is received.
21	Page 54, Attachment 4.2: Agency-Provided Facilities, Equipment, and Software	Does the MFCU have access to the same "tools" as the PI unit?	Not at this time, as the MFCU is part of another State Agency.
22	Attachment G	The questions and bidder responses in Attachment G are indented. Would the State consider bidders aligning these full left so as to maximize the use of the 100 pages?	Refer to Section 3.2.3.1. The form should not be modified.