

Questions and Answers for the TPA Consultant RFQ 2017

1. Development of the RFP includes an acceptable scoring methodology and scorecard to be used for all medical TPA proposals submitted?

Yes

2. Evaluation of the RFP includes the expectation that the consulting team fills the scoring committee, using the aforementioned scorecards, as part of their responsibilities for the evaluation stage of the project?

Yes

3. Please describe the PEIA contracting strategies and other strategies that are being deployed to control costs that must be considered in developing the RFP for the TPAs

PEIA currently has several cost control programs such as a Comprehensive Care Partnership, Specialty Drug Program, Facility Fee Maximum Payment Program, Organ Transplant Network, and a Sleep Management Program. A list of current TPA services is attached.

4. Please explain if the PEIA is considering implementing value-based care (VBC) arrangements that the new TPA will need to incorporate, such as accountable care organizations (ACOs), centers of excellence (COEs), bundled payments, etc.

PEIA has or is interested in all of the above arrangements. A list of current services is attached.

5. Please describe how PEIA envisions the incorporation of new medical technologies, such as remote monitoring and telehealth, into the benefit plan and coverage.

PEIA is contracted with a Telehealth provider through the current TPA. We would expect this contract to continue with the winning bidder.

6. Please explain if or how the new TPA will need to work with other benefit supplies, such as pharmacy benefit manager (PBM), employee assistance program (EAP), etc.

The TPA must exchange files with the PBM, MAPD, Data Warehouse, Actuary Services and other vendors as needed.

7. Section 1.1: What is meant by “management services” that the new TPA will need to provide?

The TPA will manage multiple contracts for PEIA.

8. Section 1.3: Please describe and compare the role of the State and the role of the consultant in evaluating and making the final decision on the selection of the apparent successful bidder for the TPA services.

The consultant will determine the 2-3 finalist, manage the finalist interviews and oral presentations, on site at PEIA, review the best and final offers and make recommendations. PEIA will work with the consultant and make the final determination on the winning bidder.

9. Section 1.3: Please clarify if the consultant will be involved in any protest related to the TPA procurement.

The consultant will work with PEIA to respond to any protest resulting from the contract award.

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10. Section 4.1.4.3: Please confirm that the State is willing to consider multiple vendors for the various components of the benefit plan, such as one vendor for claims administration, a different vendor for utilization review, and yet another vendor for disease management.
PEIA expects the TPA to provide all services related to health care benefits. The TPA can subcontract with vendors to provide services but the TPA would be ultimately responsible for managing that contract. The PBM, MAPD, Provider Reimbursement Consultants, and Data Warehouse are contracted separately.
11. Section 4.1.4.12: Please confirm that that the State is responsible for supplying its own legal counsel for defending the State if there is a legal action.
The State of West Virginia is responsible for supplying its own Counsel for defending the State of West Virginia for acts of omission and/or commission of the State. The vendor would be responsible for its defense for acts of omission and/or commission on the part of the vendor. The State of West Virginia cannot indemnify any third party(ies).
12. Is the Agency willing to consider quotes from Vendors that include a dollar limit of liability on direct damages notwithstanding Section 13 of the Agreement Addendum referenced in 4.1.1 of the RFQ?
The State of West Virginia cannot indemnify any third party(ies) nor limit their liability in such a manner that would then shift liability back to the State.
13. Notwithstanding Section 20 of the Agreement Addendum referenced in 4.1.3.4 of the RFQ, will the Agency protect bidder information from use or disclosure to the extent allowed by law?
It is the responsibility of the vendor to defend its proposal submission(s) from disclosure under FOIA for any information that the vendor believes to be "trade secrets", "proprietary", and/or otherwise "confidential. The State is compelled to comply with 29B-1 of the West Virginia Code with regard to disclosures under the West Virginia Freedom of Information Act.
14. Is the Agency willing to consider reasonable revisions to the other terms and conditions contained in the Agreement Addendum referenced in 4.1.3.4 of the RFQ?
No. The Terms and Conditions of this procurement are considered standard and are not subject to revision.
15. Is the Agency willing to consider reasonable revisions to the Business Associate Agreement referenced in 4.1.2 of the RFQ?
No. The Executive Branch State of West Virginia Business Associate Agreement is not subject to revision(s).
16. Section 4.1.4.3; Is it the intent of PEIA to include vendors in the bid process that specialize or only offer some of the required services, for example network management, claims and customer service support, utilization and disease management services, etc.? It would be important to understand which services PEIA would consider carving out, as that will have a direct impact on the scope of work involved in supporting the RFP process.

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17. Is it your intent to include the Humana Medicare health benefits in the RFP?

No

18. Is it your intent to include the CVS/ Caremark PBM in the RFP?

No

19. To what degree will PEIA use the following attributes to determine the most qualified consultant to develop and manage the RFP?

- Market leadership position
- Market leverage
- Experience in vendor negotiations to drive best practices in contractual terms and conditions
- Specialty resources
- Capacity to validate and compare provider network discounts
- Methodology to determine network adequacy
- Methodology of RFP management
- Actuarial-driven financial analysis of bidder proposals to forecast the impact of claims and administrative expenses

PEIA wants to find the TPA with the best quality, best discounts, best national network, innovative programs and the ability to handle our complex plan design, who also has the flexibility to partner with PEIA to develop new methods to improve quality, cost and health outcomes.

PEIA believes that each of the items listed above will be needed to find that TPA.

Clarification-This is a request for quotation(RFQ) any reference to it as a request for proposal (RFP) is incorrect. This is an RFQ for a consultant to do an RFP.