![NASPO ValuePoint logo]

PORTFOLIO MAP

PORTFOLIO TITLE: [MMIS-Provider Services Module (2018 - 2028)](#)

LEAD STATE: Montana

OVERVIEW: The Master Agreements in this portfolio offer healthcare provider enrollment, re-validation, and maintenance for a Provider Services module as part of a state's modernization efforts to comply with Federal requirements regarding the Medicaid Management Information System (MMIS).	**INITIAL TERM**: June 1, 2018 through May 25, 2025 **RENEWALS**: Three additional 1-year renewal options. **TOTAL TERM POSSIBLE**: Ten Years

PRODUCT:

Core Service

All suppliers within this portfolio offer core service module solutions that are intended to replace and modernize a state's provider enrollment and management functionality, or operations provided either manually or by a legacy system. These core service module solutions are web-based self-service tools, for providers to electronically enroll and revalidate provider record information. The self-service enrollment and maintenance portals are configurable by provider criteria that includes at a minimum, provider role (e.g., ORP, Rendering, Attending, and Billing/Pay-to Providers, Trading Partner) provider risk level, and provider classification (e.g., physician-family practice, physician-oncologist, hospital-acute care, registered nurse-pediatrics) and other required criteria as needed.

The web-based tools collect required information needed to support decisions regarding approval or denial of a provider's enrollment request. The online applications will accept the electronic attachment of supporting documentation and collect required electronic signatures. The solutions leverage integrated automated workflow so that data and documentation are routed to the appropriate unit responsible for decisions on provider enrollment applications. In addition, providers may complete periodic updates and revalidation of their enrollment information via the self-service web portal.

In addition to the Core Service above, five of the six suppliers within this portfolio offer the following options:

Option A
- Self-Service Member Eligibility and Limit Verification Inquiry
- Self-Service Claim Status Inquiry
- Claims Based Medical History
- Upload Files
- View/Download Files
- Online Provider Appeal Request
- Self-Service Primary Care Case Management (PCCM) Member Display
- Online access to enter claims

Option B
- Conduct Provider Site Visits
- Include Reference Documentation
- Provide Technical Help Desk Support
- Provider Services Call Center
- Staffing
- Collect and Enter State Auditor's Office Financial Information

- Provider Services Call Center Management System
- Integrated Voice Response System/Automated Voice Response System

SUPPLIERS AVAILABLE:

	Core Service	Option A	Option B
Client Network Services, LLC (CNSI)	Yes	Yes	Yes
Digital Harbor, Inc.	Yes	No	No
DXC Technology Services LLC	Yes	Yes	Yes
HHS Technology Group, LLC	Yes	Yes	Yes
MAXIMUS	Yes	Yes	Yes
OptumInsight, Inc.	Yes	Yes	Yes

KEY BENEFITS:

The following key benefits were derived from the creation of this cooperative contract portfolio:

1. Federally compliant solutions that can be configured to address state specific needs, laws, and policies.
2. Modern web-based systems that are "out of the box" and configurable to automate many of the manual functions occurring in a state's current legacy systems (e.g., automated workflows, automatically triggered communication based on key elements within the provider's enrollment record, etc.)
3. User centric functions that include self-service features to improve customer interaction with a state's Medicaid agency.
4. The RFP and all the Master Agreements were approved by CMS and the MECT checklist items were mapped to the requirements to support CMS certification.
5. Comprehensive terms and conditions, as well as robust performance standards were included in each Master Agreement.

PRICING:

Each supplier within this portfolio has a price sheet that includes costs for Design Development & Implementation (DDI), Operations, and Enhancement Pool Hours associated with the Core Service, Option A, and Option B offerings. For a complete list of a supplier's pricing, please visit the supplier's dedicated page within the MMIS-Provider Services Module (2018 - 2028) portfolio on the NASPO ValuePoint website.

PROCUREMENT BACKGROUND:

In 2017, the Sourcing Team sought and was granted approval by the NASPO ValuePoint Management Board to conduct a solicitation for a ValuePoint MMIS Provider Services portfolio. The Sourcing Team completed the RFP process in early 2018 and the approved award was posted on March 19, 2018.

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PORTFOLIO MAP

STATES ON SOURCING TEAM:
- Montana (Lead)
- Oregon
- South Dakota
- South Carolina
- Wyoming

SOLICITATION INFORMATION:

Type: Request for Proposal (RFP)

Solicitation Number: DPHHS-RFP-2018-0127JT

Date Released: August 24, 2017

Date Closed: November 16, 2017

PUBLIC POSTING OF SOLICITATION:
Solicitation was Publicly Advertised from August 24, 2017 to November 16, 2017.

- Website Posted On: Montana Acquisition & Contracting System (eMACS)
- Posting Link: Provider Services Module
- Pre-proposal conference held: September 6, 2017
- Number of Days Solicitation was Publicly Posted: 85
- Number of Amendments Posted: 2

PUBLIC OPENING:
Sealed responses were publicly opened on November 16, 2017 at 2:00 pm MST, in Helena, Montana.

VENDOR RESPONSES:

- Number of Vendor Responses Received: 9
- Number of Non-Responsive Vendor Responses: 2
- Number of Vendor Responses Evaluated: 7

EVALUATIONS:

Responses were evaluated by the members of the Sourcing Team on January 8-12, 2018 in Portland, Oregon.

EVALUATION CRITERIA:
Responses were evaluated using the following:

Step 1: Pass or Fail Criteria:*
- Company Profile and Experience
- References
- Financial Stability
- Internal Control Assessment

Any vendor receiving a "fail" for any item designated as pass/fail were eliminated from further consideration and were not scored.

Step 2: Scored Criteria:
- Technical Proposal - *(Core Service was required, and Options A & B were optional)*
- Cost
- System Demonstration

DEMOSTRATIONS:

In Portland, Oregon, during the week of January 30, 2018 to February 2, 2018, each of the vendors who advanced to Evaluation Step 2 were invited to demonstrate the quality of their systems to the Sourcing Team for scoring.

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SCORING:

Upon passing all the pass or fail criteria, vendor responses were scored according to the RFP's scoring criteria. Anyone interested in receiving a copy of the scoring should contact the Lead State of Montana as identified on the MMIS-Provider Services Module (2018 - 2028) portfolio's NASPO ValuePoint website.

AWARD:

The RFP allowed for multiple vendor awards based on each vendor's successful passing of all the pass/fail criteria and earning more than 3,000 of the 5,000 total possible points during the scoring portion of the evaluation process. One of the seven evaluated vendors failed one or more of the pass/fail criteria, therefor they were not scored; the remaining six all passed the pass/fail criteria and received total scores of more than 3,000 points and were all awarded a Master Agreement.

PUBLIC POSTING OF AWARD:

Award Posting Start: March 19, 2018

Award Posting End: April 2, 2018

Posting Link: Provider Services Module Award

Total Days Posted: 10 Business Days

Vendors Awarded: 6

Protests Received: 0

AWARDED VENDORS:

1. Client Network Services, Inc.
2. DXC Technology
3. Digital Harbor, Inc.
4. HHS Technology Group
5. MAXIMUS
6. OptumInsight, Inc.

NO AWARD VENDORS:

1. Chase Global Services
2. SoftMath Consultants, LLC,
3. Wipro, LLC.