

**New York State Department of Health
Radiology Management Services
RFP #: 17637
Questions and Answers Posted 4/20/2018**

Question #	Corresponding RFP Section	Bidder's Question	Answer
1.	General	I am Certified by New York City, New York State as a Minority-Women Owned Business Enterprise (MWBE) independent small business. My service is Vascular Diagnostic Imaging-Vein and Arteries at Take Control of your Health, Inc. I am a Certified Register Vascular Specialist with 30 years' experience in the field of Radiology/Vascular Ultrasound.	Thank you for your interest in this procurement. Your organization will be added to the listing of MWBEs willing to partner in this project. This listing can be found on the Department's website with the RFP.
2.	Section 2.1: Introductory Background (Page 3 of RFP)	What are the monthly volumes anticipated for the resulting contract?	The Department estimates there will be approximately 3,800 prior authorizations created for Medicaid fee-for-service members per month covered by the Project. Please see RFP: Section 5.4: Payment, Attachment C: Cost Proposal, and Attachment M: Total Radiology Prior Authorizations Issued Annually.
3.	Section 2.1: Introductory Background (Page 3 of RFP)	Is there an incumbent currently providing Prior Authorizations?	The current Contractor providing Prior Authorization is HealthHelp, LLC.
4.	Section 4.0: Scope of Work (Pages 4-5 of RFP)	Given the anticipated denial volumes, can a Contractor propose a subcontracting arrangement with the current reading radiologists for this work?	Yes, the Prime Contractor may propose the use of subcontractors for this work. However, any subcontractor staff must hold the appropriate credentials as identified in Section 4.3. The Prime Contractor must obtain prior written approval from the Department before entering into an agreement for services to be provided by a subcontractor.

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5.	Section 4.0: Scope of Work (Pages 4-5 of RFP)	Is the denial volume anticipated to increase?	No, the Department does not anticipate an increase in denial volume, however the number of denials issued is dependent upon the proposed utilization review model.
6.	Section 4.0: Scope of Work (Pages 5 of RFP)	Is the incumbent currently applying medical necessity criteria so the denial volume is well established or will this be the first time denials are being made based on medical necessity?	Yes, medical necessity criteria is currently in use. The Department has had a utilization management model in place since 2011.
7.	Section 4.0: Scope of Work (Pages 4-5 of RFP)	Please confirm the total monthly and annual approval volume?	Annual volumes are provided in RFP Attachment M: Total Radiology Prior Authorizations Issued Annually. Monthly volumes vary from month to month, but see response to question #2 for estimates.
8.	Section 4.2.4: Review Prior Authorization Requests (Pages 6-7 of RFP)	The RFP states, "90% of requests for prior authorization must be reviewed and decision made or additional information requested within 24 hours of receipt". Is this referring to business hours or would a request submitted Friday require a turnaround time due by Saturday?	The requirement "Ninety percent (90%) of requests for prior authorization must be reviewed and decision made, or additional information requested within twenty-four (24) hours of the receipt" refers to business days only and excludes State approved holidays and weekends. For example, if the request is submitted by close of business Friday, Saturday or Sunday, then a Tuesday turnaround would be required. Please see Amendment I to RFP.
9.	Section 4.2.4: Review Prior Authorization Requests (Pages 6-7 of RFP)	What are the anticipated volumes for each submission channel (phone, mail, fax, and internet)?	Historically, approximately 80% of requests are received via telephone and 20% of requests are received via fax. Approximately 2,704 phone requests and 676 fax requests have been received over the last 6 months.
10.	Section 4.2.19: Disaster Recovery (Page 9 of RFP)	Is it required that the disaster recovery plans be performed in New York State?	No, but the disaster recovery plans must be performed within the continental United States. Please see Amendment I to RFP.

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11.	Section 4.3: Staffing (Page 10 of RFP)	Can call center staff work from home? If so, can the home be anywhere in the United States?	No, unless otherwise approved by the Department, Call Center staff must be located at the Call Center. Please see Amendment I to RFP.
12.	Section 4.3: Staffing (Page 10 of RFP)	Section 4.3 of the RFP states, "all Medical professionals must hold current and maintain United States issued certifications and licensure in good standing". Is it expected for the credentialing modules of URAC or NCQA to be applied?	No. URAC/NCQA credentialing is not expected for the Medical professionals. However, the Contractor must ensure any Medical professional used under the contract has all appropriate experience, knowledge, certifications, licensure, etc., listed in Section 4.3, for each staff title.