

REQUEST FOR INFORMATION

Medicaid Payment Integrity Claims Review and Analysis Service

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract. The Department of Human Services, Division of Medical Services (DMS) is in the information gathering stage and no decisions have been made concerning the agency’s intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurements.

ISSUE DATE: May 15, 2024

RESPONSES DUE: **June 19, 2024, by 4:00 p.m., CST**

TABLE OF CONTENTS

1. OVERVIEW	3
Purpose:	3
2. Intent of the RFI	3
3. No Award of Contract	3
4. Response to RFI	4
4.1 Contents of Response	4
4.2 Detailed Written Response	4
5. Disposition of Responses	6
6. Instructions to Respondents	6
7. Respondent Information	8
7.1 Respondent	8
7.2 For Clarification of this Response Contact:.....	8
7.3 Signatory.....	8

1. OVERVIEW

The Division of Medical Services (DMS), a division of the Arkansas Department of Human Services (DHS) is the single state Medicaid agency for the State of Arkansas. In that capacity, DMS is responsible for operating the Title XIX and Title XXI programs in partnership and under the authority of the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services.

Purpose:

The State is interested in exploring market approaches for the following services:

- A. Data Analytics service that provides a comprehensive analysis of 100% of claims data and identifies potentially incorrect payments on a case-by-case basis.
- B. Global analyses and reporting on payment integrity trends on current and historical claims data.

2. Intent of the RFI

- A. DMS is issuing this RFI for planning purposes with the intent to gather information on potential future strategic opportunities and solutions related to accessibility compliance. This RFI shall not be construed as a commitment by DMS to solicit contractual offers or award contracts. This RFI does not constitute a solicitation for proposals, a commitment to conduct a procurement, or an offer of a contract or prospective contract; DMS will not award a contract directly from this RFI.
- B. Review of the responses to this RFI by DMS will be undertaken primarily to gauge the aggregate level of qualified interest from potential contractors, assess the overall magnitude of the opportunity identified by potential contractors, and inform the design of any potential solicitation(s) and/or eventual program(s). Responses will not be reviewed on a competitive basis.
- C. Responding or not responding to this RFI shall not determine any future partnerships.

3. No Award of Contract

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract. DMS is in the information-gathering stage and no decisions have been made concerning the agency’s intent to issue a formal solicitation. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurement.

A Request for Information (RFI) is not a method of procurement. Responses to an RFI are not offers and shall not be accepted by DHS to form a binding contract. This RFI shall not

directly result in the execution of a contract with DHS. DHS reserves the right to utilize the information gathered through the RFI process to develop a scope of services that may be incorporated into a contract using a statutorily approved method of procurement.

4. Response to RFI

4.1 Contents of Response

If you are interested in responding to this RFI, DMS is requesting the following:

- A. Detailed Written Response: to any or all the areas listed above as outlined further below. The response should be clearly legible and sequentially page-numbered and include the respondent's name and RFI number at the top of each page.
- B. Presentations/Demonstrations: DMS may request that the respondents schedule a 90-minute presentation with select DMS management. Please indicate your willingness to schedule an in-person or video conference presentation. Should this opportunity become available, DMS will contact you with dates and times that are convenient for both parties. DMS reserves the right to decide if presentations will be scheduled for some or any of the respondents. Requests for demonstrations are not offers and shall not be accepted by DHS to form a binding contract.
- C. Respondent's Complete Information: Include all contact information (i.e., name, title, mailing address, email address, authorized signature, and phone number) of the contact person for questions relating to the RFI.

4.2 Detailed Written Response

The State is specifically interest in how various approaches address the following functional areas and concerns. Answers to the following should be included in the detailed response:

A. Medicaid Claims Analysis

What kind approaches does your firm take to analyze Medicaid specific claims? Please address the following areas in your response:

- i. Facility with Medicaid Laws and Rules
- ii. Ability to research State level Medicaid regulations and maintain an ongoing, comprehensive knowledge of State level Laws and Rules.
- iii. Distinguishing Fee-for-Service and Managed Care claims
- iv. Medicaid/Medicare crossovers
- v. Claims Editing
- vi. Complex Clinical review
- vii. Over and under utilization
- viii. Clinically uncommon usage
- ix. Data mining

B. Cost Structure

The State is interested in exploring alternative Cost Structures for this service other than Contingency based payments.

- i. What other pricing models does your firm offer for this service?
- ii. How do these pricing models ensure cost efficiency for the purchaser?

C. Contextual Information

The State is interested in obtaining the best pricing for this service and would like to know what contextual information would be beneficial to potential bidders to best price this service.

- i. If your firm were bidding on a solicitation for this service, what contextual information about the agency, the users, the IT systems, the policy and or guidelines would be relevant for your risk analysis?

D. Return On Investment

What return on investments (ROIs) have your Medicaid customers experienced with recoveries?

- i. What % of claims have your algorithms/analyses historically identified issues?
- ii. What % of these have included recuperable funds?
- iii. What % have proven to be false positives?
- iv. What % of recoveries have been appealed?
- v. What % of appeals were upheld?

E. Algorithmic Rules and Logic Development

Given that the State publishes its claims rules and logic for claims payment in its Medicaid manuals and also that the State would prefer to limit State staff resources in establishing a potential vendor's analytics:

- i. How does your approach effectively and efficiently incorporate the State's claims payment rules and logic into your approach?
- ii. How would your firm approach the development of State specific algorithmic rules and logic primarily from these written materials while minimizing the use of State staffing resources?
- iii. How would your firm utilize State resources in developing the algorithmic rules and logic.

F. Algorithmic Refinement and Continuous Improvement

- i. How does your firm approach or ensure a continual refinement of your system algorithms to reduce false positives?
- ii. What role do State staff and Subject matter experts play in the refinement process?
- iii. How often does your approach refine/iterate algorithms?
- iv. How does your approach measure the success rate of these refinements?
- v. What metrics are key to ensuring ongoing successful refinement?

G. Future-facing Corrective Action

The State is interested in using payment integrity data to proactively take measures to reduce future overpayments and to avoid post-pay or recovery reviews. For example, corrective actions could be taken at the level of the payment system, provider education, etc.

- i. What analyses/reporting does your approach offer to provide the State specific decision-making support using historical claims data?
- ii. How does your firm provide ongoing trend analysis of historical claims data and/or recommendations to potentially support an array of corrective actions to reduce future overpayment?
- iii. What other proactive measures could potentially be taken under this service to reduce future overpayments to avoid post-pay or recovery reviews?
- iv. How does your firm measure the success of these measures?

5. Disposition of Responses

Submission documents pertaining to this RFI become the property of the State and will be subject to the provisions of the Arkansas Freedom of Information Act, Ark. Code Ann. § 25-19-101 et seq. and in accordance with A.C.A. § 19-11-279(e).

6. Instructions to Respondents

- A. The respondent to this RFI shall submit two (2) hard copies and two (2) electronic copies of their response. The electronic format shall be submitted on CD-ROM or flash drive. The software used to produce the electronic files must be Microsoft Word 97 and/or Excel 97 or newer. These electronic files must be logically named and easily mapped to the hard copy submittal. The electronic media must be clearly labeled in the same manner as the hard copy.
- B. The respondent shall also submit an electronic redacted copy of the response suitable for release to the public. Any confidential or trade secret information covered under the Arkansas Freedom of Information Act (FOIA) statutes should be either redacted or completely removed. The redacted response shall be marked as “redacted” copy and contain a transmittal letter authorizing release of the redacted version of the response in

the event DHS receives a public records request. The vendor should keep in mind the following:

- i. One (1) complete copy of the submission documents from which any proprietary information has been redacted should be submitted on a flash drive. A CD is also acceptable. Do not submit documents via email or fax.
- ii. Except for the redacted information, the redacted copy must be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
- iii. The vendor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- iv. If the State deems redacted information to be subject to FOIA, the vendor will be contacted prior to release of the documents.
- v. The State has no liability to a vendor with respect to the disclosure of the vendor's confidential information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

- C. Responses to this RFI shall be provided no later than 4:00 PM, Central Standard Time, June 5, 2024. Responses shall be submitted to:

i. Hand Delivery

Department of Human Services
Security Desk
Procurement Office
Attn: Susie Taylor
700 Main Street, Slot W345
Little Rock, AR 72201

ii. Commercial Carrier (UPS, FedEx, or USPS Exp)

Department of Human Services
Procurement Office
Attn: Susie Taylor
112 West 8th Street, Slot W345
Little Rock, AR 72201

- D. Administrative and/or procurement related questions concerning this RFI should be submitted in writing via email to DHS.OP.Solicitations@dhs.arkansas.gov Reimbursement DMS will not be liable for any costs and will not reimburse any respondent for the cost of preparing and submitting a response to the RFI or for travel costs associated with presenting the demonstration, if requested.

7. Respondent Information

7.1 Respondent

Company Name _____

Address _____

Federal Employer ID Number _____

7.2 For Clarification of this Response Contact:

Name _____

Title _____

Phone _____

Email _____

7.3 Signatory

Signature of Authorized Person _____

Name _____

Title _____

Date _____