

**New York State Department of Health  
Division of Family Health, Bureau of Administration**

**Support for the Operational Management of New York State's Early  
Intervention Program**

**Request for Proposals (RFP) # 17744**

RFP # 17744

AMENDMENT # 1

September 27, 2018

The following are official modifications, which are hereby incorporated into the New York State Department of Health, Division of Family Health, Bureau of Administration, Support for the Operational Management of New York State's Early Intervention Program RFP, # 17744.

The RFP # 17744 was issued August 17, 2018. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in strikethrough (xxx) and added language appears in bold and underlined (**xxx**).

**Terms and Acronyms Used in this Document (Pages 3 and 4)**

The following Terms are added to the Terms and Acronyms listed in this Section:

**Claim Information - child ID, date of service, county, billing agency/NPI, rendering provider/NPI, service authorization, ICD code, CPT code, and claim amount.**

**Check Information - escrow check number, payee, date, amount, and county.**

**Section 4.5 e Claims Processing. (7<sup>th</sup> paragraph)**

**Original Language**

For both commercial and Medicaid claims, the Contractor must retrieve ~~eligibility information via processing~~ 999 files and 277 files at least four (4) times daily. The Contractor must actively monitor this process. The Contractor must confirm through review of the 999 files that the claim file submission was successful. If 999 file rejection errors are received, the Contractor must work with the provider to fix the file. If 277 rejections are received from insurance payers, the Contractor must upload the file and make the claims available to the provider in a way that the provider can review the errors and make corrections, with corrected claims resubmitted to insurers through the Contractor's system. The Contractor must work with providers to resolve 277 rejection errors.

**Revised Language**

For both commercial and Medicaid claims, the Contractor **must submit 837 files and** retrieve 999 files and 277 files at least four (4) times daily. The Contractor must actively monitor this process. The Contractor must confirm through review of the 999 files that the claim file submission was successful. If 999 file rejection errors are received, the Contractor must work with the provider to fix the file. If 277 rejections are received from insurance payers, the Contractor must upload the file and make the claims available to the provider in a way that the provider can review the errors and make corrections, with corrected claims resubmitted to insurers through the Contractor's system. The Contractor must work with providers to resolve 277 rejection errors.

## Section 4.5 I Customer Service Center (2nd paragraph)

### Original Language

During the second quarter of the contract, October 1, 2019 – December 31, 2019, as the Contractor configures the provider enrollment/management and child case management system, municipal, provider and State training is expected to be developed and be delivered to users during the ~~second~~ quarter of the contract, January 1, 2020 – March 31, 2020. Initial user training on these system functions shall be completed in time for system implementation on or before April 1, 2020.

### Revised Language

"During the second quarter of the contract, October 1, 2019 – December 31, 2019, as the Contractor configures the provider enrollment/management and child case management system, municipal, provider and State training is expected to be developed and be delivered to users during the third quarter of the contract, January 1, 2020 – March 31, 2020. Initial user training on these system functions shall be completed in time for system implementation on or before April 1, 2020."

## Section 6.0 PROPOSAL CONTENT of the RFP is amended as follows:

### Original Language

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in ~~Attachment B~~, Proposal Documents. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

### Revised Language

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Document Checklist. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

## Section 6.2, subsection D.3.u Staffing Requirements

### Original Language

The bidder should provide a staffing plan for completion of services ~~that includes the following for each:~~

### Revised Language

The bidder should provide a staffing plan detailing the resources they propose for completion of services detailed in Section 4.0 Scope of Work. The staffing plan should also include the following:

## **Section 8.7 Reference Checks**

### **Original Language:**

The Bidder should submit references using [Attachment 9 \(References\)](#). At the discretion of the Evaluation Committee, references may be checked at any point during the process.

### **Revised Language**

## **Section 8.7 Reference Checks – Omit.**

~~The Bidder should submit references using [Attachment 9 \(References\)](#). At the discretion of the Evaluation Committee, references may be checked at any point during the process.~~