

**Iowa Health & Human Services – RFP MED-25-006**  
**Program Integrity Professional Services**  
**Question & Answer (Round 1) – January 12, 2024**

The table below lists all questions that were received by the Agency on January 4, 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	Who are the incumbent vendor(s)?	IBM is the incumbent vendor.
2	N/A	On average, how many PI cases does the current vendor complete annually/monthly?	The current vendor opens an average of 25 cases per month.
3	N/A	Is there a likelihood of a technology procurement within the span of this contract and how that would impact performance goals?	This is outside the scope of this procurement. For the most current information on related projects and/or current Agency procurements, please refer to the following online resources: HHS' Medicaid Enterprise Modernization Effort (MEME) <a href="#">here</a> . HHS' Hope and Opportunity in Many Environments (HOME) project <a href="#">here</a> . State of Iowa Bid Opportunities website <a href="#">here</a> .
4	N/A	What vendors submitted Letters of Intent?	<ul style="list-style-type: none"> <li>• Conduent State Healthcare, LLC</li> <li>• Constellation Quality Health</li> <li>• Deloitte Transactions &amp; Business Analytics, LLP</li> <li>• Gainwell Technologies, Inc.</li> <li>• Guidehouse, Inc.</li> <li>• ISG</li> </ul>

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			<ul style="list-style-type: none"> <li>• IBM</li> <li>• Mathematica</li> <li>• MTX Group, Inc.</li> <li>• Performant Healthcare Solutions</li> <li>• Public Consulting Group, LLC</li> </ul>
5	N/A	For the Medicaid Program Integrity state staff, which functions will they retain that will not be the responsibility of the vendor?	Refer to Attachment I of the RFP for the Scope of Work and functions to be carried out by the Bidder.
6	N/A	Will you conduct oral presentations of any finalists?	No, there will not be oral presentations during the evaluation.
7	Page 1, Bidder Eligibility Requirements	<p>The Bidder Eligibility Requirements state that Contractors may not exert control over MCOs or providers contracted with the agency through contractual relationships:</p> <p>a. If a Bidder works with a national MCO that has a subsidiary MCO operating in Iowa, and implements an ethical wall between the staff that work with that MCO in other states and staff on the Iowa Program Integrity engagement, will this qualify as “independent”?</p> <p>b. If a Bidder works with a provider that is contracted with Iowa Medicaid in a role that does not involve coding, filing, processing, or paying patient claims, and implements an ethical wall between the staff that work with that provider and staff on the Iowa Program Integrity engagement, will this qualify as “independent”?</p>	<p>a. Refer to page 1 of the RFP, Bidder Eligibility Requirements, for independence requirements.</p> <p>b. Refer to page 1 of the RFP, Bidder Eligibility Requirements, for independence requirements.</p>
8	Pages 1-2, Cost Proposal Form	What is the budget that has been approved or allocated for this effort?	The amount spent on program integrity activities for the current state fiscal year is included in Amendment 5 in the Bidder’s Resource Library, which includes the

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		a. Alternatively, what amount was spent of Program Integrity activities in the last calendar or fiscal year?	Payment Methodology for the period that began 7/1/23.
9	Page 2, Procurement Table	In order to provide DHHS with the most competitive and responsive proposals from all bidders, we kindly request an extension of 4 weeks from the current due date of February 14, 2024.	No, the timeline for submitting bids will not be changed.
10	Page 2, Procurement Table	Given the timing of this RFP release in proximity to the Christmas and New Year holidays, would the State be open to extending the due date?	No, the timeline for submitting bids will not be changed.
11	Page 2, Question 7	The question asks about Contractor's experience "conducting audits and investigations of Medicaid providers and the Medicaid Fraud Control Unit (MFCU)." Please confirm the Agency is interested in experience with audits and investigations to support referrals to and associated follow up with the MFCU?	The Agency wants to know the Bidder's experience with audits and investigations, as well as how the Bidder's experience supported MFCU referrals and what was the Bidder's experience collaborating with the MFCU.
12	Page 3, Section 1.3.1.3.A SOW	For SOW Section 1.3.1.3.A, is DHHS open to "per audit" or hybrid cost models as opposed to strictly fixed fees, as this would encourage exceeding monthly audit and investigation performance goals when there is the inventory of cases available?	No, the cost proposal is based on a fixed fee.
13	Page 3, Question 11	This question asks about experience with encounter data validation and specifically inquiries about the "process for reporting of TMSIS data to CMS." TMSIS reporting is not a contract activity referenced in the scope of work in Section 1 Special Terms. Please confirm TMSIS report submissions are <u>not</u> included in the scope of work and	This is not included in the SOW, but the expectation is that the Bidder may be a contributor to ensuring data quality and data integrity prior to submission of TMSIS reporting.

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		clarify what the Agency is seeking through this question.	
14	Page 4, Section 1.1 Background	Does DHHS plan on continuing to leverage the current IBM DataProbe and Case IQ technology, and having the vendor use these tools to complete the scope of work, or is there an opportunity to propose new and/or additional technologies for analytics and/or case management?	The Agency plans to continue to use the current IBM DataProbe and CaseIQ technology.
15	Page 4, Section 1.1 Background	What is the term and final expiration of the licensing agreement with IBM for DataProbe and Case IQ?	The current licenses for DataProbe and CaseIQ run until 6/30/24.
16	Page 4, Section 1.1 Background	Would the Agency be amenable to transitioning away from DataProbe and Case IQ during the new contract term to alternative applications to increase the identification of findings and provider education?	This is outside the scope of this procurement.
17	Page 4, Section 1.1 Background	It appears that IBM today serves as the incumbent providing both the system technology and a significant portion if not all of the services requested under this RFP. Is the intent to maintain IBM as the system vendor and competitively bid out the operational services?	Yes, this RFP is only for operational services, no software.
18	Page 4, Section 1.1 Background	Is EVV data already stored within DataProbe or does it need to be integrated?	EVV data is not currently stored within DataProbe. Integration is not with the SOW of this RFP.
19	Page 6, Section 2.4 Online Resources	Could the links which do not work (e.g., Executed Amendments 3 and 5) be updated?	Yes. The links to Amendments 3 and 5 are fixed.
20	Page 6, Section 2.4 Online Resources	Current contract documents on the online resources do not include the extension for the incumbent for the current period of	Refer to Amendment 5 in the Bidder's Resource Library, which includes the

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		performance. Could this please be added to the site?	Payment Methodology for the period that began 7/1/23.
21	Page 7, Section 2 General Terms for Service Contracts	Is the Agency willing to limit the indemnification provisions to third party claims to the extent caused by the negligent acts or omissions of, or breach of contract by, Contractor"? In addition, is the Agency willing to limit the indemnification provisions to direct damages?	No, the Agency will not be changing its indemnification provisions.
22	Page 8, Section 2.8 Submission of Bid Proposal	Will the Agency please allow for electronic submission of all Bid Proposal materials in lieu of mailing through postal service or shipping service?	Electronic submission of Bids is not allowed.
23	Page 8, Section 2.8 Submission of Bid Proposal	If a hard copy of materials is required, will the Agency consider allowing an in-person delivery?	Refer to Section 2.8 of the RFP.
24	Page 8, Section 2.8 Submission of Bid Proposal	If a hard copy of materials is required, can the materials be postmarked by February 14 at noon CST and the electronic submission be submitted by Feb 14 at noon CST?	Bids must be received by the Agency no later than 2/14/24, at 12 PM CST. Refer to Section 2.8 of the RFP.
25	Page 12, Section 3.1 Bid Proposal Formatting	Please advise if it is necessary for vendors to print and ship hard copy submissions of original and redacted Technical and Cost proposals for evaluation by the Agency? The February 2023 RFP did not have this requirement, and we applaud the Agency's focus on sustainability to save paper and reduce chemical waste from toner cartridges, printers, etc.	Refer to Sections 2.8 and 3.1 of the RFP.
26	Page 12, Section 3.1	Can Bidders number the pages by major section (i.e., A-1, B-1)?	Refer to Section of 3.1 of the RFP.

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27	Page 12, Section 3.1	If the graphics are very detailed, can we use tabloid sized paper (11"x17"), which are easier to fold down to 8½" x 11" size in a binder?	Refer to Section of 3.1 Paper Size of the RFP.
28	Page 12, Section 3.1	Can Bidders exclude each of the following from the sequential numbering requirement: a) signed forms b) attachments c) tables of contents d) tabs	Refer to Section 3.1 Bid Proposal Formatting of the RFP. The Bidder may provide additional information in the second round Q&A for the State's review.
29	Page 12, Section 3.1	We may be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?	Financial statements are not a requirement of the Bid submission. Refer to Section 3.2.7 of the RFP. If there are other documents that need clarification, please submit a question in Round 2.
30	Page 13, Section 3.1 Formatting. Exceptions to RFP/Contract Language	Will the Agency please confirm that if: (1) the Agency elects not to negotiate the contract, or (2) the Agency elects to negotiate the contract, but the parties are not able to agree upon mutually agreeable contract terms and conditions, the Bidder may walk away without any further obligation?	Refer to Section 2.25 Acceptance Period of the RFP.
31	Page 14, Section 3.2.3 Information to Include Behind Tab 3	Will the Agency confirm whether the Agency expects a narrative section about the bidder's approach is required (and if so, where it should fall in our response) in addition to Attachment G?	Refer to Section 3.2 of the RFP for contents and organization of the proposal.
32	Page 15, Section 3.2.5.1 Tables of	"3.2.5.1 Tables of Organization. Illustrate the lines of authority in two tables: • One showing overall operations	Yes, additional staff outside of key staff should be listed by name.

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	Organization (Tab 5)	<ul style="list-style-type: none"> <li>• One showing staff who will provide services under the RFP."</li> </ul> Can the Agency please clarify if additional staff outside of key should be listed by name?	
33	Page 15, 3.2.5.3 Information about Account Manager and Key Project Personnel	How should representative resumes be designated in the proposal - on the resume, in the org chart, in the response to staffing question or all of the above.	Refer to Section 3.2 of the RFP.
34	Page 15, 3.2.5.3 Information about Account Manager and Key Project Personnel	How will the use of representative resumes impact the States assessment of the proposal versus the use of dedicated key personnel already identified?	Refer to Section 4 of the RFP.
35	Page 16, Section 3.3 Cost Proposal Content and Format; Attachment F, Cost Proposal	In order to have a fair and equitable price comparison, would the State consider breaking out the cost of transition in a separate line item that is not a part of the evaluation of cost proposals?	No, the cost of transition will not be broken out in a separate line item.
36	Page 31, Attachment G: Bidder Proposal Form	Should the reference to "the Word document entitled Attachment H" be to Attachment G instead?	On page 31 of the RFP, Attachment H in the note should read Attachment G. The RFP will be amended to fix this.
37	Page 31, Attachment G: Bidder Proposal Form	Under Attachment G, Bidder Proposal Form the RFP states, " <i>Note: this page is a placeholder. Bidders must complete the Word document entitled Attachment H posted on the State's procurement website</i> ". Please confirm this is a typographical error and the referenced form should be Attachment G, Bidder Proposal Form and not Attachment H.	On page 31 of the RFP, Attachment H in the note should read Attachment G. The RFP will be amended to fix this.

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38	Page 34, Section 1.3.1.1 General Obligations, A. Staffing	How many FTEs currently current work in Program Integrity?	Currently, there are 14 FTE vendor staff in Program Integrity. There are vacancies in the current contract yet to be filled.
39	Page 34, Section 1.3.1.1 General Obligations, A. Staffing	How many FTEs currently work on each of these teams: a. Audits and Investigations Team b. Data Analytic Team c. Encounter Data Analytic Team d. Fiscal Accountability and Recovery Team e. Managed Care Program Integrity Oversight Team	Currently, the FTE counts are as follows: a. 6 b. 4 c. 1 d. 1 e. 1  There is an Account Manager FTE that is not included in the counts above that is included in the response to question #38.
40	Page 35, Section 1.3.1.1 General Obligations, A. Staffing, 7b	States that Key Personnel should be co-located at the Iowa Medicaid facility in Des Moines Iowa. Will the Agency confirm that non-key personnel who can complete their job functions remotely will be allowed to work remotely?	Refer to RFP Attachment H: Sample Contract, Section 1.3.1.1.A.10.
41	Page 35, Section 1.3.1.1 General Obligations, A. Staffing, 7b	States that Key Personnel must be committed to Iowa full time (100%). Will the Agency permit Key Personnel to be less than full time if they could still fulfill the requirements outlined on page 34 and 7a and 7- 7f on page 35?	No, key personnel need to be dedicated to Iowa full-time (100%).
42	Page 35, Section 3.1.1 General Options A.7	Does this allow key personnel to also be located and telework from outside of Iowa?	Refer to RFP Attachment H: Sample Contract, Section 1.3.1.1.A.7b.
43	Page 35, Section 1.3.1.1 General Obligations	7. "Named Key Personnel shall: b. Be committed to Iowa full time (100%) and co-located with Agency staff at the Iowa Medicaid facility in Des Moines, Iowa. The Agency will allow flexibility with staff working from home and on-site,	Refer to RFP Attachment H: Sample Contract, Section 1.3.1.1.A.7b.

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		subject to the Agency-approved remote work policy." Will the Agency allow for weekly travel by a Key Personnel individual to Des Moines or is Key Personnel required to be an Iowan/Des Moines area resident?	
44	Page 35, Section 1.3.1.1.7.b SOW	Is there flexibility around key personnel location or percentage dedication in order to provide the most cost-effective solution for the State?	Key personnel need to be dedicated to Iowa full-time (100%) and follow the Department's telework policy.
45	Page 35, Section 1.3.1.1.9.a Special Terms	Can the Agency please provide the number of registered nurses (RNs), certified coders, and auditors needed to conduct the audits and investigations work outlined in the Audits and Investigations Team?	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. This includes, but is not limited to, RNs, certified coders, etc. as core team members.
46	Page 35, Section 1.3.1.1.9.b Special Terms	Can the Agency please provide the number of analysts required to construct analytics used for the identification of fraud, waste, and abuse work outlined in the Data Analytics Team?	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 data analytics team. This includes, but is not limited to, analysts and statisticians as core team members.
47	Page 35, Section 1.3.1.1.9.c Special Terms	Can the Agency please provide the number of analysts required to support the Encounter Data Analytics Team work? Are these analysts in addition to the dedicated analyst that will support the Agency's Encounter Data Officer?	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 encounter data analytics team.

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48	Page 35, Section 1.3.1.3, C.1.F Special Terms	"The Contractor shall evaluate MCPs' performance data, including electronic visit verification data and recommend a corrective action plan to the Agency." Can the Agency please clarify what is meant by MCP's performance data? That could include financial performance, operational performance, clinical performance etc.	The Contractor shall validate and verify the MCPs reporting to the Agency through a targeted compliance review, desk audit, and in-person interviews.
49	Pages 35-36, Section 1.3.1.1 General Obligations, A. Staffing	How many FTEs currently work in Program Integrity?	Currently, there are 14 FTE vendor staff in Program Integrity. There are vacancies in the current contract yet to be filled.
50	Pages 35-36, Section 1.3.1.1 General Obligations, A. Staffing	How many FTEs currently work on the following teams: a. Audits and Investigations Team b. Data Analytic Team c. Encounter Data Analytic Team d. Fiscal Accountability and Recovery Team e. Managed Care Program Integrity Oversight Team	Currently, the FTE counts are as follows: f. 6 g. 4 h. 1 i. 1 j. 1 There is an Account Manager FTE that is not included in the counts above but is included in the response to question #38.
51	Page 36, Section 1.3.1.1.9.d Special Terms	Can the Agency comment on number of support staff required to assist with the audit and recovery process work outlined in the Fiscal Accountability and Recovery Team?	The Contractor must provide adequate staffing and expertise to timely perform and support the needs of the managed care program integrity oversight team.
52	Page 36, Section 1.3.1.1.9.e Special Terms	Can the Agency comment on the number of analysts required to complete managed care oversight work outlined in the Managed Care Program Integrity Oversight Team? Can the Agency comment on the number of analysts required to complete	The Contractor must provide adequate staffing and expertise to timely perform and support the needs of the managed care program integrity oversight team.

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		managed care oversight work outlined in the Managed Care Program Integrity Oversight Team?	
53	Page 38, Section 1.3.1.1.E SOW	For SOW Section 1.3.1.1.E., is the expectation that the Case IQ system will provide DHHS the required performance reporting around audit and investigation reporting?	CaselQ is the case management system, which houses all documentation/information as it pertains to audits and investigations. It contains the elements needed for contract reporting. Reports are not automated but can be set up and ran when needed from CaselQ.
54	Page 38, Section 1.3.1.1.E SOW	Are all required performance reports expected to be produced by the current systems in place?	Current reports can be prepared using Agency tools such as Tableau and Microsoft Suite, however, there are templates for some reporting that will need to be used.
55	Page 39, Section 1.3.1.2 Transition Phase	Can the Agency please provide the current caseload that would be expected to be transitioned during the Transition Period?	Currently, there are 52 open audits/investigations. If any of those cases are not completed prior to the transition period, it will be expected they will be transitioned during the transition period.
56	Page 39, Section 1.3.1.2, B.2 Transition Phase	<p>The contractor shall work with agency and outgoing contractor to take over operations including but not limited to any audits and investigations that remain open. Will the Agency please answer the following questions on this Section:</p> <p>a. Does this include provider appeals in process at hearing or settlement?</p> <p>b. How many open audits exist?</p> <p>c. Do the open audits transition count toward monthly totals during transition?</p> <p>d. How is the scope of this contract different from what the current vendor does?</p>	<p>a. Yes, it includes provider appeals in process at hearing or settlement.</p> <p>b. There are currently 52 open audits/investigations.</p> <p>c. Yes, the open audits transition counts toward monthly totals during transition.</p> <p>d. The SOW outlined in the current RFP is different than the current SOW as follows:</p> <ol style="list-style-type: none"> <li>1. Adult and CHIPRA Measures</li> <li>2. IHAWP Measures</li> <li>3. UIHC Performance Measures</li> <li>4. Health Home Measures</li> <li>5. Medical Necessity Post Pay Reviews</li> </ol>

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57	Page 39, Section 1.3.1.3 Operations	Would the State please advise, historically how many Field and Desk audits are performed annually?	SFY 2022 – 306 investigations opened. SFY 2023 – 580 investigations opened. SFY 2024) – 116 investigations opened (through November 2023).
58	Page 39-43, Section 1.3.1.3 Operations, A. Audits and Investigations	If there are a minimum of 20 cases opened per month, what is the typical audit volume for each case? (e.g., current/planned audit volumes, # of FFS Medicaid enrollees, total annual claim volumes, etc.)	The number of medical records, members, etc. can vary depending on the scope of the audit/investigation. There is various information/documentation that may be reviewed during a case. This includes, but not limited to provider manuals, policies, medical records, claims information, etc. Claims won't be limited to the FFS population, which may impact the volume of audits.
59	Page 39-43, Section 1.3.1.3 Operations, A. Audits and Investigations	Will the Contractor be permitted to assign additional auditors throughout the engagement-should volumes support the need?	Yes, the Contractor will be permitted to assign auditors throughout the engagement if the volume supports the need.
60	Page 39-43, Section 1.3.1.3 Operations, A. Audits and Investigations	Is the Contractor expected to have a Medical Doctor involved to review medical necessity cases-if initial findings support moving forward?	Yes, the Contractor will be expected to provide the necessary staffing, including a Medical Doctor to review medical necessity cases when warranted prior to moving forward.
61	Page 39-43, Section 1.3.1.3 Operations, A. Audits and Investigations	Is there a statewide auditing system that the Contractor will use to perform audits, or will the Contractor use their own auditing software?	The Agency does not have auditing software available for Contractor use, beyond functionality within the Case IQ tool.
62	Page 39-43, Section 1.3.1.3 Operations, A.	For audits, is there a preferred point system for pass/fail (e.g., if a diagnosis reported is	No, there is not a preferred pass/fail system.

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	Audits and Investigations	not at the level of specificity documented, would that be considered an error)?	
63	Page 39-43, Section 1.3.1.3 Operations, A. Audits and Investigations	Will audits that are performed be using CMS documentation and coding guidelines?	Yes, the audits performed will use CMS documentation and coding guidelines.
64	Page 40, Section 1.3.1.3 Operations	Would the State please advise, historically how many investigations occur annually?	SFY 2022 – 306 investigations opened. SFY 2023 – 580 investigations opened. SFY 2024 – 116 investigations opened (through November 2023).
65	Page 40, Section 1.3.1.3 Operations	Can the Agency please provide the maximum number of cases that have been seen on a monthly basis within the current State FY?	For SFY 24, the maximum number of cases opened for a month is 29 as of 1/8/24.
66	Page 40, Section 1.3.1.3 Operations	Can the Agency please provide the maximum number of ad hoc reports that have been seen on a monthly basis within the current State FY?	For SFY 2024, there have been 9 ad reports as of 1/8/24.
67	Page 40, Section 1.3.1.3.A.3 SOW	What is the expected and/or historical number of tips or referrals from the state's Medicaid hotline and OIG website?	On average, the Medicaid Hotline receives 22 calls per month. The calls may turn into a tip/referral depending on the reason for the call to the Medicaid Hotline.
68	Page 40, Section 1.3.1.3.A.8 SOW	What is the expected and/or historical number of referrals to the MFCU?	The expectation for MFCU referrals is if there is a suspected allegation of fraud, waste, and abuse, it is to be referred. The number of referrals to MFCU are as follows: SFY 2021 – 3 MFCU referrals SFY 2022 – 6 MFCU referrals SFY 2023 – 1 MFCU referral
69	Page 41, Section 1.3.1.3.A.14 SOW	What is the expected and/or historical number of appeals and hearings?	The historical number of appeals is as follows:

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			SFY 2021 – 19 appeals SFY 2022 – 12 appeals SFY 2023 – 17 appeals
70	Page 41, Section 1.3.1.3 Operations	Would the State please advise, historically how many appeals and hearings are initiated each year?	The historical number of appeals is as follows: SFY 2021 – 19 appeals SFY 2022 – 12 appeals SFY 2023 – 17 appeals
71	Page 41, Section 1.3.1.3, B. Fiscal Accountability and Reporting	What is the Contractor's role related to managing the Title XIX Recovery bank account?	The Contractor's role is to process any checks received, and track account receivables and restitutions. The Contractor also processes month and year-end reports to fiscal.
72	Page 41, Section 1.3.1.3.C.1.B Special Terms	"Facilitate data sharing between the MCP's and the Agency." Can the Agency please clarify what this statement means? What data is this referring to? What format? Can the agency provide the SOP for data sharing requirements with the MCPs?	Various information is exchanged between the Contractor and the MCPs. This includes, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Claims Information</li> <li>• Policies/Procedures</li> <li>• Audit Requests</li> <li>• Tips</li> </ul> The formats vary from Excel, Word, PDF, etc. The various information that is shared is referenced in the SOPs in the Bidder's library.
73	Page 42, Section 1.3.1.3 Operations	Would the State please advise, historically how many MCP compliance Audits occur yearly?	The MCP Compliance Audits are conducted on an annual basis on all MCPs currently contracted.
74	Page 42, Section 1: Special Terms, 1.3.13, 4.D.	The scope of work includes MCP Compliance Audits described as follows: "a. The Contractor shall provide support and assistance with any state and federal compliance audits as the Agency requests. Examples include, but are not limited to, the annual audit by CMS Center	The Contractor will be required to provide support and assistance with any State and federal audits, as requested by the Agency, which may include audits conducted by the Agency's contracted EQRO where the Contractor's processes associated with MCP activities are reviewed.

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		for Program Integrity (CPI) compliance reviews performed by CMS Contractor, UPIC." Please confirm annual EQRO reviews/support are <u>not</u> in scope for the RFP. Are there any additional audits the State anticipates needing support on during the base contract?	
75	Page 44, Section 1.3.1.3.D.5 Provider Surveillance Services	[Data sources mentioned in this section include: Iowa state licensure information, Iowa vital statistics information, SSA Death Master File, PECOS, Medicare Exclusion Database, provider sanctions, incarcerations]. Will the Agency please confirm that it will provide all these data sources/files and associated system access (e.g., MED, PECOS) to the Contractor throughout the contract?	Potential Bidders will inform the Agency in their proposal what data sources they have access to and will deliver as part of their contract. The Agency will provide data sources/files through the CMS Data Exchange System (DEX).
76	Page 45, Section 1.3.1.3.E SOW	What is the expected or historical number of PERM audits?	The metrics vary per PERM cycle and are subject to error findings. The Agency may be able to provide some historical data, which will be placed in the Bidder's Resource Library by the deadline for Round 2 Agency responses.
77	Page 46, Section 1.3.2 Performance Measures	This section states that the Contractor shall open 20 reviews per month. a. Will the Agency provide a definition of open case? b. What Agency approvals are necessary to "open" a review? For example, coordination with MFCU, Agency, etc?	a. An investigation by a Medicaid Program Integrity office, a Medicaid Fraud Control Unit, or other Agency, to determine whether there has been a violation by a Medicaid provider of Medicaid laws, rules, or regulations or accepted standards. b. The SOP defines coordination. c. See SOP.

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		<p>c. What is the timeline for approval to open a case?</p> <p>d. Does this requirement start the first month of the contract?</p>	d. Refer to RFP Attachment H: Sample Contract, Section 1.3.2.A.
78	Pages 46-47, Section 1.3.2 Performance Measures	<p>Will the agency please specify throughout this section whether “calendar days” or “business days” (for instances where calendar/business is not specified)?</p> <p>Specific items: 1.3.2.A.4 1.3.2.B.1 through 4</p>	Days refers to “calendar days.” The RFP will be amended to specify this.
79	Page 47, Section 1.3.2.B.4 Performance Measures	Ad hoc Reports: “The Contractor submitted ninety-five (95) percent of requested ad hoc reports within seven (7) days of the request, or by the designated date/time requested by the Agency.” Should this read “shall submit” as opposed to “submitted”?	Yes, this is a typo. It should read “shall submit.” The RFP will be amended to correct this.
80	Page 48, Attachment H: Sample Contract, Section 1.3.4.2 Payment Methodology	Please clarify whether the Contractor will have the opportunity to cure any noncompliance and collect payment of the 10% withheld by the Agency.	The Agency will work in good faith with the vendor on any areas of non-compliance, but Agency decisions on retaining or release of withholds will depend on the situation. The Agency, at its sole discretion, may decide to pay the 10% withheld for noncompliance if the Contractor timely remediates the issue or demonstrates correction during a subsequent period to be determined by the Agency.
81	Page 49, Section 1.3.4.2 Payment Methodology	Can the Agency please confirm there is an ability to earn back the 10% withheld for non-compliance on a quarterly basis?	The Agency will work in good faith with the vendor on any areas of non-compliance, but Agency decisions on retaining or release of withholds will depend on the situation. The Agency, at its sole discretion, may decide to pay the 10% withheld for

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			noncompliance if the Contractor timely remediates the issue or demonstrates correction during a subsequent period to be determined by the Agency. The Agency, at its sole discretion, may decide to pay the 10% withheld for noncompliance if the Contractor timely remediates the issue or demonstrates correction during a subsequent period to be determined by the Agency.
82	Page 54, Section 4 Special Contract Attachments 4.2	Is the Agency's expectation that the vendor use the software listed in Section 4 Special Contract Attachments - 4.2 Agency-provided Facilities, Equipment, and Software - in the performance of its scope of work (analytics, audits, investigations, medical record review functions, etc) under this RFP?	Yes, it is the Agency's expectation that the Contractor use this software. The current vendors use State-issued equipment to access data and systems as it cannot be placed on vendor equipment.
83	Pages 54-55, Attachment 4.2	It appears the intention is for the Contractor to use the existing SURS solution rather than replace it. Which of these products serves as the SURS solution?	The Agency data warehouse is Sequel and the data aggregator is Data Probe. The previous SURS system is retired.
84	Pages 54-55, Attachment 4.2	For FWA/PI and other analysis, will the vendor perform all analysis inside of the Agency's existing MESC environment (e.g., SURS subsystem and EDW/DSS) or will the Agency send the provider, encounter, FFS claims, and other data to the vendor, who will then perform analyses in their own environment? a. Section 1.3.1.3 Operations, D. PI Data Analytics, 5a, pg. 42 – states “the Contractor shall integrate external data	The Agency will coordinate to ensure the vendor has access to the appropriate data and environments. ai. The Agency expects the vendor to perform analytics within existing environments. Program Integrity data analytics will be performed using DataProbe. aii. The Agency is developing the processes and platforms for external datasets.

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		<p>from multiple sources and link it to Iowa's data.”:</p> <p>i. Will the vendor link this data inside the Agency's EDW/DSS?</p> <p>ii. Will the Agency provide which external dataset should be linked?</p> <p>iii. Is this data currently being linked or will the vendor need to work with the Agency's EDW/DSS vendor on an ETL process and integration with Iowa's data?</p> <p>b. 1.3.1.3 Operations, D. PI Data Analytics, 5a, pg. 42 – If the vendor should propose performing analysis in our own environment, will the Agency issue an APD for the vendor's system's costs?</p>	<p>aiii. The Agency will coordinate with the vendor to integrate with Iowa data.</p> <p>b. No. The Agency requires the vendor to utilize DataProbe and i-Sight, so no additional APD will be required.</p>
85	Pages 54-55, Attachment 4.2	<p>The Agency specifies the software currently supported by Iowa PI.</p> <p>a. Will Iowa issue laptops with the necessary software installed or will the vendor need to separately license any of the software listed?</p> <p>b. If the vendor needs to license the software separately, which software will the Agency use, how much is the cost per license for each, and how many licenses should the vendor anticipate for each piece of software?</p>	<p>a. The Agency will supply laptops and necessary licenses for all the listed software.</p> <p>b. Not applicable.</p>
86	Page 55, Attachment 4.2	<p>For the Systems and Software List Table provided in Attachment 4.2, if additional licenses are needed by the bidder, will the State procure and be responsible for these costs?</p>	<p>The Agency will supply the necessary licenses for the listed software.</p>

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87	Bidder's Library	In the Bidders Library not all of the links are working. For example, PI1 Investigative Activities Report. Can the links be fixed?	Yes, the links will be fixed.
88	Attachment F, Cost Proposal Form	We understand that improving Health Outcomes is something IA is interested in achieving through this contract. We noted that the Attachment F - Cost Proposal Form does not include pricing for Outcomes Improvement Initiatives (as scoped in Section 1.3.1.3.F). We acknowledge that these types of initiatives can take different forms and shapes. Is it the State's intention that Outcomes Improvement Initiatives will be priced later at the request of the state?	Contractors and State staff are all part of initiatives to improve outcomes. The Contractor is expected to include initiatives and outcomes in their pricing in each of the SOW areas.
89	Attachment G, Page 1	Question 1 asks for experience and examples of completing full transition of the Medicaid Program Integrity Operations within an expedited timeline. Since Iowa's Program Integrity Operations structure is unique among Medicaid programs, may bidders instead describe similar types of transition examples that may not be specific to Medicaid Program Integrity (in addition to describing dependencies and Agency resources)?	Yes, Bidders may describe similar types of transition examples that may not be specific to Medicaid Program Integrity (in addition to describing dependencies and Agency resources).
90	Attachment G, Page 2	Question 9 asks for creative and innovative approaches to "manage care oversight of program integrity." Should this say, "managed care oversight?" If not, please describe what is meant by "manage care oversight of program integrity."	Yes, this is a typo. It should read "managed care oversight." The RFP will be amended to correct this.
91	Attachment G, Bidder Response Form	Should Attachment G - Bidder Response Form be submitted in its exact, current format, or can respondents provide	Yes, Attachment G should be submitted in its exact, current format, including the Bidder's response to each question.

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		responses on a formatted document following the exact content and order of the original form?	
92	Attachment G., Bidder Proposal Form, Question 6	Can the State clarify that the initiatives related to compliance oversight of managed care should be specifically focused on evaluating managed care organizations related to quality and health equity? Managed care oversight is also covered in Questions 8, 9, and 17.	The focus should be on collaboration with the Quality Improvement Organization (QIO) and the MCPs to assess program integrity activities that may impact quality of care and health equity for all members.
93	Attachment G., Bidder Proposal Form, Question 17	Can the State confirm that the first sentence should read: "...to ensure managed care plans..." instead of "...to ensure manage care plans..."?	Yes, this is a typo. It should read "managed care plans." The RFP will be amended to fix this.
94	RFP Section 3.1 and Attachment G, Bidder Proposal Form	Will the Agency consider increasing the page limit for responses to Attachment G questions from 75 pages? (The February 2023 RFP allotted 50 pages for 6 questions (an average of about 8 pages per question).	The Agency will increase the page limit for responses to Attachment G questions from 75 to 100 pages. The RFP will be amended to note this.
95	Attachment H: Sample Contract, starting on p. 32	Will the Agency allow the Bidder to submit contract modifications/exceptions along with its proposal (i.e., exceptions that have previously been granted by the Agency)?	Refer to Section 3.1. Exceptions to RFP/Contract Language of the RFP. If the Bidder objects to any term or condition of the RFP or attached Sample Contract, specific reference to the RFP page and section number shall be made in the Primary Bidder Detail & Certification Form. In addition, the Bidder shall set forth in its Bid Proposal the specific language it proposes to include in place of the RFP or contract provision and cost savings to the Agency should the Agency accept the

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			proposed language. That being said, although a Bidder may propose alternative contractual language, a Bidder, by submitting a proposal to this RFP acknowledges that the Agency is under no obligation to accept proposed modifications/exceptions. The Agency has the sole discretion on adopt any proposed modifications/exceptions to the Contract terms.
96	N/A	Is the Agency prioritizing a single vendor for recovery audit and third-party liability (TPL) operations?	No, the Agency has separate contracts for TPL operations and recovery audits.
97	N/A	The pricing template appears to envision fixed fee pricing quotes. Is this accurate? If so, will the Agency consider other pricing models?	Yes, this is accurate. The Agency will not consider other pricing models.