

NEW HAMPSHIRE INSURANCE DEPARTMENT

RFP 2020 – Mental Health Parity Compliance Assurance Plan Monitoring

Questions and answers submitted in response to RFP2020 – Mental Health Parity Compliance Assurance Plan Monitoring, are listed below.

COVID-19

- 1) What impact will Covid-19 related quarantines or stay-in-place orders have on the secret shopper testing, both in terms of when the testing must occur, and what expectations there will be on providers to provide appointments for non-Covid-19 related services?

NHID Response:

At this time, the NHID does not anticipate any impact to the project due to COVID-19. We will continue to monitor this fluid situation and will work with the selected contractor, should modifications of the scope of work be necessary.

Budget

- 1) Does the State have an estimated budget for this project, and if so, what is that budget?
- 2) Is there an estimated budget for this work in total?
- 3) Is there an estimated budget for both pieces of work?
- 4) Does the Department have a budget or a range of budgeted amounts for the work described? If so, can it be shared?
- 5) If the contractor applies to work on both pieces of this work, should they submit budget estimates for each piece of work?

NHID Response:

The NHID does not have a budget or range of budgeted amounts for this project. Contractors are in the best position to estimate the budget for this project based upon the experience, technical expertise and time needed to ensure successful completion of the work. However, the work associated with this project is a continuation of recent market conduct examinations. Pursuant to RSA-400:A-37, III (d), the Commissioner may engage professionals and/or specialists as examiners, and the cost of such shall be borne by the company under examination. The NHID asks that contactors be mindful of this as they develop their proposed budgets.

Proposal/Segments of Work

- 1) On page 2 of the RFP, the Department mentions that we may submit separate proposals for 2 different segments of work. Can you confirm that if we plan to bid on both, that you would only want one total proposal and not separate? Assuming one proposal, does the

Department expect separate work plans for each segment, or one all-encompassing work plan?

- 2) If the contractor applies to work on both pieces of this work, should they submit one proposal or two separate proposals?
- 3) Please confirm that the Department is looking for a single proposal document that includes the Technical and Cost proposal.
- 4) In the same section of the RFP, the Department mentions that the contractors should “have the understanding that coordination with other contractors may be necessary, and should be anticipated in the proposal.” Could you please elaborate on that statement?
- 5) Does the Department expect to release multiple awards?

NHID Response:

Contractors may submit one proposal encompassing both segments of work (Order and CAP Monitoring, and Data Analysis); however, the NHID expects to see separate budget estimates so we may get a better understanding of the anticipated costs associated with each segment. The NHID will not reject multiple proposals from a contractor if they are for different segments of work. Each proposal should include technical and cost estimates for the segment(s) of work bid on.

The NHID may select more than one contractor to perform the work associated with this RFP. For example, we may award “Contractor 1” with a contract to perform the data analysis and survey of health care providers, and “Contractor 2” with a contract to perform tasks relative to the Order and CAP monitoring/compliance testing. If the NHID selects two contractors for this project, each must be willing to work with the other when, and if necessary, to ensure a successful outcome.

Hearings

- 1) Also on page 3 of the RFP, the Department mentions that as part of the scope of services “the contractor must be available for consultation, and to attend and testify at meetings or hearings through the end of the contract.” Is the Department able to estimate the probability and/or frequency that hearings will take place?
- 2) Along the same lines as the previous question, the Department mentions that in addition to the various types of hearings, the Contractor may be subject to deposition based upon activities and findings during the monitoring period. Is the Department able to describe the nature of the depositions and estimate the probability that the same will occur? Do the entities under the CAPs have a right to demand same or is that in the Department’s control?

NHID Response:

While the probability that this project work becomes the subject of a hearing is very low, contractors should be aware of the possibility, and be prepared to speak to the technical aspects of the work performed. The Department is solely responsible for the determination of any company failure to comply with the requirements of the Order, or New Hampshire statutes and rules.

General Questions

- 1) Are the services in this RFP continually needed, even beyond the term of the contract, and therefore may be bid out again?

NHID Response:

The term of this RFP is for the 24-month monitoring period. Any similar work that may be needed in the future would be covered under a separate RFP and contract.

- 2) On page 3 of the RFP, there is a bullet point under “specific tasks” that says the contractor will be responsible for “other work related to the project, as prescribed by the Department.” Can you please provide any insight you have on what those tasks might be?

NHID Response:

We do not anticipate a change in the scope of services; however, there will be considerable contact between the contractor(s), the NHID and the company during the execution of the Order and CAP. The information and documentation provided by the company could generate tasks not anticipated in the original scope of work. Any potential changes to the scope of work would be discussed with the contractor(s).

- 3) Is there an incumbent for one of both pieces of this work? If so, can the NH Insurance Department provide the name of the incumbent and specify what pieces of work the incumbent has previously done?
- 4) If there is an incumbent, is the incumbent eligible to bid on one or both pieces of the work?

NHID Response:

As the work identified in this RFP has not yet begun, there is no incumbent. However, bidders can review the Examination Reports to see what contractors participated in the examination process that led to the Settlement Agreement and Order.

- 5) Is the period of performance the same for both segments of work: May 15, 2020 to June 30, 2022?

NHID Response:

Yes.

- 6) Is there a page limit for the technical response?

NHID Response:

No, but the NHID appreciates a clear and concise proposal.

- 7) We understand the contractor will be required to use Medicare data and data from NHCHIS to compare reimbursement rates for med/surg and MH/SUD providers. Should contractors have the ability to access the CMS IDR for accessing Medicare claims data?

NHID Response:

Contractors should have access to Medicare reimbursement data, but do not need access to Medicare claims data. The contractor is expected to replicate the provider reimbursement analysis work performed as part of the market conduct examination.

- 8) Are there tasks in the CAPs for which NHID was unable to share detail in the RFP? If so, would they have a significant impact on the level of effort?

NHID Response:

We believe that the Settlement Agreement and Order provides sufficient information for bidders to develop a comprehensive proposal that anticipates the needed level of effort.