

New York State Department of Health  
 Consultative Examinations for Medicaid Eligibility  
 RFP#-16671  
 Questions and Answers Posted 1/31/2017

Question #	Corresponding RFP Section	Bidder's Question	Answer
1.	Section 4.2: Facility Requirements, Sub-bullet 3, Pg. 6 of RFP AND Exhibit 6	P.6., 4.2.3 and exhibit 6 list specialties required for mandated medical examinations. Current contracts for similar work, including that of the Social Security Administration allow for these types of medical examinations to be performed by licensed physicians regardless of specialty. Would the NYS DOH consider implementing the same standards for examinations currently used for Social Security examinations requested by NYS Office of Temporary and Disability Assistance?	Section 4.2.3 refers to the distance the specialty examination may be in regards to the A/R's residence. Exhibit 6 refers standard required certification by specialty. At this time the Department is not wavering from these standards.
2.	Section 4.3: Technology Requirements, Sub-bullet 1, Pg. 6 of RFP	Can your email server handle TLS (Transport Layer Security) as a methodology for "secure email?"	The Department's email server can handle TLS, but this question does not contain enough information to determine if the TLS method proposed can be deemed "secure email".
3.	Section 4.3: Technology Requirements, Sub-bullet 1, Pg. 6 of RFP	How would the contractor electronically retrieve the CE requests?	As stated in Section 4.3.2 of the RFP, the contractor is required to have the technological infrastructure to interface with the SDRU through secure email and fax.  Bidders may propose to utilize a more robust system that exceeds these requirements, but at a minimum must be able to receive CE requests via secure email or fax. Bidders planning to propose a medium that exceeds these requirements, should include a detailed

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			plan of such in their Technical Proposal, as outlined in Section 6.2.4.5. of the RFP.
4.	Section 4.4: Staffing Requirements, Sub-bullet 11, Pg. 7 of RFP	Please clarify who must complete a Consultant enrollment form. It is understood it is required to be completed by physicians and psychologists. Is it also a requirement for non-medical office administrative staff to complete the Consultant enrollment form?	The form must be completed by the Chief Medical physician in each locations and must be completed for all medical and administrative staff.
5.	Section 4.4: Staffing Requirements, Sub-bullet 12, Pg. 8 of RFP	Please provide an estimate of the volume expected for medical staff to testify at hearings and appeals. Also, what will be the rate of reimbursement for testimony for medical staff at hearings?	<p>As this is a new endeavor, the Department does not have an historical or anticipated volume of hearings and appeals.</p> <p>As stated in Section 6.3 of the RFP, There Contractor will be reimbursed based upon the SDRU Statewide CE Fee Schedule. No Additional costs besides those detailed in the Fee Schedule will be reimbursed as such, there is no separate reimbursement for hearings.</p>
6.	Section 4.6: Appointment Scheduling Process, Sub-bullet 10, Pg. 9 of RFP	The RFP calls for sending an A/R letter and pamphlet. Can you provide us a sample pamphlet? Would it be possible to, rather than mailing the pamphlet, hand it to the claimant upon arrival to our office?	<p>The Department currently does not have a sample A/R pamphlet and is relying on the contractor to develop such. At a minimum, this pamphlet should inform the client about the contractor and where their facilities are located.</p> <p>The A/R Appointment Letter must be mailed to the client. However, it would be acceptable for the contractor to hand their pamphlet to the claimant upon arrival to your office.</p>
7.	Section 4.6: Appointment	How would the contractor be notified if a 3rd appointment would be allowed?	It is the decision of the Contractor whether or not to allow a 3 <sup>rd</sup>

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	Scheduling Process, Sub-bullet 12, Pg. 10 of RFP		<p>appointment. If this is decided, the Contractor should follow the steps outlined in Section 4.6.12. of the RFP.</p> <p>Additionally, the contractor is allowed to reschedule up to three appointments. If there is a problem and they want to reschedule more than three times, the contractor should contact the State Disability Review Unit (SDRU)</p>
8.	Section 4.7: Examination Process, Sub-bullet 6, Pg. 11 of RFP	P.11, 4.7.6 of the RFP, indicates that psychiatric examinations are to be performed by a Psychiatrist or Board Certified or Board Eligible Psychologists. It is rare to find a psychiatrist in the upstate NY area available or willing to provide examinations, it is also rare to find psychologists who possess a Board Certification or Board Eligibility. Contracts we hold of a similar nature, require a NYS Licensed psychologist to perform such examinations. Since our offices are staffed in this manner, would it be acceptable to have a NYS Licensed Psychologist perform these exams?	No. Psychiatric examinations are to be performed by a Psychiatrist or Board Certified or Board Eligible Psychologists.
9.	Section 4.11: Contractor's Reporting Requirements, Sub-bullet 1, Pg. 13 of RFP	Can the CE Appointment history report be a file containing completed records as opposed to a form letter for each completed appointment	No. The Contractor must notify the SDRU by transmitting a completed Exhibit 4: Appointment History Report.