

New York State Department of Health

New York State Elderly Pharmaceutical Insurance Coverage (EPIC) and American Indian Health (AIH) Programs

RFP# 20049

Questions and Answers

4/8/2021

Question	Subject	Bidder's Question	Answer
1	Introductory Background, Section 2.1 Page 5	The RFP references “ <i>nine</i> state recognized Nations” and also “claims and enrollment processing for eligible members of <i>eight</i> of the Tribal Nations in New York State.” Please clarify how many participating nations will be included in AIHP and the names of participating nations.	There are nine recognized Nations however only eight of them are currently participating. The participating Nations are: <ul style="list-style-type: none"> • Onondaga • Oneida • Tonawanda Seneca • Seneca Nation of Indians • St. Regis Mohawk • Tuscarora • Unkechaug • Shinnecock
2	Introductory Background, Section 2.1 Page 5	Who will be responsible for processing medical, dental, and vision applications and preventive health education?	Individual providers are responsible for submitting their medical and dental claims. Vision claims are addressed through another contract with the New York State Department of Health (DOH).
3	4.0 Scope of Work Page 7 item a.	Is AIH application processing being done by DOH or another vendor?	The AIH application processing is being completed by the current vendor and will be done by the vendor awarded this contract.
4	4.0 Scope of Work Page 7 item d.	Is AIH re-enrollment being done by DOH or another vendor?	This is not checked as a function for the AIHP contractor. DOH AIHP staff enroll members in the current system with the current contractor assisting as needed.
5	4.0 Scope of Work Page 7 item f.	Is the requirement that the contractor handle written correspondence for AIHP?	Yes, please refer to the chart found on page seven of the RFP for outlined functions. Included within these functions, the contractor would send AIHP membership cards to enrolled members and may need to provide written correspondence and materials to members and providers.

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6	4.0 Scope of Work Page 7 Claims Processing	Will the contractor be responsible for handling paper claims for AIHP?	No, any paper claims for AIH are sent to DOH.
7	4.1.1 Implementation/Tasks & Deliverables Page 8 item C.10	What is the State's definition of parallel testing?	Parallel Testing is a software testing type in which multiple versions or subcomponents of an application are tested with same input on different systems simultaneously to reduce test execution time. The purpose of parallel testing is finding out if legacy version and new version are behaving the same or differently and ensuring whether new version is accurate and more efficient or not.
8	4.1.2.2 Enroll/Re-enroll Members Page 10 item 2.f	What other prescription coverage determination is required for eligibility?	The applicant must be enrolled or eligible to be enrolled in a Medicare Part D plan (no exceptions), and not be receiving full Medicaid benefits.
9	4.1.2.3 Automated/Electronic Application Portal Page 11	What are the member-facing functionalities/fields that need to be presented on the member portal?	All of the same fields/information required on the paper application. (attach a paper application for reference)
10	4.1.2.4 E-Commerce Portal Page 12	What are the annual volumes of member payments?	78,236 member payments were received in 2020.
11	4.1.2.6 Request for Additional Information (RFAI) Page 12	What are the annual volumes for RFAI and how often are recertifications completed?	In 2020 8,276 RFAIs were mailed.
12	4.1.2.7 Reconciliation with Medicare Part D Plans/Premium Payments Page 13, item b	What is the annual volume of retro changes and how frequently do retro changes occur?	There were 7,644 retro changes in 2019 and 2,853 retro changes in 2020. They are continuous and always ongoing, and the volume varies and is hard to predict.
13	4.1.2.8 Customer Service/Member and	Is the backup call center for provider and/or member calls?	Both

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	Provider Relations Page 14, item b		
14	4.1.2.9 Outreach Page 15	Is the contractor's staff required to cover the entire state including the NY City Metropolitan area?	Yes
15	4.1.2.11 Mailroom Services Page 16	What are the annual mail volumes letters/ID cards?	In 2020, 74,667 letters and ID cards were mailed.
16	4.1.2.11 Printing Services Page 17	What are the annual volumes/types of letters? What are the volumes for checks?	Types of letters - Letters changing members enrollment type (high band to low band, deductible to fee), denial letters, billing notices, miscellaneous letters, 'need more information' letters. In 2020, 59,385 letters were printed and 19,915 checks were printed.
17	4.1.2.13 Claims Payment Page 19&20 item 13K	What type of rebate extracts would be required?	The rebate extract required would include specified claim level details needed to properly collect EPIC rebates. The fields required are as follows: ClientID External ID LineNumber Status YearQtr ProductServiceID (NDC) ProRatedQuantity EPICPaid UsualAndCustomary ServiceProviderID PrescriberID ServiceDate CardholderID

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			RxNumber TPLAmount CopayAmount DatePaid CycleEndDate DAWCode CompoundCode DaysSupply ProgramCode DispensingFee RefillCode CycleQuarter RebateProgram GroupID PatientLocation DeductibleAmount AllowedAmount LegacyID FinalPriceTypeCode VersionReleaseNumber OrigQuantityDispensed ProrationFactor
18	4.1.2.13 Claims Payment Page 19 item D.3	What are the requirements of the concurrent DUR program?	Utilize National Council for Prescription Drug Programs, (NCPDP) standards for Drug Utilization Review (DUR) editing. For example: ER- early fill, DD- drug/drug interaction & TD-therapeutic duplication warnings.
19	4.1.2.19 Additional General Operating	What are the requirements of the	Maintain access to pharmacy clinical staff to provide pharmaceutical expertise throughout operations and to support the Prospective Drug Utilization Review, formulary maintenance functions

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	Requirements Page 22, item 19.C	prospective DUR program?	& a process for PDE5 Inhibitors.
20	4.3 Reporting Page 25	Is there a quality report required?	It is not specifically outlined in the Reports section. However, the QA sections says: Documentation on the quality assurance activities conducted shall be available for the Department to review including detailed evaluations and outcomes.
21	Service Level Agreements Attachment C SLA #2	The SLA only lists 90% answer rate. Is this for member and provider line separately or combined?	Separately and reported separately as shown in attachment E.
22	Service Level Agreements Attachment C SLA #4	The SLA only lists 3% for incoming calls. Is this for member and provider line separately or combined?	Separately and reported separately as shown in attachment E.
23	Service Level Agreements Attachment C SLA #2	Does the 90% apply to AIHP calls separately?	Yes.

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24	4.3.4 Monthly Audit Report Page 26 item 4.3.4	Which operational components are required for an internal audit?	Determining whether a particular internal control system is effective is a judgement resulting from an assessment of whether the five components - Control Environment, Risk Assessment, Control Activities, Information and Communication, and Monitoring - are present and functioning.
25	4.1.2.4 E Commerce Portal Page 12	Is the contractor mentioned the contractor who is awarded the EPIC RFP or the contractor selected to implement the e-payment portal?	The contractor awarded the subsequent contract from this RFP will be required to work directly with another contractor selected utilizing an Office of General Services centralized contract to implement the portal.
26	4.1.2.4 E Commerce Portal Page 12	Can you please provide the name of the E-Commerce portal vendor?	It is not selected yet. If the department decides to implement the portal a contractor will be selected at that time utilizing an Office of General Services centralized contract.
27	4.1.2.11 Mailroom Services Page 16	Which equipment will be necessary to conduct the mailroom duties listed in the RFP?	<p>At a minimum:</p> <ul style="list-style-type: none"> • Printer • Fax Machine • Inserter • Data Card Machine • Mail Opener/Slicer • Scanner • Postage Meter • Letter Folder
28	4.1.2.11 Mailroom Services Page 16	What is the annual volume of incoming/outgoing mail?	In 2020, 46,622 items of mail were sent and 22,440 items of mail were received.
29	4.1.2.11 Mailroom Services Page 16	What are the annual print volumes for ID cards on EPIC/AIH?	In 2020, 38,564 ID cards were printed
30	4.1.2.11 Mailroom Services Page 16	What are the annual volumes for systematic letters?	In 2020, 59,385 letters were printed

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31	4.1.2.11 Mailroom Services Page 16	Can you please provide annual volumes for member applications processed?	In 2020, 29,343 member applications were processed.																								
32	4.1.2.11 Mailroom Services Page 16	Can DOH provide a listing of all banking and financial transactions performed for EPIC members and their annual volumes.	<table border="1"> <thead> <tr> <th align="center" colspan="2">Financial and Banking Transactions</th> </tr> <tr> <th></th> <th align="right">2020 VOLUME</th> </tr> </thead> <tbody> <tr> <td>89,488 ACTIVE FEE MEMBERS</td> <td></td> </tr> <tr> <td>MEMBER PAYMENTS - LOCKBOX DEPOSITS</td> <td align="right">76,398</td> </tr> <tr> <td>MEMBER PAYMENTS - MANUAL DEPOSITS</td> <td align="right">1,838</td> </tr> <tr> <td>PAYMENT TRANSFERS</td> <td align="right">10,422</td> </tr> <tr> <td>STOP PAYMENTS</td> <td align="right">180</td> </tr> <tr> <td>SYSTEM AND MANUAL REFUNDS (INCLUDING LIS, OVERPAYMENT)</td> <td align="right">19,883</td> </tr> <tr> <td>LIS RECONSIDERATIONS</td> <td align="right">1,400</td> </tr> <tr> <td>BILLS + ADJUSTED BILLS</td> <td align="right">131,259</td> </tr> <tr> <td>RETURNED CHECKS- NON SUFFICIENT FUNDS</td> <td align="right">163</td> </tr> <tr> <td>FINAL REMINDER NOTICE- 2ND BILLING</td> <td align="right">15,886</td> </tr> </tbody> </table>	Financial and Banking Transactions			2020 VOLUME	89,488 ACTIVE FEE MEMBERS		MEMBER PAYMENTS - LOCKBOX DEPOSITS	76,398	MEMBER PAYMENTS - MANUAL DEPOSITS	1,838	PAYMENT TRANSFERS	10,422	STOP PAYMENTS	180	SYSTEM AND MANUAL REFUNDS (INCLUDING LIS, OVERPAYMENT)	19,883	LIS RECONSIDERATIONS	1,400	BILLS + ADJUSTED BILLS	131,259	RETURNED CHECKS- NON SUFFICIENT FUNDS	163	FINAL REMINDER NOTICE- 2ND BILLING	15,886
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