**ATTACHMENT 5A**

**TECHNICAL NARRATIVE QUESTIONS**

The Technical Narrative Questions are designed to help OHCA learn about the technical capabilities of the proposed solution. The responses to each of the questions in this section will be evaluated and the score will be one component of the selection criteria.

The Technical Proposal must contain the elements listed below, in the order shown. Mandated forms/templates are included in the Bidder’s library.

Page limits are provided by question. Each response must begin at the top of a new page and must restate the question. The OHCA will not review material in excess of the page limits.

1. **Corporate Information** – Provide an overview of the Bidder’s organization. Also provide the following information for the Bidder and for the Bidder’s parent organization, inclusive of all subsidiaries and affiliated companies, if applicable: Date established; organization type (corporation or other); headquarters; for-profit or non-profit status; revenues in most recent complete fiscal year; and number of employees. (3 pages)
2. **Subcontractors** - If you are proposing to use subcontractor(s) for any portion of the scope-of-work, provide the corporate information for each subcontractor. Describe the activities to be performed by your subcontractor(s) and how you will monitor their work to ensure compliance with Contract requirements. (3 pages per subcontractor)
3. **Relevant Experience - EQR** - Describe your experience, and that of any subcontractors, providing EQR services on behalf of state Medicaid programs. Discuss any Value Based Purchasing component to your contract(s) and whether you received full or partial VBP payments. Complete and include directly behind your narrative response Attachment 5b, summarizing relevant experience by state (3 pages, excluding Attachment 5b).
4. **Relevant Experience – Medical/Utilization Review** - Describe your experience, and that of any subcontractors, providing medical/utilization review services on behalf of state Medicaid programs. Discuss any Value Based Purchasing component to your contract(s) and whether you received full or partial VBP payments. If you or a subcontractor are not yet certified as a QIO or QIO-like entity, describe your process for obtaining certification within the timeline specified in Section A, Scope of Work. Complete and include directly behind your narrative response Attachment 5c, summarizing relevant experience by state (3 pages, excluding Attachment 5c).
5. **Non-Compliance** – Describe any instances of non-compliance with respect to the contracts identified in your response to questions 3 and 4. Also identify any instances of non-renewal or early renewal for EQRO or medical/utilization review contracts, whether or not included in your responses to questions 3 and 4. For each finding of non-compliance, describe the nature of the issue, the date of the finding, any sanctions levied and how the non-compliance was corrected. The non-compliance information can be limited to January 1, 2016 or later. (No page limit)
6. **Proposed Approach – Validation of Performance Improvement Projects (PIPs)** - Describe your approach to performing timely, accurately and in accordance with federal regulations the validation of MCE PIPs, including assessment of the PIP methodology and verification of findings. Discuss how your relevant experience informs your proposed approach. (5 pages)
7. **Proposed Approach – Validation of Performance Measures** - Describe your approach to performing timely, accurately and in accordance with federal regulations the validation of MCE performance measures, including your sampling approach(es) for data validation and complete analysis activities. Discuss how your relevant experience informs your proposed approach. (5 pages)
8. **Proposed Approach – Review of Compliance with Medicaid and CHIP Managed Care Regulations** - Describe your approach to reviewing MCE regulatory compliance, establishment of compliance thresholds, pre-onsite, onsite and post-onsite activities. Discuss how your relevant experience informs your proposed approach. (5 pages)
9. **Proposed Approach – Validation of Network Adequacy** - Describe your approach to validating the adequacy of MCE provider networks and their compliance with SoonerSelect access standards. Discuss how your relevant experience informs your proposed approach. (5 pages)
10. **Proposed Approach – Validation of Encounter Data** - Describe your approach to performing timely and accurately the validation of MCO/DBM encounter data. Address your sampling approach(es) for data validation and analysis activities as part of your response Also discuss any encounter data completeness issues you have identified in other states and how you assisted in resolving these issues. Discuss how your relevant experience informs your proposed approach. (5 pages)
11. **Proposed Approach – Administration or Validation of Quality of Care Surveys** - Describe your approach to performing timely and accurately the administration or validation of MCE quality of care surveys. For survey administration, address your sampling approach(es) and methods for maximizing response rates; for survey validation address sampling approach(es) and analysis activities as part of your response. Discuss any issues you identified in other states with MCE quality of care survey data validation and how assisted in resolving these issues. Discuss how your relevant experience informs your proposed approach. (5 pages)
12. **Proposed Approach – Calculation of Additional Performance Measures** - Describe your approach to performing timely and accurately the calculation of additional performance measures, including measure selection, preparing for measurement, calculating the measure(s) and reporting results. Discuss how your relevant experience informs your proposed approach. (3 pages)
13. **Proposed Approach – Implementation of Additional PIPs** - Describe your approach to performing timely and accurately the implementation of additional PIPs. Address your sampling and data collection approach(es) as part of your response. Discuss how your relevant experience informs your proposed approach. (3 pages)
14. **Proposed Approach – Conducting Focus Studies of Health Care Quality** - Describe your approach to performing timely and accurately focus studies of health care quality. Address your approach to plan development and data collection as part of your response. Discuss how your relevant experience informs your proposed approach. (3 pages)
15. **Proposed Approach – Information Systems Capabilities Assessment** - Describe your approach to performing timely and accurately the information systems capabilities assessment activity. Discuss assessment finding issues you have identified in other states and how you have assisted the state to resolve these issues. Discuss how your relevant experience informs your proposed approach. (5 pages)
16. **Proposed Approach – MCE Readiness Reviews** – Describe your proposed approach to performing MCE readiness reviews. Discuss development of review guide(s) by operational area, pre-onsite, onsite and post-onsite activities, including development of findings and recommendations based on assessment of MCE readiness. Discuss how your relevant experience informs your proposed approach. (5 pages)
17. **Proposed Approach – Supporting other Quality Improvement Initiatives** – Describe your approach to assisting the OHCA with the following quality improvement initiatives and activities. Discuss how your relevant experience informs your proposed approach. Separately address:

* Monitoring of MCE corrective action plans
* Organizing and holding periodic quality forums
* Performing annual evaluation of MCE compliance with EPSDT requirements
* Assisting the OHCA to implement the agency’s quality improvement strategy, including development of a quality rating system for program MCEs

(5 pages)

1. **Proposed Approach – EPSDT Compliance** – Describe your approach to performing annual evaluation of MCE compliance with EPSDT requirements. Discuss how your relevant experience informs your proposed approach. (3 pages)
2. **Proposed Approach – Utilization Review, Quality-of-Care Review and DRG Validation Activities** – Describe your approach to performing timely, accurately and in accordance with federal regulations the utilization review, quality-of-care review and DRG validation activities outlined in Section A of the RFP. Discuss how your relevant experience informs your proposed approach.  (5 pages)
3. **Key Personnel Staffing Model** – Describe your proposed model for staffing Key Personnel positions and for managing EQRO and QIO activities and ensuring timely completion of all EQRO and medical/utilization review activities. (3 pages)
4. **Implementation/Workplan** – Describe your process for ensuring timely implementation of the contract. Identify potential barriers to implementation and how you propose to address them. Discuss any barriers to implementation encountered with respect to the contracts presented in your responses to item 3, and whether these resulted in any delay(s) to the contract(s) going live on schedule. Also include an implementation plan in Gantt format that shows major tasks (with start and completion dates) and implementation milestones. (5 pages, excluding implementation plan)
5. **EQRO Report Example** – Provide the most recent available EQRO annual report for one of the states identified in Attachment 3a – Reference List. The report can be included as a standalone PDF file. (1 page, excluding EQRO report)
6. **Quality Assurance** – Describe your proposed approach to ensuring the accuracy and consistency of staff performing EQR and QIO activities. In your response, address employee training, performance monitoring and corrective action steps. (3 pages)
7. **Data Management and Security** – Describe your proposed approach to meeting RFP data management and security requirements outlined in Sections A and B of the RFP. In your response, describe:

* ​The extent to which applications​ and products provided under the Contract, especially those facing public networks, ​are penetration tested by an accredited external firm ​and provide the names of ​any such firms.
* ​The extent to which, and in what format, the Supplier will share the results of ​such penetration tests and improvement and corrective actions planned or taken.
* The extent to which the Supplier regularly conducts internal security reviews, assessments, and/or penetration tests of products ​provided under the Contract.
* The extent to which, and in what format, Supplier will share the results of such internal security activities, improvement and corrective actions planned or taken.
* The extent to which any software components contain hard-coded passwords or other credentials.
* The extent to which Supplier allows customers to penetration test products, systems, and/or services provided under the Contract.
* The method by which Supplier conducts security patching of products on a regular basis.
* ​The extent to which Privacy by Design or similar principles have been incorporated, if products and/or services provided under the Contract involve access, storage or processing of State or citizen data,

Complete and include as standalone files Solicitation Forms 8070001252-Security Certification and 8070001252-Security Specifications. Also sign and include as a standalone file 8070001252-Hosting Agreement. The three forms must separately be completed both by the Bidder and by any subcontractor identified in your response to Submission item 2, “Subcontractors”. (10 pages, excluding required form)

1. **OHCA Data Access** – Describe your proposed approach for facilitating OHCA electronic access to contractor clinical data stored in your information system, when required by the OHCA for quality improvement and program integrity purposes. (3 pages)

1. **Value-Added Services** – Describe any value-added services outside of the RFP scope-of-work that you propose to offer and explain their relevance to the program. Note that value-added services are not separately compensable. (3 pages)