



GOVERNMENT OF PUERTO RICO
DEPARTMENT OF HEALTH
MEDICAID PROGRAM

**Q&A
FOR
EXTERNAL QUALITY REVIEW
ORGANIZATION
RFP**

January 20, 2022

ID	Related RFP Section(s)	Page Number	Question	Response
1	1.1. Statement of Procurement Purpose	1	<p>This section states that the deliverables required are included in Appendix 10: Pro Forma Contract. In several sections within pages 50-59 of Appendix 10, details are provided on required activities, number of plans subject to review, and timeframes for the review period; however, these details are not always the same from section to section. Please clarify the number of plans per activity and timeframe to be evaluated each year of the EQRO contract.</p>	<p>The EQRO Vendor selected as part of this RFP will support PRMP by finalizing an outstanding audit that was not completed by PRMP's previous vendor along with the additional work outlined within this sow. Accordingly, the EQRO vendor will be responsible for the following:</p> <p>Outstanding Work: "The Health Plans to be reviewed (complete prior contract work not completed) will comprehend (Medicaid) January 1, 2017 - December 31, 2017 for Molina, MMM, Triple-S and First Medical. Platino Plans to be reviewed for January 1, 2017 - December 31, 2017 are: Triple-S, Medicare, Humana, MMM and MCS."</p> <p>New Scope: "The Health Plans to be reviewed as part of this scope will comprehend (Medicaid) January 1, 2018– December 31, 2021 for Molina, MMM, Triple-S and First Medical. Platino Plans to be reviewed for January 1, 2019 – December 31, 2021</p>

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				are: Triple-S Medicare, Humana, MMM and MCS”.
2	1.3. RFP Schedule of Events	2	Given that many of our questions will impact our ability to draft a cost proposal, would PRMP grant an extension of the proposal due date?	PRMP has extended the Proposal Submission Due Date to February 4th, 2022. Please refer to Section 1.3: RFP Schedule of Events for further details.

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3	2.2. Response Delivery	8	Given that many government and other offices are closed or not staffed at regular capacity because of the pandemic, would PRMP offer an electronic submission option for final proposals in lieu of mail?	At this time, PRMP will not be accepting electronic submissions for whole proposals, other than the digital copies of the technical and cost proposals as detailed in Section 2.2: Response Delivery. Please refer to Section 2.2: Response Delivery for detailed instructions for the response submission.
4	4.1 Evaluation Categories & Maximum Points	15	Should this section refer to Appendix 2 rather than Appendix 3?	Yes, Section 4.1 Evaluation Categories & Maximum Points should refer to Appendix 2: Technical Response & Evaluation Guideline.
5	4.1 Evaluation Categories & Maximum Points – Table 2	15	Table 2 notes that the maximum score for the General Qualification & Experience category is 20. Table 4 on p. 24 shows a maximum score of 33 (with 2 bonus points). Please clarify.	The maximum score for General Qualifications & Experience is 33 points (with 2 bonus points) totaling 35 points which translates to 20 response points or 21.21 response points (with bonus points) after using the scoring conversion formula on page 24. As detailed in Section 4.1: Evaluation Categories & Maximum Points, General Qualification & Experience accounts for 20

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				response points or 20% of the total response points.
6	4.1 Evaluation Categories & Maximum Points – Table 2	15	Table 2 notes that the maximum score for the Technical Qualifications, Experience & Approach category is 60. Table 5 on p. 28 shows a maximum score of 75. Please clarify.	The maximum score for Technical Qualifications, Experience & Approach is 72 points which translates to 60 response points after using the scoring conversion formula on page 28. As detailed in Section 4.1: Evaluation Categories & Maximum Points, Technical Qualifications, Experience & Approach accounts for 60 response points or 60% of the total response points.
7	4.1 Evaluation Categories & Maximum Points – Table 2	15	Table 2 notes that the maximum score for the Cost Proposal category is 20. Table 7 on p. 29 shows a maximum score of 150. Please clarify.	The maximum score for the Cost Proposal is 150 points which translates to 20 response points after using the scoring conversion formula on page 30. As detailed in Section 4.1: Evaluation Categories &

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				Maximum Points, the Cost Proposal accounts for 20 response points or 20% of the total response points.
8	Appendix 2, Section A: Mandatory Requirements	21	The seventh row instructs bidders to “Provide the Statement of Certifications and Assurances (attached in the RFP) duly completed and signed without exception.” The eighth row instructs bidders to “Provide the Statement of Certifications and Assurances (Appendix #1 of the RFP) duly completed and signed without exception.” Please clarify the difference between these requirements.	Rows 7 and 8 in Table 3: Mandatory Requirements are duplicates. Row 7 has been removed.
9	Appendix 2, Section A: Mandatory Requirements	21	Please confirm that our completed Statement of Certifications and Assurances and similar forms may be provided in an appendix that does not count toward the 100-page limit.	Any sample work products, tools, reports, and/or audits are exempt from the 100-page limit and may be included as an attachment. All other proposal narrative content, including but not limited to resumes and responses to RFP appendices are subject to the 100-page limit.

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10	Appendix 2, Section A: Mandatory Requirements	21	Please confirm that our audited financial statements for the last three years may be provided in an appendix that does not count toward the 100-page limit.	The audited financial statements for the last three years do not count toward the 100-page limit and may be included as an appendix.
11	Appendix 2, Section B: General Qualification and Experience	23	This section instructs bidders to “Provide a personnel roster listing the names of key people who the respondent will assign to meet the respondent’s requirements under this RFP along with the estimated number of hours that each individual devoted to that performance. Follow the personnel roster with a resume for each of the individuals listed.” Please confirm that we may place the resumes in an appendix that does not count toward the 100-page limit.	Resumes should be limited to three (3) pages each and are included in the 100-page limit.
12	Appendix 2, Section B: General Qualification and Experience	24	It is unclear how the example calculation below the table works or how the formula is to be used. Please clarify.	Refer to the response to Question 5.
13	Appendix 2, Section B: General Qualification and Experience	24	This section instructs bidders to provide documentation of the respondent’s commitment to diversity. Please confirm that responders’ internal programs and procedures would be considered in assigning the 2 bonus points.	The evaluation committee will review and score all evidence that the vendor provides.
14	Appendix 2, Section C: Technical Qualifications	27	This section instructs bidders to “Describe the detailed process to be used for conducting and completing the MCO annual quality survey.” Is this	Yes, this is synonymous with the compliance review.

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			synonymous with the annual compliance review?	
15	Appendix 2, Section C: Technical Qualifications	27	This section instructs bidders to “Describe the data collection tool and the reporting format the proposer would use for the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) annual evaluation report. Include sample tools and reports for review.” Please describe this report in more detail, as it is not referenced in the sample contract.	According to 42 C.F.R. § Part 441, Subpart B: Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) all Individuals Under Age 21 are guaranteed access to EPSDT services. The EQRO Vendor will be expected to audit MCO's compliance with ensuring access to such services.
16	Appendix 2, Section C: Technical Qualifications	27	This section instructs bidders to “Describe the data collection tool and the reporting format the proposer would use for the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) annual evaluation report. Include sample tools and reports for review.” Is this part of the annual compliance review?	In accordance with 42 C.F.R. § Part 441, Subpart B: Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services will be provided to any Medicaid beneficiary under Age 21. . Accordingly, the EQRO vendor will be expected to evaluate whether MCO's have administered the EPSDT program in accordance with PRMP policy as part of the MCO compliance review.

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17	Appendix 2, Section C: Technical Qualifications	27	The RFP requests bidders to include samples of several reports and tools. Please confirm that we may include these samples in an appendix that does not count toward the 100-page limit.	Refer to the response to Question 9.
18	Appendix 2, Section C: Technical Qualifications	28	It is unclear how the example calculation below the table works or how the formula is to be used. Please clarify.	Refer to the response to Question 6.
19	Appendix 2, Section D: Cost Proposal and Scoring Guide	30	It is unclear how the example calculation works or how the formula is to be used. Please clarify.	Refer to the response to Question 7.
20	Appendix 10: Pro Forma Contract Draft	45	Page 2 of the RFP indicates that the award date is March 11, 2022. Page 45 of the draft contract includes a date of "January 4, 2021." Is this just an example date?	The award date included in Appendix 10: Proforma Contract Draft is an example date. Please refer to Section 1.3: RFP Schedules of Events for the expected award date.
21	Appendix 10: Pro Forma Contract Draft – Second: Services	50	This section states that the first year will include an MCO evaluation period from January 2018 until December 2021. It then states that the contract period to be evaluated is January 1, 2017 to December 31, 2021 for Medicaid Plans and January 1, 2019 to December 31, 2021 for Platino Plans. Page 1 of the RFP (Section 1.2. Scope of Service, Contract Period, & Required Terms and Conditions) states that the first year will include an MCO evaluation period from January 2018	Refer to the response to Question 1.

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			until December 2020. Please clarify the evaluation period.	
22	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	Does PRHIA require a full, comprehensive compliance review every three years or on an annual basis?	The EQRO vendor will be responsible for completing a review of the previous scope and will also be required to provide a full comprehensive compliance review for the 3 year retrospective period by the end of the original contract terms.
23	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	If PRHIA requires a full, comprehensive compliance review every three years, are partial reviews required in the intervening years?	Refer to the response to Question 22.
24	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	Paragraph 3 indicates the Medicaid plans are to be reviewed January 2017 – December 2017, while paragraph 4 indicates the same Medicaid plans are to be reviewed January 2017 – December 2021. Please clarify.	Refer to the response to Question 1.
25	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	Paragraph 3 indicates the Platino plans are to be reviewed January 2017 – December 2017, while paragraph 4 indicates the same Platino plans are to	Refer to the response to Question 1.

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			be reviewed January 2017 – December 2021. Please clarify.	
26	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	Is it PRHIA’s intention to review MCO compliance back to 2017 instead of reviewing current compliance?	Refer to the response to Question 1.
27	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	Are all of the health plans listed under the Compliance Review section currently operating in Puerto Rico?	All plans, even inactive plans, are required to go through a compliance audit, per CMS guidance.
28	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	If any of the listed health plans are not currently operating in Puerto Rico, are they expected to undergo a compliance audit?	All plans, even inactive plans, are required to go through a compliance audit, per CMS guidance.
29	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	For the last paragraph, which refers to network adequacy, what are the health plans to be evaluated?	Medicaid Plans: First Medical, Plan de Salud Menonita, MMM, Triple S and Molina Healthcare. Platino Plans: Triple-S.
30	Appendix 10: Pro Forma Contract Draft – Compliance Review	50	For the last paragraph, which refers to network adequacy, what is the evaluation period?	Even though Network Adequacy Protocols are currently reserved (see 2019 EQRO Protocols), PRMP is requesting Network Adequacy review in this RFP. For Network Adequacy evaluation period, please refer to the response to Question 1.

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31	Appendix 10: Pro Forma Contract Draft – System Requirements and Data Sharing	51	Under what circumstances would PRHIA need to provide the EQRO with items such as provider, enrollment, and encounter data in HIPAA 837 format?	PRHIA/PRMP will work with the selected vendor in executing a thorough information request which will summarize data access needs while outlining PRHIA's data sharing process.
32	Appendix 10: Pro Forma Contract Draft – Validation of Performance Improvement Projects	52	What are the number of PIPs per Medicaid plan to be validated?	This information will be shared once a vendor is solicited, and a contract awarded.
33	Appendix 10: Pro Forma Contract Draft – Validation of PMs	52	Please confirm that the EQRO will receive from PRHIA the following HEDIS rates: HEDIS 2017, 2018, 2019, 2020, MY 2020, and MY 2021 (when submitted in 2022).	PRHIA/PRMP will work with the selected vendor in executing a through information request which will summarize data access needs while outlining PRHIAS data sharing process.
34	Appendix 10: Pro Forma Contract Draft – Validation of PMs	52	From which Medicaid plans will PRHIA be submitting data?	Refer to the response to Question 29.
35	Appendix 10: Pro Forma Contract Draft – Validation of PMs	52	Is the first Technical Report to be produced in April 2023?	Final deliverable dates will be determined upon initiation of the contract.
36	Appendix 10: Pro Forma Contract Draft – HEDIS 2021	52	This section states “The SECOND PARTY will conduct an NCQA audit of the Medicaid plans. The plans to be audited will be determined by the FIRST PARTY on or before November 30, 2021.” Which health plans are to be audited?	Medicaid Plans: First Medical, Plan de Salud Menonita, MMM, Triple S and Molina Healthcare.

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37	Appendix 10: Pro Forma Contract Draft – HEDIS 2021	52	Is “HEDIS 2021” referenced in the RFP meant to refer to “HEDIS MY 2021?”	The contract years are the review period and will include only those HEDIS metrics that are included in the Adult and Child Core Set.
38	Appendix 10: Pro Forma Contract Draft – HEDIS 2021	52	If “HEDIS 2021” referenced in the RFP refers to “HEDIS MY 2021,” this contract will not be awarded in time to perform a HEDIS MY 2021 audit during the normal HEDIS timeframe. Please clarify.	The contract years are the review period and will include only those HEDIS metrics that are included in the Adult and Child Core Set.

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39	Appendix 10: Pro Forma Contract Draft – Validation of Performance Improvement Projects	52	The first paragraph references a time period of CY 2018-2021, while the last paragraph on the page references a review period of January 2017 to December 2021. Which is the correct time period?	Refer to the response to Question 1.
40	Appendix 10: Pro Forma Contract Draft – Table 14	54-55	In the Comments column, the number of Medicaid plans is noted as 4 under some activities and 5 under other activities. The same inconsistency appears for Platino plans. Please clarify the number of plans to be evaluated.	Since inactive health plans are part of EQRO's scope the number of plans change for different contract years but in total is five. The RFP has been updated for clarity.

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41	Section 1.3, Table 1: Schedule of Events	NA	Would PRMP consider an extension of the due date to submit the proposal given the holiday time frame, and time required to solicit State client references?	Refer to the response to Question 2.
42	Section 2.1.1, Technical Response	NA	Please provide clarity regarding which documents will be counted towards page limitations. Specifically, will the required checklists (Table 3, Table 4, and Table 5) and the resumes count towards the 100-page limit? Will examples of the work product requested be included in page limitations or can they be submitted as attachments?	Refer to the response to Question 9.
43	Section 2.1.2, Cost Proposal	NA	May the respondent include assumptions used to develop the cost proposal (e.g., number of MCOs, number of PIPs)?	Yes, PRMP encourages vendors to include assumptions used to develop the cost proposal.
44	Section 2.2 Response Delivery	7	Considering the current Public Health Emergency, Mercer is operating virtually. Will PRMP accept an electronic submission of the proposal via email, a procurement site, or other proposed method? If a mailed response is required, can the submission be limited to the USB submission?	Refer to the response to Question 3.
45	Appendix 2: Technical Response and Evaluation, Table 3: Mandatory Requirements, Item 7	21	This seems to be a duplicate question to the question below (Item 8) regarding Appendix 1. Please confirm that there is not an additional	Refer to the response to Question 8.

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			attachment required outside of Appendix 1.	
46	Appendix 2: Technical Response and Evaluation, Table 3: Mandatory Requirements, Item 11	22	Please clarify if this question on lobbying activities refers specifically to lobbying in Puerto Rico or if this includes lobbying in Washington DC.	This includes lobbying in Washington DC.
47	Appendix 2: Technical Response and Evaluation, Table 3: Mandatory Requirements, Item 12	22	For the three years of audited financial statements, would a link to the full audited financial statement be sufficient in lieu of hard copies?	PRMP will accept a link to the full audited financial statements in lieu of hard copies. Please refer to Question 3 for further details regarding the submission of proposals.
48	Section B: General Qualifications and Experience	NA	The final team will be dependent on the final scope of work and on staff availability. If a change to the project team is necessary after award, is this allowed?	All changes to key staff must be reviewed and approved by PRMP.
49	Section B: General Qualifications and Experience, Table 4, Item 9	23	Do resumes count in the 100-page limit or can they be included as an attachment?	Refer to the response to Question 11.
50	Section C: Technical Qualifications, Table 5, Item 9	27	Please clarify if the report required is the MCO version or the CMS annual technical report summary version.	We would prefer the MCO version.
51	Section C: Technical Qualifications, Table 5, Item 10	27	Is the sample report included in the 100-page limit or can it be included as an attachment?	Refer to the response to Question 9.

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52	Section C: Technical Qualifications, Table 5, Item 10	27	EPSDT is not an EQRO requirement, because there are no specific standards — please clarify what the requirements are for this annual report.	According to 42 C.F.R. § Part 441, Subpart B: Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) all Individuals Under Age 21 are guaranteed access to EPSDT services. The EQRO Vendor will be expected to audit MCO's compliance with ensuring access to such services.
53	Section C: Technical Qualifications, Table 5, Item 25	28	42 CFR 438.354 Qualifications of External Quality Review Organizations does not require qualification as a QIO or QIO-like entity. Can PRMP please clarify if this requirement is considered a minimum qualification for consideration or if there will be a scoring deduction if the respondent is not a QIO?	This contract will not require QIO activities and will not require that the EQRO vendor be certified as a QIO entity and therefore the requirement has been removed.
54	Appendix 5: Reference Questionnaire	NA	Will PRMP consider allowing references to be sent directly to PRMP given the short turnaround time for responses?	Yes, references may be sent directly to PRMP; however, the vendor is responsible for making sure that references arrive by the proposal submission due date specified in Section 1.3: RFP Schedule of Events. References should refer to Section 2.2: Response Delivery for details on where to address the references.

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55	Appendix 5: Reference Questionnaire	NA	Given the Public Health Emergency, many of the individuals from whom we would request references are working from locations other than their organization’s office, making the distribution and return of reference forms logistically challenging. Will PRMP consider accepting electronic versions of the references?	Yes, references may be sent directly to PRMP; however, the vendor is responsible for making sure that references arrive by the proposal submission due date specified in Section 1.3: RFP Schedule of Events. References should refer to Section 2.2: Response Delivery for details on where to address the references.
56	Appendix 10: Pro Forma Contract Draft	NA	The model contract requires the selected Off error to monitor program integrity contract requirements. Since there are not EQRO protocols for this task, does PRMP have a methodology the agency is using today?	PRMP will work with the solicited EQRO vendor in establishing a methodology during project kickoff activities.
57	Appendix 10: Pro Forma Contract Draft	NA	Can PRMP clarify the activities in the scope of work that are specific to the QIO and/or QIO-like designation preference?	PRMP will not require QIO certification and or QIO activities as part of this scope of work and has updated the RFP accordingly.
58	Appendix 10: Pro Forma Contract Draft, Table 14	50	Medicare is not typically included in EQRO activities (aside from Medicaid MCO services to dual eligible members). Please describe what Medicare regulations and activities are expected in the scope of work.	The EQRO vendor will be expected to utilize Medicare Program Audit details as input into the MCO compliance assessment while also identifying opportunities to synergize the quality management programs for both Medicare and Medicaid.

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59	Appendix 10: Pro Forma Contract Draft, HEDIS 2021	52	If the Medicaid plan is NCQA accredited, has used NCQA HEDIS-certified software or a certified vendor, or has undergone a HEDIS audit — will PRMP, consider deeming for this activity?	PRMP will work with the solicited EQRO vendor on assessing opportunities to deem various informational inputs during project kickoff activities.
60	Appendix 10: Pro Forma Contract Draft, HEDIS 2021	52	The RFP indicates that the plans to be audited will be determined by the First Party (PRMP) on or before November 30, 2021. Is there a new due date for this requirement?	Refer to the response to Question 1.
61	Appendix 10: Pro Forma Contract Draft, Validation of Performance Improvement Projects	52	Can PRMP provide the number of PIPs (clinical and non-clinical) to be validated for each Medicaid MCO and each Platino Plan MCO?	This information will be shared once a vendor is solicited and a contract awarded.
62	Appendix 10: Pro Forma Contract Draft, Validation of Performance Improvement Projects	52	As Molina has left the Medicaid program, does PRMP have a process planned to obtain information from Molina to include their PIPs in the evaluation process?	This information will be shared once a vendor is solicited and a contract awarded.
63	Appendix 10: Pro Forma Contract Draft, Assessment of Compliance with Prior Recommendations	53	Will PRMP post the last submitted Technical Report as an addendum, so responders may more accurately estimate scope and effort?	Yes.
64	Appendix 10: Pro Forma Contract Draft	59	Page 59 references a schedule for completing tasks by March 30, since this procurement will not be completed by that date — what is the new due date?	Final deliverable dates will be determined upon initiation of the contract.
65	General	NA	What is the maximum budget for this project?	PRMP is seeking competitive proposals from qualified firms. PRMP will not share a

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				maximum budget for this procurement.
66	General	NA	Please provide the names of vendors who submitted questions. If PRMP is unable to provide the names, please provide the number of vendors who submitted questions.	At this time, PRMP will not be providing the names of the vendors who submitted questions, nor will PRMP disclose the number of vendors who submitted questions.
67	General	NA	Will PRMP consider limiting liability on this contract?	PRMP will not consider limiting liability of this contract, at this time. Please refer to Appendix 10: Pro Forma Contract Draft
68	General	NA	As Molina has left the Medicaid program, does PRMP have a process planned to obtain the information required to include Molina in the compliance and quality reviews?	The process for obtaining relevant project information will be discussed with the selected vendor after contract award.
69	3.8: Disclosure of Response Contents	13	How would the Solicitation Coordinator like to receive the written notification? Would emailing the letter suffice?	Emailing a letter to the Solicitation Coordinator will suffice. PRMP recommends that vendors request a confirmation response to ensure receipt by PRMP. Additionally, it would be advisable to submit a copy with the proposal package.

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70	RFP Amendment 1 (Clean), Section 1.3. RFP Schedule of Events; Q&A Question #2	RFP p. 2; Q&A p. iii	The amended RFP states that the new proposal due date is February 7; however, the Q&As state February 4. Please confirm that the proposal due date is February 7.	The correct proposal submission due date is February 4, 2022, as detailed in the original Q&A document posted on January 14, 2022. The RFP's schedule of events has been updated to reflect this change. Please refer to RFP Amendment 1, Revision 1 for the updated Schedule of Events.
71	RFP Amendment 1 (Clean), Section 2.1.2. Cost Proposal; Q&A Question #43	RFP p. 6; Q&A p. xiv	The RFP states "A respondent must only record the proposed cost exactly as required by Section D: Cost Proposal and Scoring Guide and must not record any other rates, amounts, or information." However, the Q&As state that "PRMP encourages vendors to include assumptions used to develop the cost proposal." Please confirm that we are permitted to include a section in our cost proposal that describes our assumptions.	Vendors are permitted and encouraged to include as part of their cost proposals any and all assumptions used to develop the cost proposal.
72	RFP Amendment 1 (Clean), Section 2.2. Response Delivery	p. 7	The RFP instructs bidders to submit digital copies of the Technical Proposal and Cost Proposal on a USB drive or similar media. Please confirm that CDs are acceptable for the digital copies.	CDs are an acceptable media form when submitting digital copies of the Technical and Cost proposals.

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73	Q&A Question #29	p. xi	Please confirm that the Network Adequacy task applies to five Medicaid plans and only one Platino plan.	The Network Adequacy requirement referenced in Question 29 of the Q&A document posted on January 14, 2022, applies to the five Medicaid plans and the Platino plans including Triple-S Medicare, Humana, MMM, and MCS.