

**Voluntary Letter of Intent**

<b>Purpose</b>	This is a non-binding Voluntary Letter of Intent whose purpose is to assist DHCS in determining the staffing needs for the Proposal evaluation process and to improve future procurements.
<b>Information requested</b>	DHCS is interested in knowing if your firm intends to submit a Proposal or your reasons for not submitting a Proposal. <b>Completion of this form is voluntary.</b>
<b>Action to take</b>	Indicate your intention to submit a Proposal by checking items 1 or 2 below. Follow the instructions below your selection.

**1.  My firm intends to submit a Proposal.**

- A. Check box number 1 if the above statement reflects your intention.
- B. Complete the bottom portion of this form and return it to DHCS as instructed in the RFP section entitled, "Voluntary Non-Binding Letter of Intent".

**2.  My firm does not intend to submit a proposal for this project.**

- A. Check box number 2 if the statement in item 2 reflects your intention.
- B. Indicate the reason(s) for not submitting a Proposal by checking each of the following statements that apply.
  - My firm lacks sufficient staff expertise or personnel resources to meet all RFP requirements.
  - My firm lacks sufficient experience (i.e., not enough or wrong type).
  - My firm believes the qualification requirements are too restrictive.
  - Insufficient time was allowed for Proposal preparation.
  - Too much paperwork is required to prepare a Proposal response.
  - Other commitments and projects have a greater priority.
  - My firm did not learn about the contract opportunity soon enough.
  - My firm does not provide the full range of services that DHCS is seeking.
  - My firm is only interested in becoming a subcontractor, consultant or supplier.
  - My firm cannot meet the DVBE requirements - we do not wish to subcontract any work.
  - Too much effort and/or paper work is required to meet California DVBE requirements.
  - Insufficient time was allowed for DVBE compliance.
  - Other reason: \_\_\_\_\_
- C. Complete the bottom portion of this form and return it to DHCS as instructed in the RFP section entitled, "Voluntary Non-Binding Letter of Intent".
- D. By indicating there is no intention to submit a Proposal, DHCS may elect not to send your firm Administrative Bulletins, RFP Addenda, clarification notices, Proposer Question and Answer notices, or other procurement and/or administrative notices.

Name of Firm:

Printed Name/Title:

**Signature:**

**Date:**

**Request for Inclusion on Distribution List**

The Department of Health Care Services (DHCS) will continue to provide automatic updates about RFP # 13-90271 California Dental Administrative Services Organization (ASO) **only** to prospective Proposers who complete and return this Request for Inclusion on Distribution List form. DHCS is in the process of building a distribution list for this project and asks prospective bidders to complete this attachment with the appropriate information in order to become part of the permanent, active distribution list for this project. In order to continue to receive updated information relevant to this RFP, please return this form as soon as possible via mail, hand delivery or overnight express/courier service or email using the information referenced below.

It is incumbent upon any Proposer who does not submit the Request for Inclusion on Distribution\_List form, but intends to bid on this contract, to monitor the website at [http://www.dhcs.ca.gov/provgovpart/rfa\\_rfp/Pages/OMCPHomePage.aspx](http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx) for any RFP Administrative Bulletins and/or RFP Addenda updates to the RFP.

Submit this Request for Inclusion on Distribution List form through one of the following methods:

<b>U.S. Mail, Hand Delivery or Overnight Express/Courier Service or Email:</b>
<p><b>Request for Inclusion on Distribution List - RFP 13-90271</b>  <b>California Dental Administrative Services Organization</b>            Department of Health Care Services            Office of Medi-Cal Procurement            Attn: Teri Lesh/Subran Singh            MS 4200            P.O. Box 997413            1501 Capitol Avenue, Suite 71.3041            Sacramento, CA 95899-7413</p> <p><b>Email:</b>  <b>To:</b> omcprfp2@dhcs.ca.gov  <b>Subject:</b> Request for Inclusion on Distribution List - RFP 13-90271            California Dental Administrative Services Organization</p>

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Name of Proposer:

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Mailing Address (*Street address, P.O. Box, City, State, Zip Code*):

Printed Contact Name:	Title:
Telephone number: (    )	Email address:

**Conflict of Interest Compliance Certificate**

- A. DHCS intends to avoid conflicts of interest or the appearance of conflicts of interest on the part of the Contractor, subcontractors, or independent consultants, or employees, officers and directors of the Contractor or subcontractors, or independent consultants. Thus, DHCS reserves the right to determine, at its sole discretion, whether any information received from any source indicates the existence of a conflict of interest.
- B. Any of the following instances would be considered a “conflict of interest”, including, but not limited to:
1. An instance where the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractor or independent consultants:
    - a. Has an interest, financial or otherwise, in a Medi-Cal provider; or
    - b. Is currently a party to a contract with a Medi-Cal provider; or
    - c. Is currently either providing to or receiving from a Medi-Cal provider, information of the type that would be exchanged with Medi-Cal providers under the Contract; or
    - d. Is currently either providing to or receiving from a Medi-Cal provider, information of the type that would be prohibited from exchange with Medi-Cal providers under the Contract.
  2. An instance where the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractors, or independent consultants, holds a position of interest, financial or otherwise, which would allow use or disclosure of information obtained while performing services for private or personal benefit or for any purpose that is contrary to the goals and objectives of the Contract.
  3. An instance where a Medi-Cal provider employs the Proposer/Contractor, any of its subcontractors, or independent consultants, or any employee, officer, or director of the Proposer/Contractor, any subcontractor or independent consultants.
  4. Where pursuant to the Political Reform Act (Government Code Section 87100-87500), a DHCS official has an economic interest in the Contractor and the official makes, participates in the making of, or uses his or her official position to influence the making of a decision involving Contractor, where it is reasonably foreseeable that the decision could materially affect the official’s economic interest.
  5. Where pursuant to Government Code Section 1090 et seq., a DHCS official participates in the making of a contract with Contractor and the official is financially interested in the Contract.
- C. DHCS’ determination of a suspected or potential conflict of interest will be based on all of the Proposer’s business affiliations and contractual relationships.
- D. If DHCS is aware of a known or suspected conflict of interest, the Proposer or/Contractor will be given an opportunity to submit additional information or to resolve the conflict. A Proposer/Contractor with a suspected conflict of interest will have five State work days from the date of notification of the conflict by DHCS to provide complete information regarding the suspected conflict. If a conflict of interest is determined to exist by DHCS and cannot be

resolved to the satisfaction of DHCS, before or after the award of the Contract, the conflict will be grounds for the Proposal to be deemed nonresponsive and/or termination of the Contract.

- E. The Proposer shall place this Certificate in the Appendix Section of its Narrative Proposal response to this RFP. This Certificate shall bear the original signature of an official or employee of the Proposer who is authorized to bind the Proposer.
- F. This Certificate will be incorporated into the Contract, if any, awarded from this RFP. It is understood that this requirement shall be in effect for the entire term of the Contract. The Contractor shall obtain a completed Certificate from any proposed subcontractor and independent consultant, and submit it to DHCS prior to approval of the subcontractor or independent consultant by DHCS.
- G. The Contractor and each subcontractor shall notify DHCS, Medi-Cal Dental Services Division, at MS 4708, 11155 International Dr, Rancho Cordova, CA 95670 within ten (10) State work days of any change to the information provided on this Certificate.
- H. If the Proposer/Contractor has a suspected or potential conflict of interest, the Proposer/Contractor shall attach to this form a description of the relationship, a plan for ensuring that such a relationship will not adversely affect DHCS, and procedures to guard against the existence of an actual conflict of interest.

**The undersigned hereby affirms that: (check one)**

- The statements above have been read and that no conflict of interest exists.
- A suspected or potential conflict of interest does exist, and additional information (as described in Paragraph H above) is attached along with a plan to address the possible conflict of interest.

**Signed:** \_\_\_\_\_ **Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Type or Print Name of Authorized Representative:** \_\_\_\_\_

## Proposer Response Guide

The Proposer Response Guide is a document which identifies where a Proposer has provided information that fully explains details or otherwise provides information that will enable evaluators to make an informed evaluation of the proposal for a specific evaluation question. Each narrative question is identified by the number corresponding to an evaluation question. Space is provided to identify the location of your response within your proposal. The Department is not dictating the format of your response, but your response should identify where the information may be found so that effective identification may be allowed. There is no limitation to the number of cites to which you direct an evaluator. The Department recognizes that certain questions are more general to the overall information presented. It is appropriate to identify your response as a “General Response” or a “General Response of Section (i.e. L.2.a)...” as you deem appropriate.

### Beneficiary Outreach

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

### Provider Outreach

7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_

## Financial Requirements (Billing Processes)

12. \_\_\_\_\_

13. \_\_\_\_\_

14. \_\_\_\_\_

## Claims Processing

15. \_\_\_\_\_

16. \_\_\_\_\_

17. \_\_\_\_\_

18. \_\_\_\_\_

19. \_\_\_\_\_

20. \_\_\_\_\_

21. \_\_\_\_\_

22. \_\_\_\_\_

## Provider Services

23. \_\_\_\_\_

24. \_\_\_\_\_

25. \_\_\_\_\_

26. \_\_\_\_\_

27. \_\_\_\_\_

## Beneficiary Services

28. \_\_\_\_\_

29. \_\_\_\_\_

30. \_\_\_\_\_

31. \_\_\_\_\_

32. \_\_\_\_\_

33. \_\_\_\_\_

34. \_\_\_\_\_

## Telephone Services Center

35. \_\_\_\_\_

36. \_\_\_\_\_

37. \_\_\_\_\_

38. \_\_\_\_\_

39. \_\_\_\_\_

40. \_\_\_\_\_

## Quality Management Plan

41. \_\_\_\_\_

42. \_\_\_\_\_

43. \_\_\_\_\_

44. \_\_\_\_\_

45. \_\_\_\_\_

46. \_\_\_\_\_

47. \_\_\_\_\_

48. \_\_\_\_\_

**Acceptance Testing**

49. \_\_\_\_\_

50. \_\_\_\_\_

**Takeover**

51. \_\_\_\_\_

52. \_\_\_\_\_

53. \_\_\_\_\_

54. \_\_\_\_\_

55. \_\_\_\_\_

**Security, Confidentiality and HIPAA. Compliance**

56. \_\_\_\_\_

57. \_\_\_\_\_

58. \_\_\_\_\_

**Turnover/Runout**

59. \_\_\_\_\_

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
<b>BENEFICIARY OUTREACH</b>		
<b>1</b>	<b>To what extent does the Proposer’s response demonstrate an understanding of the issues facing the beneficiaries?</b>	<b>Exhibit A, Attachment II, Beneficiary Outreach</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of the access issues facing the beneficiaries?</p> <p>Does the Proposer demonstrate an understanding of the issues surrounding beneficiary education and the public's awareness of the program, and do they provide viable solutions to remedy the shortcomings?</p>	
<b>2</b>	<b>To what extent does the Proposer identify, monitor, address, and resolve barriers to timely access to dental care statewide, in border communities, and in those areas and subpopulations that are below targeted utilization levels as identified by the Department?</b>	<b>Exhibit A, Attachment II, Beneficiary Outreach</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's response show an understanding of the issues facing the State beneficiaries and does their response propose solutions to improve access in areas of low utilization?</p> <p>Does the Proposer identify barriers to timely access to care, and monitor the metrics needed to measure utilization and identify improvements?</p> <p>Does the Proposer provide solutions to increasing utilization in targeted areas, including border communities?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
3	<p>To what extent does the Proposer provide an approach for addressing increasing utilization in the following areas:</p> <p>a. Annual Dental Visits for California’s Medicaid population by ten (10) percentage points over three (3) years.</p> <p>b. Preventive dental services for children ages one through twenty (20) enrolled in Medicaid for at least ninety (90) continuous days by ten (10) percentage points over three (3) years.</p> <p>c. Sealants on permanent molars for children ages six through nine enrolled in Medicaid for at least ninety (90) continuous days by ten (10) percentage points over three (3) years?</p>	Exhibit A, Attachment II, Beneficiary Outreach
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer detail a plan to achieve the utilization increases required for visits, sealants and preventive services as detailed in Exhibit A, Attachment II, Beneficiary Outreach?</p> <p>Does the Proposer detail the steps necessary to achieve success?</p>	
4	To what extent does the Proposer describe their approach for developing comprehensive health promotion and prevention education strategy?	Exhibit A, Attachment II, Beneficiary Outreach
5	To what extent does the Proposer demonstrate knowledge and understanding of Early and Periodic Screening, Diagnostic and Treatment Services (EPSDT)?	Exhibit A, Attachment II, Beneficiary Outreach

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of the EPSDT requirements detailed in section 1905(4)(5) of the Social Security Act, and demonstrate the ability to transfer this understanding into Contract services which will benefit the beneficiaries of the State of California?</p>	
6	<p><b>To what extent does the Proposer provide a viable solution to contact the families of children who are due for an Early and Periodic Screening, Diagnostic and Treatment Services (EPSDT) annual dental screening and prevention visit?</b></p>	<p><b>Exhibit A, Attachment II, Beneficiary Outreach</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer provide a solution to assist in scheduling appointments?</p> <p>Does the Proposer provide assistance with following up on missed appointments?</p> <p>Does the Proposer provide or arrange interpretive services for beneficiaries with limited English proficiency?</p>	
<p><b>Beneficiary Outreach Max Score <u>24</u> Points X 1.60 = 38.4 Points</b></p>		
<p><b>PROVIDER OUTREACH</b></p>		
7	<p><b>To what extent does the Proposer’s Provider Outreach Plan provide a comprehensive plan to increase provider participation?</b></p>	<p><b>Exhibit A, Attachment II, Provider Outreach</b></p>

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan demonstrate an ability to increase the number of actively participating Medi-Cal dentists?</p> <p>Does the Proposer's plan demonstrate an ability to increase the number of service offices accepting new patients and referrals?</p>	
8	<p><b>To what extent does the Proposer's Provider Outreach Plan provide a comprehensive plan to monitor, increase accuracy and expand the provider referral network?</b></p>	<p><b>Exhibit A, Attachment II, Provider Outreach</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan have a component to monitor and ensure the accuracy of the referral network and that listed providers are actually accepting new patients?</p> <p>Does the Proposer's plan demonstrate an ability to increase the number of service offices accepting new patients and referrals?</p> <p>Does the Proposer provide solutions including direct communication and non-traditional, unique, and progressive ideas to address the issue of low provider referral participation?</p>	
9	<p><b>To what extent does the Proposer's Provider Outreach Plan target increasing providers servicing children and at risk populations?</b></p>	<p><b>Exhibit A, Attachment II, Provider Outreach</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer monitor provider populations, including those servicing children and high risk populations?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer provide solutions involving direct communication, including phone calls and marketing materials?</p> <p>Does the Proposer provide non-traditional, unique and progressive ideas to address the long standing problem of increasing provider participation?</p>	
10	<p><b>To what extent does the Proposer’s Provider Outreach Plan target increasing providers servicing low utilization areas?</b></p>	<p><b>Exhibit A, Attachment II, Provider Outreach</b></p>
	<p><b>Scoring Considerations:</b></p> <p>What means does the Proposer use to monitor and identify low utilization areas (analytics software, etc.), and does the proposed solution incorporate the use of technology to identify and solve the solution?</p> <p>Does the Proposer provide solutions involving direct communication, including phone calls and marketing materials?</p> <p>Does the Proposer provide non-traditional, unique and progressive ideas to address the long standing problem of increasing provider participation in low utilization areas?</p>	
11	<p><b>To what extent does the Proposer’s Provider Outreach Plan target increasing providers in skilled nursing facilities?</b></p>	<p><b>Exhibit A, Attachment II, Provider Outreach</b></p>

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p><b>Scoring Considerations:</b></p> <p>What means does the Proposer use to monitor and identify providers servicing skilled nursing facilities (analytics software, etc.), and does the proposed solution incorporate the use of technology to identify and solve the solution?</p> <p>Does the Proposer provide solutions involving direct communication, including phone calls and marketing materials?</p> <p>Does the Proposer provide non-traditional, unique and progressive ideas for increasing the number of providers providing services in skilled nursing facilities?</p>	
<p><b>PROVIDER OUTREACH Max Score <u>20</u> Points X 1.90 = 38.00 Points</b></p>		
<p><b>FINANCIAL REQUIREMENTS</b></p>		
12	<p><b>To what extent does the Proposer demonstrate knowledge and understanding of the process for requesting payment for operations?</b></p>	<p><b>Exhibit B, Payment Provisions</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of Takeover invoicing?</p> <p>Does the Proposer demonstrate an understanding of Operations invoicing?</p> <p>Does the Proposer demonstrate an understanding of Turnover and Runout invoicing?</p>	

**Evaluation Questions**

<b>Q #</b>	<b>Evaluation Questions/Considerations</b>	<b>SOW Requirements</b>
13	<p><b>To what extent does the Proposer describe their approach and methodology for providing reporting and supporting documentation of Operations payments?</b></p>	<p><b>Exhibit B, Payment Provisions</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer describe their approach and methodology for providing certification and reports for Adjudicated Claims Service Lines (ACSLs) and Treatment Authorization Requests (TARs)?</p> <p>Does the Proposer describe their approach and methodology for providing certification and reports for the Telephone Service Center (TSC)?</p>	
14	<p><b>To what extent does the Proposer demonstrate understanding and compliance with the payment requirements detailed in Exhibit B, Payment Provisions and Exhibit E, Additional Provisions?</b></p>	<p><b>Exhibit B, Payment Provisions; Exhibit E, Additional Provisions</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer acknowledge and accept the payment requirements and liquidated damage sections contained in Exhibit B Special Payment Provisions and Exhibit E, Additional Provisions.</p>	
<p><b>FINANCIAL REQUIREMENTS Max Score <u>12</u> Points X .60 = 7.2 Points</b></p>		
<p><b>CLAIMS PROCESSING</b></p>		
15	<p><b>To what extent does the Proposer demonstrate an understanding of the edit/audit criteria?</b></p>	<p><b>Exhibit A, Attachment II, Claims Processing Subsystem</b></p>

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of Claim/Treatment Authorization Request (TAR) data entry edit criteria?</p> <p>Does the Proposer demonstrate an understanding of Provider, Recipient, Procedure, and Surveillance and Utilization Review Subsystem (S/URS) edit criteria?</p> <p>Does the Proposer demonstrate an understanding of History Cross Check Audit criteria?</p>	
16	<p><b>To what extent does the Proposer demonstrate and provide the services and functions required under the Claims Processing Subsystem section?</b></p>	<p><b>Exhibit A, Attachment II, Claims Processing Subsystem</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate a comprehensive understanding of the Claims adjudication process for CD-MMIS?</p> <p>Does the Proposer demonstrate knowledge of the verification process for providers and beneficiaries?</p> <p>Does the Proposer demonstrate an understanding of the continuous maintenance of the recipient history file?</p> <p>Does the Proposer demonstrate knowledge of different dental programs; (e.g., California Children’s Services/Genetically Handicapped Persons Program and Healthy Families Program), and the unique scope of benefits and processing requirements for each program?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
17	<p><b>To what extent does the Proposer understand the document workflow process and do they detail processes and procedures to ensure all requirements will be met?</b></p>	<p><b>Exhibit A, Attachment II, Claims Processing Subsystem</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer understand the different responsibilities associated with each logical point in the adjudication process where a document can suspend (e.g. File Maintenance, Audit, etc.)?</p> <p>Does the Proposer understand the different levels of skill required to adjudicate a document, and the points in the process where para-professionals and dental consultants are responsible for certain decisions?</p>	
18	<p><b>To what extent does the Proposer demonstrate an understanding of and commitment to meeting the Cycle Time requirements?</b></p>	<p><b>Exhibit A, Attachment II, Claims Processing Subsystem</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of and commitment to meeting the Claims Processing cycle time requirements?</p> <p>Does the Proposer demonstrate an understanding of and commitment to meeting the Treatment Authorization Request (TAR) Processing cycle time requirements?</p> <p>Does the Proposer demonstrate an understanding of and commitment to meeting the Clinical Screening Dentist Review cycle time requirements?</p>	

**Evaluation Questions**

<b>Q #</b>	<b>Evaluation Questions/Considerations</b>	<b>SOW Requirements</b>
	Does the Proposer demonstrate an understanding of and commitment to meeting the Provider cycle time requirements?	
19	<b>To what extent does the Proposer detail their approach to meeting the Clinical Screening requirements; including when to refer a beneficiary; the fact that they must design, recruit, reimburse and maintain the screening network?</b>	<b>Exhibit A, Attachment II, Claims Processing Subsystem</b>
20	<b>To what extent does the Proposer demonstrate an understanding of the Treatment Authorization Request (TAR) adjudication process?</b>	<b>Exhibit A, Attachment II, Claims Processing Subsystem</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer offer methods and techniques used to manage workload and the flow of workload?</p> <p>Does the Proposer demonstrate the ability to develop and implement procedures, processes, methods, and tools that will be used to ensure the TAR processing requirements will be met?</p> <p>Does the Proposer demonstrate an approach used to ensure that processing cycle time requirements will be met?</p>	
21	<b>To what extent does the Proposer demonstrate an understanding of and commitment to improving the quality of claims processing?</b>	<b>Exhibit A, Attachment II, Claims Processing Subsystem</b>

**Evaluation Questions**

<b>Q #</b>	<b>Evaluation Questions/Considerations</b>	<b>SOW Requirements</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer offer structured improvements to the method of processing claims/Treatment Authorization Requests (TARs) which improves accuracy, increases the ease of billing by providers, and decreases the number of times providers are required to correct claims/TARs which are legitimately billable and payable?</p> <p>Does the Proposer offer methods which notify management regarding performance both on the part of the fiscal intermediary and the provider?</p> <p>Does the Proposer offer methods to identify and resolve problems?</p>	
22	<p><b>To what extent does the Proposer demonstrate and provide a process of improving the integration and interaction of claims processing with functional areas to improve customer service, such as Provider services, Beneficiary Service, and the Telephone Service Center (TSC)?</b></p>	<p><b>Exhibit A, Attachment II, Claims Processing Subsystem</b></p>
<p><b>CLAIMS PROCESSING Max Score <u>32</u> Points X .90 = 28.8 Points</b></p>		
<p><b>PROVIDER SERVICES</b></p>		
23	<p><b>To what extent does the Proposer demonstrate and provide to the providers the services required under the Provider Services section?</b></p>	<p><b>Exhibit A, Attachment II, Provider Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer offer controls to measure effectiveness of the system?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer offer use of tools to ensure successful performance?</p> <p>Does the Proposer demonstrate an ability to develop and implement procedures to identify prior authorization or provider billing errors and steps taken to minimize these errors?</p> <p>Does the Proposer offer appropriate staffing that have the knowledge and interpersonal skills to successfully interact with the provider community in all functional responsibilities?</p>	
24	<p><b>To what extent does the Proposer detail an approach to ensure new providers are properly vetted and credentialed to ensure they meet the standards required by Medicaid, the California Dental board, and the Medicaid Dental program?</b></p>	<p><b>Exhibit A, Attachment II, Provider Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>To what level of detail does the Proposer go to in describing the credentialing and enrollment process?</p>	
25	<p><b>To what extent does the Proposer provide training that meets the requirements listed in the Provider Services, Provider Training section?</b></p>	<p><b>Exhibit A, Attachment II, Provider Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer describe a training methodology that has the required elements?</p> <p>Does the Proposer's training plan meet the stated requirements?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer describe how they will provide the required provider seminars and special training sessions?	
26	<b>To what extent does the Proposer have a plan to execute and meet the requirements listed for provider visits?</b>	<b>Exhibit A, Attachment II, Provider Services</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan specify how they plan to accomplish the requirements associated with provider visits and the staffing required to meet the requirement?</p> <p>To what degree does the Proposer's plan meet the requirements detailed in Exhibit A, Attachment II, Provider Services?</p>	
27	<b>To what extent does the Proposer's proposed publications solution provide a robust publication unit capable of meeting the publication requirements of the Medicaid Dental RFP as detailed in the Provider Services, Publications section?</b>	<b>Exhibit A, Attachment II, Provider Services</b>
	<p>The following will be considerations in scoring:</p> <p>Does the Proposer understand the form inventory requirements?</p> <p>To what extent does the Proposer demonstrate an understanding of the effort required to produce publications, utilize Print-On-Demand, and publish information?</p> <p>What is the Proposer's experience with web publishing and their knowledge of the tools and techniques?</p>	
<b>PROVIDER SERVICES Max Score <u>20</u> Points X .60 = 12.00 Points</b>		

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
<b>BENEFICIARY SERVICES</b>		
28	<p>To what extent does the Proposer demonstrate and provide to the beneficiaries the services required under the Beneficiary Services section?</p>	<p>Exhibit A, Attachment II, Beneficiary Services</p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer offer controls to measure the effectiveness of the system?</p> <p>Does the Proposer offer use of tools to ensure successful performance?</p> <p>Does the Proposer offer staffing appropriate to the work and do they have the knowledge and interpersonal skills to successfully interact with the beneficiary community?</p>	
29	<p>To what extent does the Proposer describe adequately and in detail how they will support and assist the beneficiary in scheduling appointments, and, if necessary, assist in acquiring transportation?</p>	<p>Exhibit A, Attachment II, Beneficiary Services</p>
30	<p>To what extent does the Proposer provide oral and written linguistic support to beneficiaries, make the services readily available, and have an accessibility plan to communicate this information and ensure beneficiaries are aware of the linguistic support in all applicable functional areas?</p>	<p>Exhibit A, Attachment II, Beneficiary Services</p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate how it will ensure adequate access to services by beneficiaries with limited English proficiency?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer's plan provide for beneficiary educational material to be used in alternative languages?</p> <p>Does the Proposer's plan provide for beneficiary educational materials which take into account those with limited reading proficiency?</p>	
31	<p><b>To what extent does the Proposer have a plan to monitor the beneficiarie's use of dental care services and assist them in seeking preventive dental care services when the beneficiarie's last preventive care visit was not within the program's periodicity schedule or if the beneficiary has not received any primary dental care?</b></p>	<p><b>Exhibit A, Attachment II, Beneficiary Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer actively track the beneficiaries use of dental services, and provide a method for proactively ensuring the beneficiary receives treatment?</p>	
32	<p><b>To what extent does the Proposer understand the requirements to maintain a statewide roster of providers, in addition to the regular panel, to perform second opinion dental screenings for treatment plans and State Hearing cases?</b></p>	<p><b>Exhibit A, Attachment II, Beneficiary Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer have a plan to recruit, train and deploy a statewide panel of providers to perform screenings (second opinions) of patients for pre (TAR) and post operative services?</p> <p>Does this plan allow for reimbursement to the screeners provided by the Proposer (not reimbursable by the State)?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>To what extent does the Proposer's plan provide adequate statewide coverage to perform the required second opinions?</p>	
33	<p><b>To what extent does the Proposer have a detailed plan to perform the required second opinions and specialist referrals?</b></p>	<p><b>Exhibit A, Attachment II, Beneficiary Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>To what extent does the Proposer understand the requirements to provide second opinions (clinical screenings)?</p> <p>Does the Proposer have an adequate plan to recruit the dental consultants necessary to perform the statewide screenings?</p>	
34	<p><b>To what extent does the Proposer have an adequate Beneficiary communications and publication system and a plan to implement and deploy this effort?</b></p>	<p><b>Exhibit A, Attachment II, Beneficiary Services</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan include developing, drafting, and posting publications for Medi-Cal beneficiaries, government constituents, and private entities?</p> <p>Does the Proposer's plan ensure that all publications will be maintained in electronic media and posted to the Denti-Cal Website?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer's plan meet the required publication timeframes?	
<b>BENEFICIARY SERVICES Max Score <u>28</u> Points X .40 = 11.2 Points</b>		
<b>TELEPHONE SERVICE CENTER</b>		
35	<b>To what extent does the Proposer demonstrate an understanding of, and commitment to, customer service?</b>	<b>Exhibit A, Attachment II, Telephone Service Center</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of the importance of the Telephone Service Center (TSC) staff in relation to the overall efficiency and satisfaction of the Provider and Beneficiary communities?</p> <p>Does the Proposer demonstrate a realistic approach to the maintenance and operations of the TSC?</p>	
36	<b>To what extent does the Proposer demonstrate and provide to the beneficiaries, providers, and other callers the services required under the Telephone Service Center (TSC), Beneficiary Services, and Provider Services sections?</b>	<b>Exhibit A, Attachment II, Telephone Service Center</b>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for the required services to Beneficiary callers?</p> <p>Does the Proposer's plan provide for the required services to Provider callers?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer's plan provide for an organizational structure and staffing to ensure that sufficiently qualified staff is employed to meet all TSC duties and responsibilities?</p>	
37	<p><b>To what extent does the Proposer describe in detail the technology, new or existing, to be used in executing the tasks described in the Telephone Service Center (TSC) section?</b></p> <p><b>a. Consider Interactive Voice Response (IVR) and Customer Relationship Management (CRM) tools in evaluating this question.</b></p>	<p><b>Exhibit A, Attachment II, Telephone Service Center</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer provide the design of the telephone system and associated equipment?</p> <p>Does the Proposer offer an automated call-vectoring system?</p> <p>Does the Proposer offer a Customer Relationship Management (CRM) System?</p>	
38	<p><b>To what extent does the Proposer provide an adequate solution to support and assist Limited English Proficient (LEP) callers?</b></p>	<p><b>Exhibit A, Attachment II, Telephone Service Center</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer have a solution in place to assist callers in real-time with their language support needs?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
39	To what extent does the Contract demonstrate an understanding of and a functional approach to servicing callers using the 'warm transfer' method?	Exhibit A, Attachment II, Telephone Service Center
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for Telephone Service Center (TSC) Staff, on the beneficiary's behalf, contacting a provider to confirm the provider is accepting patients and set up a three-way call with the provider office while the beneficiary is on the line to schedule an appointment?</p>	
40	To what extent does the Proposer understand the precedent to payment requirements and propose a solution to ensure these goals are met?	Exhibit A, Attachment II, Telephone Service Center
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer identify software and tools to be utilized to meet the requirements? This may include 'screen pop' capabilities, workforce management software, and advanced call routing software.</p>	
<p><b>TELEPHONE SERVICE CENTER PLAN Max Score <u>24</u> Points X 1.2 = 28.8 Points</b></p>		
<p><b>QUALITY MANAGEMENT</b></p>		
41	To what extent does the Proposer demonstrate the ability to provide the quality and process improvements to the State, beneficiaries, providers, and other customers as detailed and required under the RFP?	Exhibit A, Attachment II, Quality Management Operations

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
42	To what extent does the Proposer detail a Quality Management (QM) system of continuous and routine measurement of Contractor work and oversight of Contractor performance?	Exhibit A, Attachment II, Quality Management Operations
43	To what extent does the Proposer provide a detailed Quality Management plan addressing quality planning, quality assurance, quality control and quality improvement?	Exhibit A, Attachment II, Quality Management Operations
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan identify how Contract requirements and quality standards need to be met?</p> <p>Does the Proposer's plan describe the methods whereby quality will be built-in to the system and business processes as opposed to being tested/inspected in after-the-fact?</p> <p>Does the Proposer's plan describe how quality will be measured and how quality will be improved when processes are unstable or outside of control limits?</p>	
44	To what extent does the Proposer detail an approach and willingness to work directly and cooperatively with the Fiscal Intermediary (FI) to meet the overall Contract goals?	Exhibit A, Attachment II, Quality Management Operations

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
45	To what extent does the Proposer, their Quality Management (QM) plan, and RFP response include an approach to evaluate concurrent and retrospective reviews of the program and Contractor performance and compliance with all Contract requirements, including accuracy and timely performance?	Exhibit A, Attachment II, Quality Management Operations
46	To what extent does the Quality Management (QM) response demonstrate process controls and oversight of the check write process?	Exhibit A, Attachment II, Quality Management Operations
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan minimize delay in issuing payments to providers?</p> <p>Does the Proposer's plan provide for the timely correction and rescheduling of corrected provider payments?</p>	
47	To what extent does the Proposer demonstrate procedures, methods, and processes to ensure the administration and operation of the Medi-Cal Dental program is or will be in compliance with ISO 9001:2008 standards upon Contract implementation and certified to ISO 9001:2008 within one year of the start of the Operation's period?	Exhibit A, Attachment II, Quality Management Operations
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for certification from an independent third party evaluator?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	Does the Proposer's plan demonstrate a thorough understanding of Capability Maturity Model Integration (CMMI)?	
48	To what extent does the Proposer demonstrate their overall capability to identify, measure, monitor, and report on all Contractors' performance?	Exhibit A, Attachment II, Quality Management Operations
QUALITY MANAGEMENT Max Score <u>32</u> Points X .75 = 24.00 Points		
<b>ACCEPTANCE TESTING</b>		
49	To what extent does the Proposer's approach and methods for Acceptance Testing ensure operational success?	Exhibit A, Attachment II, Quality Management Operations
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan identify how it will cooperate with the Fiscal Intermediary (FI) Contractor to support and maintain the Acceptance Test Environment?</p> <p>Does the Proposer's plan describe the methods and procedures used to identify and design acceptance test flows and acceptance test cases?</p> <p>Does the Proposer's plan describe how it will conduct User Acceptance Testing (UAT)?</p>	

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
50	<p>To what extent does the Proposer’s approach provide for a seamless delivery of services to the providers and beneficiaries?</p>	<p>Exhibit A, Attachment II, Quality Management Operations</p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan describe how its acceptance testing activities will result in a true test of operational readiness?</p> <p>Does the Proposer's plan describe how acceptance testing defects will be identified and resolved?</p> <p>Does the Proposer's plan describe how End-to-End (E2E) tests will be designed and executed?</p>	
<p><b>ACCEPTANCE TESTING Score <u>8</u> Points Earned X 1.50 = 12 Points</b></p>		
<p><b>TAKEOVER PLAN</b></p>		
51	<p>To what extent does the Proposer demonstrate in their Takeover Plan the ability to successfully implement the Contract as detailed in the RFP?</p>	<p>Exhibit A, Attachment I, Takeover</p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer show an understanding of the interrelationships and functional dependencies between all required tasks and activities to ensure successful completion of Takeover?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer show the ability to develop and implement procedures, processes, methods, and tools that will be used to ensure Takeover milestones and deliverable requirements will be met, including allocation and distribution of resources?</p>	
52	<p><b>To what extent does the Proposer meet the requirements outlined for the Organizational Structure and Personnel Acquisition Plans?</b></p>	<p><b>Exhibit A, Attachment I, Takeover</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer offer methods and techniques to recruit and select staff?</p> <p>Does the Proposer identify proposed staffing for each organizational unit in the appropriate position levels or classifications to support Takeover and begin full CD-MMIS operations?</p>	
53	<p><b>To what extent does the Proposer demonstrate an understanding of and the capabilities to implement the responsibilities associated with the Facilities and Resource requirements?</b></p>	<p><b>Exhibit A, Attachment I, Takeover</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer show the ability to execute all necessary tasks for providing facilities and equipment to ensure CD-MMIS is fully operational prior to the startup of Treatment Authorization Request (TAR) processing?</p> <p>Does the Proposer show an understanding of on/off site hardware/equipment and the installation of the hardware equipment to support the CD-MMIS, including all non-mainframe systems?</p>	

### Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p>Does the Proposer show an understanding of software requirements to support Takeover and assume CD-MMIS operations?</p>	
54	<p><b>To what extent does the Proposer demonstrate comprehensive and technically sound approaches and/or methods for coordinating and conducting System Testing in Takeover?</b></p>	<p><b>Exhibit A, Attachment I, Takeover</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of activities and tasks required to validate the readiness of the CD-MMIS for Acceptance Testing?</p> <p>Does the Proposer demonstrate an ability to develop and implement procedures, processes, methods and tools that will be used to ensure the effectiveness and accuracy of System Testing?</p> <p>Does the Proposer provide a system-tested version of the operational mainframe and non-mainframe systems?</p>	
55	<p><b>To what extent does the Proposer demonstrate comprehensive and technically sound approaches and/or methods for coordinating and conducting Acceptance Testing in Takeover?</b></p>	<p><b>Exhibit A, Attachment I, Takeover</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer demonstrate an understanding of activities and tasks required to takeover and stabilize the CD-MMIS?</p>	

**Evaluation Questions**

<b>Q #</b>	<b>Evaluation Questions/Considerations</b>	<b>SOW Requirements</b>
	<p>Does the Proposer demonstrate an ability to develop and implement procedures, processes, methods and tools that will be used to ensure readiness for assumption of CD-MMIS Operations?</p> <p>Does the Proposer provide an approach used to support the Department's role in monitoring, conducting and approving acceptance testing activities and deliverables?</p>	
<p><b>TAKEOVER Max Score <u>20</u> Points X .25 = 5 Points</b></p>		
<p><b>SECURITY, CONFIDENTIALITY AND HIPAA COMPLIANCE</b></p>		
<p><b>56</b></p>	<p><b>To what extent does the Proposer demonstrate knowledge and understanding of the Contract requirements to protect the confidentiality, integrity and availability of confidential, sensitive and personal information?</b></p>	<p><b>Exhibit A, Attachment II, Security and Confidentiality</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide adequate physical and system security for the CD-MMIS and non-mainframe subsystems?</p> <p>Does the Proposer's plan provide adequate security for the Proposer's facilities?</p> <p>Does the Proposer's plan provide for the development of adequate procedures for the handling, packaging, and transportation of sensitive/confidential data or resources?</p>	
<p><b>57</b></p>	<p><b>To what extent does the Proposer demonstrate an understanding of the HIPAA requirements, and are there adequate processes in place to ensure federal and State HIPAA mandates are met or exceeded and employees properly trained?</b></p>	<p><b>Exhibit A, Attachment II, Security and Confidentiality</b></p>

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for the prevention of the unauthorized disclosure of confidential data?</p> <p>Does the Proposer's plan provide for the training as identified in the RFP?</p> <p>Does the Proposer's plan ensure access to Information Security Training annually for all employees?</p>	
58	<p><b>To what extent does the Proposer demonstrate their capability to meet the back-up and recovery time frames as specified in their Business Continuity Plan?</b></p>	<p><b>Exhibit A, Attachment II, Security and Confidentiality</b></p>
	<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for the identification of all resources that require back-up?</p> <p>Does the Proposer's plan provide for a back-up facility where operations can be continued?</p> <p>Does the Proposer's plan provide for meeting the recovery timeframes as required in the RFP?</p>	
<p><b>SECURITY, CONFIDENTIALITY, AND HIPAA COMPLIANCE Max Score <u>12</u> Points X .60 = 7.2 Points</b></p>		

Evaluation Questions

Q #	Evaluation Questions/Considerations	SOW Requirements
<b>TURNOVER/RUNOUT</b>		
59	<p>To what extent does the Proposer demonstrate a knowledge and understanding of the services to be provided as described in the Turnover/Runout Plan?</p>	<p>Exhibit A, Attachment III, Turnover and Runout</p>
<p><b>Scoring Considerations:</b></p> <p>Does the Proposer's plan provide for the required turnover services for transfer of the Proposer's Operation?</p> <p>Does the Proposer's plan provide for appropriate runout activities to complete its Contractual obligations and fulfill its Contractual liabilities?</p>		
<p><b>TURNOVER/RUNOUT Max Score <u>4</u> Points X .60 = 2.4 Points</b></p>		