

**Amendment 1**  
**August 30, 2017**  
**RFP No. 17222**

**Medicaid Transportation Management – Finger Lakes / Northern New York Region**

**Section 3.1 Minimum Qualifications (page 5) of the RFP is amended as follows:**

**Original Language**

NYSDOH will accept proposals from organizations with the following types and levels of experience as a prime contractor.

- A minimum of three (3) years' experience in managing the delivery of non-emergency Medicaid transportation services.

**Revised Language**

NYSDOH will accept proposals from organizations with the following types and levels of experience as a prime contractor.

- A minimum of three (3) years' experience in managing the delivery of non-emergency Medicaid transportation services in a geographic and demographic area similar to the Finger Lakes/Northern New York Regions.

**Section 6.2 Technical Proposal Subsection E.3 Processing Requests for Medical Transportation item i (page 30) of the RFP is amended as follows:**

**Original Language**

Describe the process by which advanced modes of transportation (ambulette, non-emergency ambulance, and livery where applicable) will be reviewed and authorized. Include the role of the medical/health care staff in the prior authorization review process and a description of how and when a medical justification form will be used.

**Revised Language**

Describe the process by which advanced modes of transportation (ambulette, non-emergency ambulance, and livery where applicable) will be reviewed and authorized. Include the role of the utilization review manager (RN(s) or MD(s)) in the prior authorization review process and a description of how and when a medical justification form will be used.

**Section 6.2 Technical Proposal Subsection E.7 Quality Assurance item e (page 32) of the RFP is amended as follows:**

**Original Language**

e. Describe the approach to implement an internal quality improvement process that will measure consumer satisfaction of its transportation management services. The quality improvement process shall include proactive strategies aimed at obtaining consumer feedback and recommendations and not rely solely on complaint resolution as a measure of improvement.

## **Revised Language**

e. Describe the approach to implement an internal quality improvement process that will measure consumer satisfaction of its transportation management services. The quality improvement process should include proactive strategies aimed at obtaining consumer feedback and recommendations and not rely solely on complaint resolution as a measure of improvement.

## **Section 6.2 Technical Proposal Subsection E.11 Project Implementation (page 33) of the RFP is amended as follows:**

### **Original Language**

Provide a brief work plan for the full term of the contract that includes a date specific timeline for implementation of the project specifications that supports the start date listed on the cover page of the RFP. Response will describe each goal/objective, the expected completion date, and person(s) responsible for implementation.

### **Revised Language**

Provide a brief work plan for the full term of the contract that includes a date specific timeline for implementation of the project specifications that supports the start date listed on the cover page of the RFP. Response should describe each goal/objective, the expected completion date, and person(s) responsible for implementation.

## **Section 6.2 Technical Proposal Subsection E.12 Organizational Experience and Staffing Requirements item a (page 33) of the RFP is amended as follows:**

### **Original Language**

Provide a brief history and description of your organization. Response will include an organizational chart outlining the structure that will be used for this project and depicting the relationship with management staff.

### **Revised Language**

Provide a brief history and description of your organization. Response should include an organizational chart outlining the structure to be used for this project and depicting the relationship with management staff.

## **Section 6.2 Technical Proposal Subsection E.12 Organizational Experience and Staffing Requirements item d (page 33) of the RFP is amended as follows:**

### **Original Language**

Describe the background and experience of the officers, executives and core management team staff that would be assigned to manage the contract, and the location of the office from which each staff member will work. Describe your anticipated staffing pattern relative to this transportation management RFP and related job descriptions for each position responsible for both administration/management and direct service delivery. **Specify the staffing level, job descriptions and qualifications for each member of the core Finger Lakes/Northern New York Region Transportation management team.** Discuss the strategy to replace core management team members if they leave the organization.

## Revised Language

Describe the background and experience of the officers, executives and core management team staff that would be assigned to manage the contract, and, the location for each staff member. Describe your anticipated staffing pattern relative to this transportation management RFP and related job descriptions for each position responsible for both administration/management and direct service delivery. **Specify the staffing level, job descriptions and qualifications for each member of the core Finger Lakes/Northern New York Region Transportation management team.** Discuss the strategy to replace core management team members if they leave the organization.

## Section 8.8 Award Recommendation of the RFP is amended as follows:

### Original Language

#### ATTACHMENTS

- A Bidder's Certified Statements
- B Proposal Document Checklist
- C Cost Proposal
- D References
- E DOH Agreement
- F Guide to New York State DOH M/WBE Required Forms & Forms
- G Bidder's Disclosure of Prior Non-Responsibility Determination
- H Encouraging Use of New York Businesses in Contract Performance
- I No-Bid Form
- J Vendor Responsibility Attestation
- K Diversity Practices Questionnaire
- L Vendor Assurance of No Conflict of Interest or Detrimental Effect
- M Definitions
- N Medicaid Transportation Program Policy Reimbursement of Travel-Related Expenses
- O Transportation Management Law
- P Title 18 of the New York Code of Rules and Regulation (NYCRR) §505.10
- Q Medicaid Enrollee Fair Hearing Rights
- R Medicaid Transportation Data
- S 92 ADM-21, Transportation for Medical Care and Services: 18 NYCRR 505.10
- T Medical Provider Transportation Ordering Guidelines Manual
- U 2015 Form

### Revised Language

#### ATTACHMENTS

- A Bidder's Certified Statements
- B Proposal Document Checklist
- C Cost Proposal
- D References
- E DOH Agreement
- F Guide to New York State DOH M/WBE Required Forms & Forms
- G Bidder's Disclosure of Prior Non-Responsibility Determination
- H Encouraging Use of New York Businesses in Contract Performance
- I No-Bid Form
- J Vendor Responsibility Attestation
- K Diversity Practices Questionnaire
- L Vendor Assurance of No Conflict of Interest or Detrimental Effect
- M Definitions

N Medicaid Transportation Program Policy Reimbursement of Travel-Related Expenses  
O Transportation Management Law  
P Title 18 of the New York Code of Rules and Regulation (NYCRR) §505.10  
Q Medicaid Enrollee Fair Hearing Rights  
R Medicaid Transportation Data  
S 92 ADM-21, Transportation for Medical Care and Services: 18 NYCRR 505.10  
T Medical Provider Transportation Ordering Guidelines Manual  
U 2015 Form

## **Exhibits**

Exhibit 1 Trip Counts by Transport Type per Month during 2015 and 2016  
Exhibit 2 Trip Counts by Transport Type, Number of Miles per Year