



Medi-Cal Managed Care Plan (MCP) Request for Information (RFI) 20-001

**Thursday September 10th, 2020
10:00 am – 11:30 am**



Medi-Cal Managed Care Plan (MCP) Request for Information (RFI) 20-001

Introduction

**Christina Soares, Chief
Contract Services Branch (CSB)**



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Webinar Reminders

1. Webinar will be in listen only mode.
2. All attendees will be muted upon entry into the webinar and for the duration of the webinar.
3. It is recommended to use your phone for audio feed instead of the computer. Do not use both to avoid audio feedback.
4. DHCS statements made during this webinar regarding the RFI or forthcoming RFP are non-binding.
5. If you would like to ask a question, it must be typed into the webinar chatbox and sent to 'All Panelists'. Chatbox questions sent to the 'Host' or any specific individual will **not** be addressed.
6. Responses to questions submitted during the webinar will be provided during the Q+A session at the end of the presentation.



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Introduction

Agenda Item	Time (minutes)
Introduction	5m
Overview of DHCS Goals and Objectives for MCP Procurement, and Questions for Public Feedback	5m
Overview of MCP Contract Changes	15m
Submitting Responses to the RFI	5m
Review Key Dates	10m
Q+A	45m
Concluding Remarks	5m



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Introduction

THE RFI IS NOT A SOLICITATION FOR PROPOSALS, that is the RFP. The RFI does not commit DHCS to contract for any services or make a contract award.

RFI Component	Purpose
1. Cover Letter	Provides instructions for interested parties.
2. Main	Provides information regarding goals for the Medi-Cal managed care delivery system, and proposed contract updates.
3. Appendix 1	Preformatted table for interested parties to provide feedback to the RFI.
4. Appendix 2	Questionnaire for Health Plans interested in submitting a proposal in the upcoming RFP process.



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Overview of DHCS Goals and Objectives for MCP Procurement, and Questions for Public Feedback

Jacey Cooper, CA State Medicaid Director
Chief Deputy Director, Health Care Programs



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Overview - DHCS RFI Goals and Objectives

The purpose of this RFI is to:

- Provide information and solicit input from interested parties regarding goals for the Medi-Cal managed care delivery system to be achieved through the RFP process.
- Provide information and solicit input from interested parties regarding updates proposed to be included in contracts awarded through the RFP process.
- Collect information from health plans that may be interested in submitting a proposal in the upcoming RFP process.

DHCS will use information from the RFI responses in the development of the MCP Contract update and RFP.



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Overview - DHCS MCP Procurement Goals and Objectives

Plan Model	Current County(s) for Procurement <i>(Pending Any Model Changes)</i>
Two Plan Commercial	Alameda, Contra Costa, Fresno, Kern, Kings, Los Angeles, Madera, Riverside, San Bernardino, Santa Clara, San Francisco, San Joaquin, Stanislaus, and Tulare
Geographic Managed Care (GMC)	Sacramento, San Diego <i>*Pending DHCS determination of the number of plans to procure.</i>
Imperial	Imperial
Regional	Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Inyo, Mariposa, Mono, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Tuolumne, and Yuba
San Benito	San Benito

County Organized Health Systems and Local Initiatives are **not** being procured through the RFP.



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Overview - DHCS MCP Procurement Goals and Objectives

DHCS is looking for Managed Care Plans that demonstrate their ability to deliver the following:

1. Quality	6. Coordinated/integrated care
2. Access to care	7. Reducing health disparities
3. Continuum of care	8. Increased oversight of delegated entities
4. Children services	9. Local presence and engagement
5. Behavioral health services	10. Emergency preparedness and ensuring essential services



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Overview – DHCS Questions for Public Feedback

Questions for Public Feedback (*Responses captured Appendix 1*)

What MCP contract changes or actions do you recommend DHCS consider:

- To address health disparities and inequities, as well as, identify and address social determinants of health?
- To increase MCP's community engagement?
- For emergency preparedness and response for disasters?
- To achieve the other MCP goals listed?

What, if any, of the listed MCP goals provide significant challenges and what should be done to address those challenges?

What additional MCP goals should DHCS consider?

What additional changes or actions do you recommend DHCS consider for the:

- Planned structural updates to the MCP contract?
- Planned content updates to the MCP contract?



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Overview of MCP Contract Changes
Michelle Retke, Chief
Managed Care Operations Division (MCOD)



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Overview of MCP Contract Updates

Planned Structural Updates

- 1. Definitions** will be moved to front of contract.
- A new section, “**Acronyms**” will be added after the Definitions Section.
- 3. Implementation Plan and Deliverables** contract requirements will be moved to the front of the MCP Contract. Currently this is in Exhibit A, Attachment 18.
- 4. Exhibit A (Scope of Work)** will be reordered into more logical groups to improve readability.
- 5. Existing language** will be reviewed, moved, or consolidated into other sections of the MCP Contract as appropriate.
- 6. DGS and DHCS-standard Exhibits** (C – General Terms and Conditions, D(f) – Special Terms and Conditions) will be reviewed for applicability.
- A new section, “**Emergency Preparedness and Response**” will identify requirements to ensure continuity of services and appropriate communication between DHCS, MCPs, Providers, and Members.



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Overview of MCP Contract Updates

Planned Content Updates

- 1. CalAIM policy updates** will be incorporated into the MCP Contract as appropriate.
- 2. Budget-related policy updates identified through release of the RFP** will be incorporated into the MCP Contract as appropriate.
- 3. Any new State and Federal statutes and regulations** applicable to the MCP Contract will be incorporated as appropriate.
- 4. Existing language referencing State and Federal statutes and regulations** will be reviewed and updated as appropriate.
- 5. California State Auditor (CSA) report recommendations** will be reviewed for inclusion into Contract language where appropriate.
- 6. Medical Audit findings** will be reviewed to determine if clarifying language is needed for inclusion into Contract language where appropriate.
- 7. Published All Plan Letters (APLs)** will be reviewed for possible inclusion into Contract language where appropriate.



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Overview of MCP Contract Updates

Planned Content Updates continued

8. Terminology updates will be reviewed and updated as appropriate throughout the MCP Contract.

9. Outdated Contract language will be removed.

10. Duplicative and Conflicting Contract language will be assessed and resolved.

11. Contract will be reviewed and updated to ensure **consistency across Contract citations, acronyms, and terminology** where appropriate.

12. HIPAA Business Associates Agreement (BAA) will be updated based on current State and Federal requirements.



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Submitting Responses to the RFI
Michelle Retke, Chief
Managed Care Operations Division (MCOD)



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Submitting Responses to the RFI

RFI Component to be Submitted	Who Should Submit It
Appendix 1 – Feedback to RFI	All interested parties
Appendix 2 – Questionnaire for Health Plans interested in responding to future RFP	Health Plans Only

How to Submit

Both Appendix 1 and Appendix 2 must be submitted via email to CSBRFP8@dhcs.ca.gov

Submission Due Date

Both Appendix 1 and Appendix 2 must be submitted **no later than 4:00 p.m. PT on Thursday October 1, 2020.**



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Submitting Feedback in Appendix 1

1.

Appendix 1
Interested Party Requested Information
Feedback
Instructions

2.

Appendix 1
Feedback

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QID	Category	Feedback
1	Select Category	
2	Q3 - Response to Question 3	
3	Q4 - Response to Question 4	
4	Q5 - Response to Question 5	
5	Q6 - Response to Question 6	
6	Q7 - Response to Question 7	
7	Q8 - Response to Question 8	
6	General	
7	Other	
8	Select Category	

1.

2.

Instructions

Feedback



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Providing Responses to Questionnaire in Appendix 2

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Appendix 2

Appendix 2

Requested Information Questions

This questionnaire is for health plans that plan to respond to the future RFP.

INSTRUCTIONS

1. Insert organization's name and mailing address, and contact information for primary point-of-contact (POC) below:

Organization:	
Mailing Address:	
POC Name:	
POC Title:	
POC Email Address:	
POC Telephone:	

2. Respond to the questions included in Appendix 2.

3. Do not change the formatting of this document.

4. Submit this document according to the instructions located in the RFI cover letter.



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Review of Key Dates

Michelle Retke, Chief

Managed Care Operations Division (MCOD)



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Key Dates

Key Event	Date
1. RFI Release	09/01/2020
2. RFI Webinar	09/10/2020
3. Questions to DHCS	4pm 09/15/2020
4. Requested Information due	4pm 10/01/2020
5. Draft RFP Release	Targeting Early 2021
6. Final RFP Release	Targeting Late 2021
7. Proposals due	Targeting Late 2021 – Early 2022
8. Notice of Intent	Targeting Early 2022 – Mid 2022
9. MCP Operational Readiness	Targeting Mid 2022 – Late 2023
10. Implementation	Targeting January 2024



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Q+A

Michelle Retke,
Chief Managed Care Operations Division (MCOD)

Jacey Cooper,
CA State Medicaid Director
Chief Deputy Director, Health Care Programs



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Q+A Format

1. Questions must be RFI-related.
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Closing Remarks
Christina Soares, Chief
Contract Services Branch (CSB)



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Closing Remarks

1. Email questions to CSBRFP8@dhcs.ca.gov by **4:00 p.m. PT Tuesday September 15, 2020.**
2. Requested information must be submitted to CSBRFP8@dhcs.ca.gov no later than **4:00 p.m. PT on Thursday October 1, 2020.**
3. RFI information is available on the CSB website at:
https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBHomePage.aspx
4. Webinar Slide Deck will be posted to the CSB website no later than **4:00 p.m. PT Monday September 14, 2020.**



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Resources

Current Plan Models – County(s)	https://www.dhcs.ca.gov/services/Pages/Medi-CalManagedCare.aspx <ul style="list-style-type: none">• Managed Care County Map (PDF)• Managed Care Models Fact Sheet (PDF)
Current MCP Contract	https://www.dhcs.ca.gov/provgovpart/Pages/MMCDBoilerplateContracts.aspx
Procurement	https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBmcodmcpHOME.aspx
MCP Contract Procurement Timeline	https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBmmcSchedule.aspx



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***Thank you
for your participation***