



**State of Oklahoma
Office of Management and Enterprise
Services/ ISD Procurement**

Amendment of Solicitation

Date of Issuance: 08/17/2015 Solicitation No. 8300001130
 Requisition No. 83000022490 Amendment No. 002

Hours and date specified for receipt of offers is changed: No Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY AND RETURN TO:

Office of Management and Enterprise Services
 Central Purchasing IT
 Procurement Attn: Hurtisine Franklin
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Description of Amendment:

a. This is to incorporate the following:

Submitted by Denise Tocco

Question 1.

Re: Attachment D Page 53. Are the services listed on the Provider Activity report the final list of services requirement EVV? Is t1001 included in EVV services?

Response 2.

- a. Provider activity report will show all provider activity including services and corresponding service codes as well as when these services were rendered. *This is subject to change
- b. T-1001 will be included in that list.

Question 2.

Re: C.3.1 System Page 23. The fourth bullet contains the requirement: "Capability for claims data pending at the go-live date to be processed in the proposed EVV system;"
 For this requirement, please provide further information and requirements for the current vendor and the selected vendor, if different, to support this process. Please specify any data exchanges, etc. that may be required.

b. All other terms and conditions remain unchanged.

Supplier Company Name **(PRINT)**

Date

Authorized Representative Name **(PRINT)**

Title

Authorized Representative Signature



Response 2.

- a. Claims pending data from the current vendor will be imported into the proposed EVV system.
- b. DHS will extract a 'claims data file' to be consumed into the proposed EVV system to allow proper payment of the pending claims through the proposed EVV system.
- c. DHS will work the proposed vendor on any data exchanges that are needed. At this time, a .CSV or.txt file upload is all that is expected.

Question 3

Changes (3)

Re: C.3.4 System Delivery / Transfer Item c) states: "Receive and process all data fields contained in Attachment B."

Please confirm the correct Attachment/Section number. Page 27.

Re: C.3.4 System Delivery / Transfer Item c) states: "Receive and process all data fields contained in Attachment B."

Please confirm the correct Attachment/Section number.

Response 3.-

Corrected, "Attachment A". Data fields referenced in 'Attachment A' represent the minimum fields needed for MSU/ADv business rules and is subject to change/expand with state requirements

Question "4.

Re: C.3.6 Page 28.

The RFP requires that providers be able to make edits to information including service termination date, service, member information, and authorization information.

Will the state be sending any electronic data to the EVV vendor or will the providers be required to do manual entry for members and authorizations?

If the state is sending any data, and the provider also has the ability to manually overwrite the data, what are the rules – e.g. which edits are primary?

Response "4.

- a. Yes the provider should be able to edit some 'day-to-day, business of care' information
- b. Yes. State sends EVV data, EVV member data, Member Authorization data, Member data updates, and agency updates.
- c. Provider vs State editing rules will be determined based on the proposed EVV system.

Question "5.

Re: C.3.6.2 c) Page. 27.

Please clarify whether a single provider is allowed to provide services to two members at the exact same time.

Response 5.

Yes. A single PCA can serve two members in the same day, but not at the same time.

Question 6

Re: C.3.2.4 Database Requirements Page 25.

- 1) Many of the fields appear to be cut off. Please resend these requirements so that all comments are fully displayed.
- 2) Please provide definitions of required fields.
- 3) What is the time span required for this data output, i.e. one week of data, one day of data, and one month of data?
- 4) Please clarify exactly how this data is to be delivered, including by whom to whom.



- 5) Please provide detailed specifics including, but not limited to, field level definitions, frequency, layout, format, etc. for the data

Response "6a. 1: Worker Registration

The Offeror must develop and maintain a database containing worker registration data. The record must contain information such as, but not limited to Required Data Transmission Records

Data transmitted by Oklahoma Department of Human Services or its agent

Worker Name Unique claim number. Service provider input Worker ID (and unique system Worker ID if needed)

Date of service – the date the call is made Interactive Voice Response Authentication system or Electronic Visit Verification unique Worker ID. The worker ID and name of the worker

Worker Social Security Number the Service provider ID and name (must conform to any Service provider ID given by OHCA and the requirements of the National Service provider Identification regulations) Worker classification including licensure requirements Name and Medicaid number of the participant receiving the service. Worker availability including eligibility for OT, holiday, weekend, shift differentials Service being performed Worker continuing education/in-service Amount of total dollars submitted to MMIS for payment. Start Date Phone number used to check in and check out

Termination Date Authorized phone numbers on the date of service Record Create Date Services with a check-in and check-out, the time of arrival and departure and the total time calculated for the service visit

. Person Creating Record The total units authorized for the time period (day, week, etc.).

Question 6b "6. Re: A.7 Page 5.

What is the Oklahoma state policy regarding late invoice payment?

Response 6b Please see: Oklahoma State Policy §62-34.65. Re: Payment of vendor invoices. This is contingent upon Vendor's successful delivery of services per the requirements of the RFP.

Question 7. Re: C.3.5 Electronic Visit Verification Page 27.

Requirement C.3.6.11 states: "Must be flexible enough to allow additional system and/or additional waiver expansion to other programs covering more members and for additional information to be gathered in the future and be able to accommodate..."The text here appears to be cut off. Please provide the full text for the introductory statement.

Response 7. "...future and be able to accommodate (it)."

Question 8.

Re: C.3.6. Web-based Data Entry System Functionalities Page 28. Second bullet states: "The scheduling system will not be implemented at the solution go-live date but shall be implemented using a gradual, phased implementation approach, to begin on a date to be determined by DHS."

What is the rationale for bringing the scheduling system live at a later time? At what point will DHS make a decision about the go-live date for the scheduling system.

Question "8.

Re: C.3.6. Web-based Data Entry System Functionalities Page 28. Second bullet states: "The scheduling system will not be implemented at the solution go-live date but shall be implemented using a gradual, phased implementation approach, to begin on a date to be determined by DHS."

What is the rationale for bringing the scheduling system live at a later time? At what point will DHS make a decision about the go-live date for the scheduling system.

Response 8.



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Office of State Finance
Information Services Division**

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DHS will implement components of the rewarded EVV system in a manner that maximizes the DHS Provider's ability to get claims processed while minimizing the DHS Provider learning curve. The scheduling system will be implemented in conjunction with the above consideration(s).

Question 9.

For the SPPC program, who will be managing, approving, and editing visit and claims information?

Response 9. T

his is determined upon the proposed system, and if that system lines up with SPPC business rules.

Question 10.

Re: C.3.4 System Delivery / Transfer Item c) states: "Receive and process all data fields contained in Attachment B."

Please confirm the correct Attachment/Section number. Page 27.

Response 10.

Repeated, see answer to question #3

Question 11. C.3.2 Page 24.

The last sentence in the introductory paragraph states: "See Section G for Database Fields/Records Requirements".

Please confirm the correct Section number.

Response 11.

Corrected, "Attachment A".

Question 12.

Re: C.3.6.2b) Page 27. Please clarify whether a provider is allowed to provide more than one service at the exact same time to a single member.

Response 12

Repeated, see answer to question #5.

Question 13.

Re: 3.6 Web-based Data Entry System Functionalities Page 28.

The second bullet from the bottom states: "Allow service provider entry or edit of service encounter data for certain service encounters completed outside of the EVV system"

Response 13.

Web-based data entry functionality for the purpose of invoicing services rendered, not work performed in-home or via an EVV system.

Question 14.

Re: Sections C.3.1 System and B.10.1.

The 4th bullet in C.3.1 section states: "The claim rejection rate must be no higher than 8% in the first thirty (30) calendar days after the go-live date, no higher than 5% at the end of sixty (60) calendar days after the go-live date, and no higher than 3% at the end of ninety (90) calendar days after the go-live date."



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Section B.10.1 states: "\$1,000 per day for failure to meet the following established claim rejection rates; 8 % rejection rate after the first thirty (30) calendar days after the go-live date; 5% rejection rate after the first sixty (60) calendar days after the go-live date."

There is a requirement for both a 5% rejection rate and 3% rejection rate at specific days after go live. Please confirm if the rejection rate penalty is applied at 3% or 5%.

Response 14.

8% in the first 30 days. 5% at the end of first 60 days. 3% at the end of first 90 days.

Question 15.

Re: C.3.6.2 c) Page. 27.

Please clarify whether a single provider is allowed to provide services to two members at the exact same time.

Response 15

Repeated, see answer to #5.

Question 16.

Re: C.3.1 Page 23.

Please provide the formula the state will use to calculate the claim rejection rate. Please provide an example and the criteria for counting a claim as a rejection. For example, does it count as a rejection if the rejection is due to a provider error or DHS error?

Response 16.

A claim will be considered 'rejected' once it has been submitted to the MMIS system but was not accepted because it does not meet compliance requirements. The proposed system will include reporting capability for tracking both paid and unpaid claims, rejected claims to include the reason for rejection/payment failure from the MMIS system. The formula for the prospective EVV software Vendor is yet to be determined.

Question "17.

e: C.4 Implementation/Workplan Subsection C.4.2. Page 29. According to Subsection C.4.2, "Bidder must submit a proposed work plan that will minimize system down-time or malfunction, includes estimated timelines for staged implementation, testing and will meet the expected effective date (Go Live) no more than 90 days after contract award."

Please provide dates for all of the following as well as the timing of functionality groupings:

- Vendor Demonstrations
- Contract Award Notification
- Contract Execution
- Implementation Start
- Key functional phases – i.e. when does scheduling, EVV, claims/billing, jurisdictional view, alerts, etc. have to go live, etc.
- Implementation End (Go-Live)

Similarly, DHS is expecting a phased approach with different dates for different functionality. Can DHS please clarify the specific deliverables expected at 90 days, 180 days?

Response 17

Dates for the above can only be determined pending of date of award- and the modification and finalization of the Implementation/Workplan Scheduled

Demonstrations may or may not be required

Please refer to Section D of the RF P regarding Vendor demonstrations

The State retains the right to request Vendor Demonstrations during the evaluation.



The Implementation/Workplan the bidder is required to submit a proposed schedule/Workplan with a defined schedule of the deliverables and milestones this plan will be modified as required and finalized at the Project kickoff meeting- Bidder should refer to Section C.10 of the RFP.

C.10 Project Management

Kickoff Meeting -The project schedule/work plan will include a kickoff meeting to be held at DHS within 14 days of award. The minimum participants from the Vendor's team at this kickoff meeting will be the OMES Contract Monitor, the Vendor's Manager/Account Executive providing corporate oversight of the project, and at least one Lead Developer. In the event that a component of the system is provided through a subcontractor, the subcontractor's Project Manager and technical representative will be at the kickoff meeting. OMES will provide meeting space and similar representation. The Vendor shall provide a written report to the OMES DHS Contract Monitor within 5 working days documenting all discussions and decisions conducted at the kickoff meeting.

Project Schedule – The final Project Schedule, implementation/Work Plan, will be developed by the Vendor with input and final approval by DHS. The agreed-upon project schedule may not be modified without the mutual written consent of the OMES/ DHS Contract Monitor and the Vendor's Project Manager.

II. See Responses below for questions regarding Section A- General Terms and Conditions below for this section of questions. Questions 1 through 7

Questions Section A- General Terms and Conditions

1.. A.12.2 on page 6 states: "Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by OMES - ISD in writing, or that is made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including but not limited to any unauthorized written Amendment, shall be void and without effect....."

Please define "Unauthorized Written Amendment".

2. A.14.1. on page 6 states "Upon submission of an accurate and proper invoice, the invoice shall be paid in arrears after products have been delivered or services provided and in accordance with applicable law."

__ _Please provide a unique response to each bullet.

- a) How far back will the invoice be paid in arrears?
- b) Please provide a definition of 'applicable law'.

3. A.44 on page 12 states: "If there are repeated requests for an "emerging technology" and the State feels it is warranted to add such technologies, the State reserves the right to include such technology hereunder or to issue an Amendment to this Contract."

Please provide your definition of 'emerging technologies'.

4. A.14.1. on page 6 states "Upon submission of an accurate and proper invoice, the invoice shall be paid in arrears after products have been delivered or services provided and in accordance with applicable law."

Please provide a unique response to each bullet.

- a) How far back will the invoice be paid in arrears?
- b) Please provide a definition of 'applicable law'.



5. A.43.1. on page 12 states_: “If an Acquisition pursuant to this Contract includes a “high technology system” as defined under Oklahoma law, the Supplier shall provide documentation of the projected schedule of recommended or required system upgrades or improvements to such system for the three (3) year period following the target purchase date. If Supplier does not plan such system upgrades or improvements, the Supplier shall provide documentation that no system upgrades or improvements to the high technology system are planned for the three (3) year period following the target purchase date.”_

6. A.43.2. states: “Any Acquisition pursuant to this Contract of an upgrade or enhancement to a high technology system shall be conditioned upon the Acquisition being provided at no charge to the State;....” Does DHS consider EVV and claims processing to be a high technology system?

7. A.45.7 on page 12 states: ***Except for any Utilities, all work performed by the Supplier of software and any supporting documentation therefore shall be considered as Works for Hire (as such are defined under the U.S. Copyright Laws) and, as such, shall be owned by and for the benefit of State of Oklahoma. Please provide unique response for each bullet.

A.1.19 on page 4 states: “Utilities” means a Bidder’s reusable or pre-existing proprietary intellectual property that forms the basis for a customized or developed software deliverable for the State and which is specifically identified as such by the Bidder in writing prior to execution of the Contract awarded pursuant to this Solicitation.”

- a) Can the Supplier maintain that all of its software consists of Utilities?
- b) What exactly are we identifying/how detailed do we have to be?
- c) What would they be looking for in such identification?
- d) If the Supplier’s software is commercial off the shelf, how does the State intend for it to be the sole and exclusive user?

II. Response to questions regarding Section A- General Terms and Conditions

Bidders should refer to Section E E.12. Bid Deliverables

E.12.1. Section One – Introduction

- a) Letter of Introduction
- b) Completed “Responding Bidder Information” OSF Form 076ISD.
- c) Completed “Certification for Competitive Bid and Contract” OSF Form 004ISD.
- d) Signed Amendment(s), if any.
- e) **Any exceptions to solicitation terms and conditions.**

Any bidder who takes exceptions to the General Terms and Conditions in this specific RFP event, is required to submit those exceptions with their bid response. Exceptions and or questions regarding terms and conditions will be addressed prior to award with the top- rated vendor or vendors.

Bidders should also refer to Section D.3- Competitive Negotiations of Offers- in the RFP

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State’s risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.



Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item shall face a significant disadvantage and may not be considered. If such negotiations are conducted, the following conditions shall apply:

D.3.1. Negotiations may be conducted in person, in writing, or by telephone.

D.3.2. Negotiations shall only be conducted with potentially acceptable Bids. The State reserves the right to limit negotiations to those Bids that received the highest rankings during the initial evaluation phase.

D.3.3. Terms, conditions, prices, methodology, or other features of the Bid may be subject to negotiations and subsequent revision. As part of the negotiations, the Bidder may be required to submit supporting financial, pricing, and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the Bid.

D.3.4. The requirements of this Solicitation shall not be negotiable and shall remain unchanged unless the State determines that a change in such requirements is in the best interest of the State Of Oklahoma.

D.3.5. BEST and FINAL – The State may request best and final Bids if deemed necessary, and shall determine the scope and subject of any best and final request. However, the Bidder should not expect an opportunity to strengthen its Bid and should submit its best Bid based on the terms and condition set forth in this solicitation. OMES/CP IT Procurement hf

III. Questions pertaining to Section B of the RFP

Question 1.

8. In Section B.5 on page 16, the second and third paragraphs states: "Prior to acceptance of products and deliverables specified and furnished by or through the Vendor, the DHS shall be given up to one hundred and eighty (180) calendar days from the product or service go-live date or deliverable due date set by the DHS (if no installation or delivery of physical product on DHS property), or from the final completion of the installation (if installed by the Vendor), or after delivery if the DHS installs (using the Vendor's installation documentation or with the Vendor working on-site with DHS staff) to test, evaluate, and accept the materials, software, and services (collectively, the deliverables) delivered or furnished under this contract. If the go-live date or deliverable due dates fall on a State-recognized holiday, the go-live date or deliverable due date shall occur the second business day following the holiday.

If the Vendor's product or services fail to meet the specifications, then the same may be rejected and returned to the Vendor with a letter stating the reasons for non-acceptance. Such rejection will exempt the DHS from all related costs incurred by the Vendor. The Vendor shall be given thirty (30) calendar days to cure the nonconforming products or services and re-submit the deliverable(s) to the DHS, with a letter explaining the corrections made, for inspection, retesting, and re-evaluation. The DHS shall be given thirty (30) calendar days to inspect, re-test, and re-evaluate the deliverable(s), and to issue a written notice of acceptance or rejection of the deliverables. If the deliverables submitted fail to pass acceptance within one hundred and eighty (180) calendar days, the DHS may, at its sole discretion, continue with the Vendor or terminate the agreement.

Please provide a unique response for each bullet.

- a) Should this be construed to mean that OK DHS will not pay any invoices until they have formally notified bidder of acceptance of the product?
- b) If the product is in use, how does the 180 days from go live apply?
- c) Will invoices be held?



Response 1.

"a) should this be construed to mean that OK DHS will not pay any invoices until they have formally notified bidder of acceptance of the product? Please review the following: A.19. Invoicing and Payment

A.19.1. Contractor shall be paid upon submission of an accurate and proper invoice(s), as defined by Title 62 O.S. §34.73, to the agency, at the prices stipulated on the contract. Failure to provide accurate invoices may result in delay of processing invoices for payment. Pursuant to 74 O.S. §85.44B, invoices shall be paid in arrears after products have been delivered or services provided. Invoices shall contain the purchase order number, a description of the services provided, and the dates of those services.

b) If the product is in use, how does the 180 days from go live apply? In Section B.5 on page 16, the second and third paragraphs states: "Prior to acceptance of products and deliverables specified and furnished by or through the Vendor, the DHS shall be given up to one hundred and eighty (180) calendar days from the product or service go-live date or deliverable due date set by the DHS (if no installation or delivery of physical product on DHS property), or from the final completion of the installation (if installed by the Vendor), or after delivery if the DHS installs (using the Vendor's installation documentation or with the Vendor working on-site with DHS staff) to test, evaluate, and accept the materials, software, and services (collectively, the deliverables) delivered or furnished under this contract. If the go-live date or deliverable due dates fall on a State-recognized holiday, the go-live date or deliverable due date shall occur the second business day following the holiday.

If the Vendor's product or services fail to meet the specifications, then the same may be rejected and returned to the Vendor with a letter stating the reasons for non-acceptance. Such rejection will exempt the DHS from all related costs incurred by the Vendor. The Vendor shall be given thirty (30) calendar days to cure the nonconforming products or services and re-submit the deliverable(s) to the DHS, with a letter explaining the corrections made, for inspection, retesting, and re-evaluation. The DHS shall be given thirty (30) calendar days to inspect, re-test, and re-evaluate the deliverable(s), and to issue a written notice of acceptance or rejection of the deliverables. If the deliverables submitted fail to pass acceptance within one hundred and eighty (180) calendar days, the DHS may, at its sole discretion, continue with the Vendor or terminate the agreement.

c) Will invoices be held? A.19. Invoicing and Payment

A.19.1. Contractor shall be paid upon submission of an accurate and proper invoice(s), as defined by Title 62 O.S. §34.73, to the agency, at the prices stipulated on the contract. Failure to provide accurate invoices may result in delay of processing invoices for payment.

"

Question 2

In Section B.5, on page 16, the fourth paragraph states: "If the claim rejection rate rises above 3% at any point after the first ninety (90) calendar days after the go-live date or the first ninety (90) calendar days after a significant change in system functionality (i.e., the addition of a scheduling feature), the DHS may submit in writing (email will be an acceptable form of written notification) to the Vendor a notification to correct the root cause of the increase and bring the claims rejection rate within+B29+A30:A31+A30:A33+B29+A30:A31+A30:A34+B29+A30:A31+A30:A35+B29+A30:A31+A30:A37+A30:A36+A30:A35 - Please define how rejection rate is calculated numerator, denominator, time period covered and whether it is calculated separately at distinct points in the claims export, adjudication and payment cycles.



Response 2.

This is somewhat contingent upon the proposed system. It is anticipated that the proposed system may have controls that would calculate rejections based on preset parameters.

Question 3.

In Section B.5 on page 16, the last paragraph states: "The DHS reserves the option to terminate the Contract for any significant undue burden that negatively impacts DHS operations, DHS and Service Provider ability to meet established waiver performance standards, or that unduly burdens Service Providers in a way that negatively impacts ability of the Service Provider to provide the level of services required to ensure the safety of waiver participants in their home, per the waiver participant's service plan."

Please provide a unique response for each bullet.

- a) What are the current waiver performance standards and how are they measured?
- b) Please provide the criteria that identify an undue burden for each DHS operations, DHS and Service Provider. Please provide examples of each.

Response 3

- a) There are several waiver performance standards related to the implementation of an EVV system. These measures address system utilization, reporting and performance.
- b) The criteria will be based upon system performance.

Question 4

"In Section B.10.1. on page 19, bullet two states: "Five (5) business days to correct any delayed project task or project deliverable related to the implementation of IVRA system. The State may impose identified costs in the amount of \$5,000 per deliverable after five business days."

Will the State impose penalties if delays are a direct result of the state not providing adequate feedback to the vendor in time? If so, how?

Response 4.

In Section B.10.1. on page 19, bullet two states: "Five (5) business days to correct any delayed project task or project deliverable related to the implementation of IVRA system. "The State may impose identified costs" . The State believes the RFP is clear on this question.

Question 5.

"In Section B.10.1 on page 19, bullets three and four state: "Twenty-four (24) hours to provide required reports or to correct reports that contained inaccurate information. The State may impose identified costs in the amount of \$1,000 per occurrence, per day; after the first twenty-four hour cycle has elapsed and Twenty-four (24) hours to hours to transmit missing data files or to submit corrected files for previously transmitted files that contained inaccurate information. The State may impose identified costs in the amount of \$5,000 per occurrence after the first twenty-four hour cycle has elapsed."

Does this apply if the provider or OKDHS/OHCA was the source of the incorrect information or improperly structured claim?

Response 5.

"The State may impose identified costs" The State believes the RFP is clear on this question.



Question 6.

"In Section B.10.2 on page 20, the first paragraph states: "In the event an IVRA or EVV failure occurs, the system shall allow a Service provider to input check in and check out times to be documented off-line. In no case shall the Vendor bill Oklahoma Department of Human Services for any claims/transactions where Interactive Voice Response Authentication system or Electronic Visit Verification failure has caused this to occur."

Our system allows call ins and calls out to continue to be collected during system down time. When the system is restored, those calls will then flow through. Would such an example be counted in the levy metric outlined in bullet a)?

Response 6.

In no case shall the Vendor bill Oklahoma Department of Human Services for any claims/transactions where Interactive Voice Response Authentication system or Electronic Visit Verification failure has caused this to occur." The State believes the RFP is clear on this question.

Question 7.

"In Section B.10.3 on page 20, the intro paragraph states: "Periodically, the Vendor may be asked to re-submit a subset of claims to MMIS Fiscal Agent. The Vendor may be asked to correct or delete individual data or provide Oklahoma Department of Human Services the ability to do so."

Define what is meant by removal of individual pieces of data and cite what specific steps, documents, reports or claims may be affected and please provide an example.

Response 7

This process generally describes what action needs to occur when claims and billing must to be voided and subsequently resubmitted. The State believes the RFP is clear on this question.

Question 8.

In Section B.10.3 on pages 20-21, the last bullet states: "The Vendor is responsible for making daily, Monday through Friday (no weekends or State holidays unless otherwise specified by DHS) claims submissions to MMIS Fiscal Agent a) Should the claim file not be submitted by 12:00 A.M. Central Standard Time each weekday, or as otherwise specified by DHS, the Bidder shall be assessed identified costs of five hundred dollars (\$500) per day until submission is made. If a partial submission is made, the identified costs will be prorated based upon the percentage dollar amount of claims not submitted. Claims submitted but Denied for payment due to IVRA or EVV error shall be treated the same as a partial claim submission for that day. EVV calls rerouted to the manual screen input."

Please provide a unique response to each bullet.

- a) Is there a specific daily cut off to allow for manual processing of claims by the vendor due to a limitation by OKHCA once the provider submits the claim, or is it intended that a claim submitted at 11:59 pm would be expected to be processed by the vendor that same day?
- b) Is it acceptable to submit provider claims several times per day (or in several batches)?

Response 8

- a) No
- b) This may be contingent upon the functionality of the proposed system.



Question 9.

In Section C.3.1 on page 22, the second bullet states: "The proposed solution must not prohibit service providers from being able to process payroll and pay individual employees timely and in the correct amount. The proposed solution must not prohibit or inhibit the service providers' internal business process flows implement effectively." Please provide the criteria that would be considered a prohibition from being able to process payroll, pay employees timely and correctly, or inhibit the service providers' internal business process flows. Please provide examples of each

Response 9.

The inability of the provider to process payroll". The State believes the RFP is clear on this question.

Question 10.

In Section C.3.1 on page 22, the first bullet states: "the proposed solution must not provider require the DHS to significantly alter internal business processes in a way that negatively affects waiver performance standards, other internal software systems, or staffing levels in order to accommodate the Vendor's solution." Please provide the criteria that identify a significant alteration in internal business processes that negatively affects waiver performance standards, other internal software systems, or staffing levels. Please provide examples of each

Response 10.

Significantly alter internal business processes in a way that negatively affects waiver performance standards, other internal software systems, or staffing levels in order to accommodate the Vendor's solution." The State believes the RFP is clear on this question.

Question 11.

In Section C.1 on page 22, the opening paragraph states: "The solution will provide a complete claims submission and billing process whereby the vendor will submit an electronic 837 file to the Oklahoma Health Care Authority for adjudication. This process will encompass the entire end-to-end billing cycle, which will include the successful Vendor's receipt and subsequent analysis of the 835 Remittance File (RA) for contracted providers to ensure payment and appropriate billing information."

Please provide a unique response for each bullet.

- a) What are the expectations for 835 analyses?
- b) To what extent will the vendor be required to analyze and correct information resulting from errors on the part of the provider, OK DHS or OHCA?

Response 11.

- a) Generally speaking, the analysis is an aspect of viewing the complete the billing cycle and provides reporting and comparative data analysis that ensures that billing was submitted as complete and accurate.
- b) It is the function and purpose of the EVV vendor to submit correct/authenticated billing resulting in appropriate payments to the provider.

Question 12.

"In Section C.3.1 on page 23, the first bullet states: "The proposed solution must not prohibit service providers from being able to process payroll and pay individual employees timely and in the correct amount. The proposed solution must not prohibit or inhibit the service providers' internal business process flows and shall not require



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extensive accommodation by the service provider in order to implement effectively. Extensive accommodation shall be the sole determination of the DHS in conjunction with the service provider.”

Please provide a unique response for each bullet.

- a) Please confirm that providers will be processing payroll in their own system with data exported from the EVV system.
- b) If the reason that the provider cannot process payroll is due to the provider, does this requirement apply?

Response 12.

- a) This is at the providers' discretion.
- b) It is expected that the EVV provider will support the provider in utilizing the system as appropriate

Question 13.

In Section C.3.1 on page 23, the third bullet states: “Capability for claims data pending at the go-live date to be processed in the proposed EVV system;” It also states: “capability for the Service Provider to modify claims data to ensure an accurate and billable claim, submit claims via a confirmation and invoicing process to the Vendor, who then submits an 837 file on behalf of each Service

Provider, either singularly or collectively;”

Please provide a unique response for each bullet.

- a) What is the standard to be applied for claims modification? (ie: based on what data?)
- b) What claims elements should the provider be able to alter.
- c) Should the provider be able to update anything beyond the employee providing service, the appropriate service to be billed and the amount of service to be billed for, and to be able to add unscheduled visits that occur?
- d) Describe how far back in time the claims pending at the time of the new system may occur to be included.
- e) Also indicate whether claims may be submitted in an automated fashion, reducing or eliminating human intervention to export from the system to the appropriate portal.
- f) Please confirm that “Claims data pending at the go-live date” refers to claims for dates of service prior to go-live?
- g) If so, what is expected of the system in terms of determining the claim's validity?
- h) What information will be provided by DHS to support that determination?
- i) If claims made under this provision are denied for reasons outside of the scope of information provided to EVV, will this be counted in the overall denial rate?

Response 14.

- a) The claims data must be accurate in order for successful billing. Accuracy as reflected in the contracted providers billing profile.
- b) This is mandatory requirement the bidder's proposed solution is expected to meet this requirement or have the capability to be customized / modified. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Please refer to the following Section C.1. Overview. Of the RFP



The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

- c) Yes
- d) Not to exceed 12 months
- e) The successful Contractor as the submitter will confirm the method of delivery with the State Medicaid agency (OHCA).
- f) Yes
- g) DHS will work with the successful Contractor to ensure validity of pending claims data
- h) DHS will provide necessary support to ensure the appropriate determination
- i) No

Question 15.

In Section C.3.1, the 5th bullet on page 23 states: "Must allow additions or modifications of the data received. System environmental requirements are subject to change as DHS is in the progress of upgrading internal IT hardware/software systems, and the proposed solution must include planning and implementation of necessary changes in the IVRA/EVV system as a result."

The 1st bullet on page 24 states: "DHS anticipates upgrading the current version of its Waiver Management System software within the term of the contract. Bidder shall submit a detailed narrative outlining the approach that will be used for interfacing the proposed solution with a newer version of DHS's Waiver Management System. The Bidder should describe how this transition will occur and the successful Vendor shall implement this plan as requested and approved by DHS. The work for this interface will be determined as complete when DHS deems it fully operational and satisfactory."

Section C.3.2.2 states: "The successful Vendor should anticipate adjustments to this requirement as deemed necessary by DHS/MSU based on the capacity and functionality of the successful Vendor's system."

Please provide a unique response for each bullet.

- a) Please provide a list and timeline for all upgrades/changes listed above.
- b) What upgrades are currently in progress, and how will these upgrades affect the processing of data sent or received by DHS?
- c) Please define environmental requirements.
- d) Please define criteria for 'fully operational and satisfactory' and provide examples.

Response 15.

- a) A list and timeline for upgrades/changes regarding upgrading internal IT hardware/software systems, is not currently available. The Project Kick off meeting will allow the successful bidder to meet the expectation and to include timelines for these occurrences in the finalized Implementation /Workplan. Any changes to the finalized plan must be approved by DHS.
- b) Currently this is an ongoing process and the effects have not been determined
- c) Environmental requirements can refer to DNS requirements, FTP requirements, VPN requirements, data storage requirement, transfer of data requirements, etc.



- d) Means the system performs as required

Question 16.

In Section C.3.1 on page 23, the third bullet also states: "The claim rejection rate must be no higher than 8% in the first thirty (30) calendar days after the go-live date, no higher than 5% at the end of sixty (60) calendar days after the go-live date, and no higher than 3% at the end of ninety (90) calendar days after the go-live date." Are rejections that are based on information not provided to the EVV system counted in the rejection rate?. For example, if a change in authorization to reduce units is sent to OHCA, but is not sent to EVV, and a claim is subsequently denied due to lack of units available, would that be counted in the rejection rate?

Response 16.

- 1) Yes
- 2) It is expected that the proposed solution would possess the capability to disallow submission of unauthorized billing; or have the capability to be customized / modified. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 17.

In Section C.3.1 on page 23, the fourth bullet on page 23 states: "The Bidders system must include the capability for mandatory scheduling of in-home visits."

In Section C.3.6 the 2nd bullet on page 28 states_: "The scheduling system must support DHS/MSU's mandate for users to schedule visits to service recipient homes._

Please provide a unique response for each bullet.

- a) To what degree must the system enforce mandatory scheduling? For example, Schedule must be present before billing, or schedule must be present prior to the service taking place?
- b) Please provide a copy of the mandate given to providers regarding scheduling.
- c) In addition, please provide all the rules for mandatory scheduling.

Response 17

- a) "The scheduling system must support DHS/MSU's mandate for users to schedule visits to service recipient homes. This is a mandatory requirement, it is expected that the proposed solution would have the functional capability to disallow submission of unauthorized billing; or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.
- b) The scheduling system must support DHS/MSU's mandate for users to schedule visits to service recipient homes._. Sent to Mark Robison
- c) The scheduling system must support DHS/MSU's mandate for users to schedule visits to service recipient homes._. Sent to Mark Robison

Question 18.

"Section C.3.2.2 on page 24 states: "System shall record check in and notify via email or dashboard. The record must be amended at the checkout to add the checkout time."

Please provide an example of type of notification required each time a worker checks in or out.



"

Response 18.

Notification must be as stated in the requirement **"notify via email or dashboard"**. This is a mandatory requirement, it is expected that the proposed solution would have the functional capability that would allow one or both of these notification types. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 19.

C.3.2.4 on page 25 states: "Required Data Transmission Records Data transmitted by Oklahoma Department of Human Services or its agent"

Please provide a unique response for each bullet.

- a) For each data element, please provide the source of data (system of record)
- b) If the required information is available from EVV via on demand, reports that can be generated as csv, spreadsheet, or other tabular formats, would that meet the requirements in this section?
- c) Is this data transmission, if by the vendor, intended for only those visits that have been billed?

Response 19.

- a) The primary data transmission will emanate from the DHS/MSU source system.
- b) This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.
- c) Yes

Question 20.

"C.3.2.4, page 25 contains a requirement for: "Worker classification including licensure requirements"
Please provide the definition of workers that will be included in this data.

Response 20.

At a minimum, this would be Nurses and Case Mangers

Question 21.

"C.3.2.4, page 25 contains a requirement for: "Date of service – the date the call is made"

Please clarify, is this the date the visit began or ended if dates are not the same since a visit can consists of both an in and out call which could span two calendar days.

Response 21.

The date the service was provided

Question 22.



C.3.2.4 on page 25 contains a requirement for: "Field flagging members staffed by a family member"

Please provide a unique response for each bullet.

- a) How will the EVV system get this information?
- b) Will this be provided as part of the member feed. If so, what if a member has both family and non-family members providing service.

Response 22.

- a) Manually entered in Members profile, and reportable.
- b) No

Question 23.

"C.3.3 on pages 25-26 states: "The system needs to identify and notify DHS on any failures in service delivery to include late check-ins and missed check-ins/check-outs."

Please confirm that notifications for late and missed visits can only occur when a visit has an associated schedule.

Response 23.

This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 24.

C.3.3 Item b) on page 26 states: "Create a formal service delivery verification process system alerts i.e. system failures"

Please provide examples and the criteria for this requirement

Response 24.

This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 25.

C.3.3 item e) states: "The system shall include a message board to allow DHS to immediately communicate with contracted service providers both simultaneously and individually."

Please confirm if DHS intending to use this functionality to communicate with its agencies by entering and directing messages for the providers.

Response 25.

"**The system shall include a message board to allow DHS to immediately communicate with contracted service providers both simultaneously and individually.**" This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified



to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 26.

C.3.4 item d) on page 26 states: "Capability upon request to transmit all data from the IVRA or EVV to DHS or to a third party designated by DHS to receive the data, in the format as specified."

Please provide detailed specifics including, but not limited to, field level definitions, frequency, layout, format, etc. for this requirement.

Response 26.

This is a mandatory requirement, it is expected that the proposed solution would have this functional capability. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 27.

"C.3.6.9 on page 27 states: "The Bidder shall provide administrative terminal support through a browser based administrative terminal that conforms to Oklahoma Department of Human Services communications protocols and is accessible through the current state equipment."

Please provide OKDHS' technology standards for your current operating systems, browsers being utilized as well as plans for upgrades during the term of this contract.

Response 27.

"The Bidder shall provide administrative terminal support through a browser based administrative terminal that conforms to Oklahoma Department of Human Services communications protocols and is accessible through the current state equipment."

OKDHS' technology standards-can be accessed by utilizing the link below

A.42. Compliance with Technology Policies

The Supplier agrees to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at:

www.ok.gov/OSF/documents/StateOfOklahomaInfoSecPPG_osf_12012008.pdf

Plans for upgrades are currently not available.

Question 28.

Section C.3.6, the second bullet on page 28 states: "Scheduling database must be integrated with a web monitoring dashboard screen display of status and off-line data downloads or reports to indicate visit final disposition."

Define off line data, reports or downloads.



Response 28.

This is a mandatory requirement, it is expected that the proposed solution would have these functional capabilities. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 29.

"41. Section C.3.6, 13th bullet on page 28 states: "Functionally the scheduling database must link with the monitoring screen to indicate to users visit status"
Please provide a list of the requirements for the linkage.

Response 29.

This is a mandatory requirement, it is expected that the proposed solution would have these functional capabilities. Or have the capability to be customized / modified to meet this requirement. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Question 30.

Section C.3.6, the 8th bullet on page 28 states: "Ability to create date and name and last update date and name"
Explain what the feature is in reference to or what part of scheduling a provider would apply.

Response 30.

This reference is a general functional option of the system whereby the user can update Member and Worker profile information. Additionally, there will be an audit trail that indicates who made the update.

Question 31.

"Section C.6.2 on page 30 states: "On-site training to DHS and Service Providers shall be provided by the Vendor no later than thirty (30) calendar days prior to a major change in system functionality"
Please define the parameters that constitute a major change.

Response 31.

The criteria for this requirement will be established, finalized and documented with the successful Contractor at the Project Kick-off Meeting.

Question 32.

"C.9.2., page 31 states: "All upgrades and/or changes to any part of the system shall be tested by the Vendor in a test environment prior to recommendation for implementation to the Production environment. Results of this testing shall be forwarded to DHS for review prior to approving any system changes."

Please provide a unique response for each bullet.

- a) What is the definition of "upgrades and/or changes?" Does this include emergency maintenance?
- b) Does it include routine maintenance?



- c) Since Supplier's software is commercial off the shelf, what if Supplier is upgrading/changing the system for all of its customers?

Response 32.

- a) Routine/Regularly Scheduled - upgrades and/or changes-as described in the vendor's proposal for Maintenance and Support , bidder should refer to Section C.9 of the RFP
- a part 2) DHS expects to be notified immediately of any required emergency maintenance- **bidder should refer to Section C.9 of the RFP**
- b) Yes - DHS expects to be notified of All upgrades and/or changes- **bidder should refer to Section C.9 of the RFP**
- c) DHS expects to be notified of All upgrades and/or changes - **bidder should refer to Section C.9 of the RFP**

Question 33.

"E.9.1. on page 36 states: "Bidders who believe solicitation requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the procurement specialist listed herein. To be considered a request for review must be received no later than 3:00 P.M. Central Time on July 21, 2015. The State shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to this Solicitation."

Will DHS release vendor-blinded administrative review requests in their entirety in the form of an amendment as part of the RFP process?

Response 33.

Yes - The State shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to this Solicitation." However, there have been no such requests submitted for this specific RFP event.

Question 34.

*3.3. on page 35 states: " In addition, each Bidder must submit one (1) original and one (1) copy of the Bid on CD, or DVD, for a total of two (2) electronic documents in a "machine readable" format."

Please provide examples of acceptable machine readable formats.

Response- 34

Machine readable copy can be in either Microsoft Word or PDF format

Question 35.

"E.12.3, page 37 bullet 2 states: "Failure of a reference provided by the Offeror to respond within 24 hours to inquiries made by DHS whether by e-mail, telephone, or fax may deem the Offeror's response to this RFP nonresponsive"

Please confirm that 24 hours refers to business hours.

Response 35.



Yes

Question 36.

"Re: Section G, Checklist on page 40: G.4 Vendor/Payee Form.

Please confirm if the Vendor/Payee form is required and if so, please provide the template.

Response 36. - W9 Vendor Payee Form is attached within the RFP – PDF Page #67

See Section G.4. Checklist –for the following statement “Vendor/Payee Form or W-8BEN **(as required).**”

If a bidder is registered vendor has completed the entire vendor registration process, this is not applicable to that bidder.

Question 37.

"Attachment A

Please provide the Web Services Description Language (WSDL) for the XML files.

Response 37.

Attachment A- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

Attachment A - EVV Program History-

Attachment B - Receive and process (all) data fields

Attachment C - Utilization Report (Data required)

Attachment D - Provider Activity Report

Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 38.

"Attachment A

How does DHS expect to transfer files? Will a web service be provided for the vendor and, if so, can the Web Service Definition Language (WSDL) be provided?

Response 38.

Attachment A- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

Attachment A - EVV Program History-



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Attachment B - Receive and process (all) data fields)
Attachment C - Utilization Report (Data required)
Attachment D - Provider Activity Report
Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 39.

"Attachment B states: "In addition, the IVRA or EVV supports an encounter data download function for participating Service providers and DHS. Through the I Interactive Voice Response Authentication, or Electronic Visit Verification system, the Service provider and DHS will be able to create and download a file of encounter data records that the Service provider can then functionally export into their back office business accounting software system used for payroll and other business functions"

Please provide a unique response for each bullet.

- a) What exports, if any, will be created by DHS?
- b) What are the export formats that are required?
- c) Are there any imports required for encounter information? If so, please provide the format required.

Response 39.

Attachment B- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

Attachment A - EVV Program History-
Attachment B - Receive and process (all) data fields)
Attachment C - Utilization Report (Data required)
Attachment D - Provider Activity Report
Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 40.

"In Attachment B, the first paragraph on page 51 states: "These authorizations are sent to Service providers and include the information regarding service delivery, including the amount, duration and frequency of the service. For services like personal care, this would include the number of units per week. For services like Skilled Nursing, the authorization could indicate the number of units of service to be provided in a month or year. All authorizations include the service recipient ID, provider of service, service code, and amount to be reimbursed per unit, the date the service is to start and an ending date of the authorization. Once Service providers receive these service authorizations they are to begin delivery of the services and are to provide the services in accordance with the schedule and units specified."

Please provide a unique response for each bullet.



Response 40.

Attachment B- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

- Attachment A - EVV Program History-
- Attachment B - Receive and process (all) data fields)
- Attachment C - Utilization Report (Data required)
- Attachment D - Provider Activity Report
- Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 41.

"Attachment C, Sections A and B states: "f. Number of claims created via the web interface vs. g. Number of claims created via the EVV check-in/check-out and b. Claims creation via EVV, check-in check-out vs. c. Claims created via web"

Please provide an example of when a claim is created by web interface vs. claims created via EVV.

Response 41.

Attachment C- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

- Attachment A - EVV Program History-
- Attachment B - Receive and process (all) data fields)
- Attachment C - Utilization Report (Data required)
- Attachment D - Provider Activity Report
- Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 42.

Re: Attachment D, For S9126, Hospice, what are the specific requirements around EVV for this service? For example, will there be authorizations, schedules, authorizations, claims cycle process?

Response 42.

Attachment D- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

- Attachment A - EVV Program History-
- Attachment B - Receive and process (all) data fields)



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Attachment C - Utilization Report (Data required)
Attachment D - Provider Activity Report
Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 43.

"Attachment D, For S9126, Hospice, what are the specific requirements around EVV for this service? For example, will there be authorizations, schedules, authorizations, claims cycle process?
How many providers are providing hospice services?"

Response 43.

Attachment D- is provided for informational purposes only

Bidders should refer to RFP Section C.1. Overview for the following:

This RFP includes the following Attachments for informational purposes and specific reporting requirements

Attachment A - EVV Program History-
Attachment B - Receive and process (all) data fields)
Attachment C - Utilization Report (Data required)
Attachment D - Provider Activity Report
Attachment E - DHS Glossary of Terms

Any additional information or requirements as related to the requirements of the RFP will be discussed and established with the successful Contractor and documented.

Question 44.

Re: SPPC Program:

Please provide a unique response for each bullet.

- a) Please provide details for the SPPC billing/claims submission process. Is it the same for ADvantage Waiver program or different?
- b) Please clarify the SPPC payroll process. Will this program include the verification hours for consumer directed workers and exports to support payroll?
- c) For those members who directly employ their service provider, will the state be providing information detailing which member is serviced by which individual service provider?

Question 45.

Re: SPPC Program:

Please provide a unique response for each bullet.

- a) Please provide details for the SPPC billing/claims submission process. Is it the same for ADvantage Waiver program or different?
- b) Please clarify the SPPC payroll process. Will this program include the verification hours for consumer directed workers and exports to support payroll?



- c) For those members who directly employ their service provider, will the state be providing information detailing which member is serviced by which individual service provider?

Response 45.

Where it is stated in the RFP mandatory requirement, it is expected that the proposed solution would have the required functional capabilities. Or have the capability to be customized / modified to meet these requirements. Bidder must be able to show the proposed solution can be customized / modified to meet these requirements.

Bidder should refer to the following section of the RFP C.3.

C.3. Mandatory Specifications/Requirements

Mandatory requirements are the minimum capabilities, features, and/or technical standards that must be met by the proposed solution to be determined responsive. Bidder must either be the proprietor of the system or maintain the rights to allow customization or reconfiguration of the software in order to satisfy Aging Services and its provider Vendor's business requirements.

The Bidder shall clearly state their ability to meet the Minimum System (technical) requirements and **will state how the requirements will be met**, what assurances of success the proposed approach will provide. Bidder shall provide a brief narrative, describing installation and configuration requirements and the proposed method to meet the requirements of this RFP. Bidder should provide examples, samples, and or screenshots as applicable to the proposed solution.

Question 46.

"Re: Remittance, Please provide a unique response for each bullet.

- a) How will the EVV vendor gain access to the remittance advice information contained in the 835's?
- b) Who will be the receiver for 835 Remittance files? Can the EVV Vendor be the receiver? Will the provider ever be the receiver? Will any third party ever be the receiver?
- c) For 835's where the provider is not the receiver, will 835's for multiple providers be combined into a single 835 file?
- d) The 835s for providers who have designated the EVV vendor as the receiver contain 835s for services not covered by EVV. Would those items be able to be removed?

Response 46.

Where it is stated in the RFP mandatory requirement, it is expected that the proposed solution would have the required functional capabilities. Or have the capability to be customized / modified to meet these requirements. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

1. 835's access to the remittance advice information will be detailed with OHCA and the successful Contractor
2. Receiver for 835 Remittance files, will be detailed with OHCA and the successful Contractor
3. Yes the EVV Vendor can be the receiver
4. Yes the provider will the receiver



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5. For 835's where the provider is not the receiver and multiple providers combined into a single file will be detailed with OHCA and the successful Contractor
6. Removal of the 835s for providers who have designated the EVV vendor as the receiver contain 835s for services not covered by EVV will be detailed with OHCA and the successful Contractor