

The background of the slide features a purple-tinted image of a medical stethoscope on the right side. On the left side, there is a faint line graph with a vertical axis labeled from 3 to 15 in increments of 3. The text is overlaid on this background in white.

**Medi-Cal Managed Care Plan (MCP)  
Request for Proposal  
(RFP) 20-10029  
Voluntary Pre-Proposal Web Conference**

Thursday, February 24, 2022  
1:00 p.m. – 2:30 p.m.

# **Medi-Cal MCP RFP 20-10029**

## **Voluntary Pre-Proposal Web Conference**

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, spanning the width of the slide.

### **Introduction**

# Medi-Cal MCP RFP 20-10029

## *Web Conference Reminders*

1. Conference slide deck will be available on the CD website by 4:00 p.m. PT February 28, 2022.
2. Web Conference will be in listen only mode.
3. Closed captioning is available. Click on the link provided in the chat box.
4. All attendees will be muted upon entry and throughout the duration of the web conference.
5. It is recommended to use your phone for audio feed instead of the computer. Do not use both to avoid audio feedback.
6. Verbal DHCS statements made during this web conference are non-binding.
7. All questions must be submitted to 'All Panelist' using the chat-box. Questions sent to the 'Host' or any specific individual will not be addressed.
8. Responses to questions submitted during the conference may be provided during the Q&A session at the end of the presentation.

# Medi-Cal MCP RFP 20-10029

## *Introduction*

- This voluntary pre-proposal web conference is for RFP 20-10029.
- RFP 20-10029 solicits proposals from commercial health plans able to provide managed health care services to beneficiaries of Medi-Cal in the following Plan Model types: Two-Plan Model, Geographic Managed Care (GMC), and Regional Model.
- The RFP will not be used to procure the County Organized Health Systems (COHS) Plans, Local Initiative Plans or Single Plan Model type plan in the Non-COHS counties.

# Medi-Cal MCP RFP 20-10029

## *Introduction*

<b>Voluntary Pre-Proposal Web Conference Agenda Item</b>	<b>Time (minutes)</b>
Introduction	5 min.
DHCS Goals for MCP Procurement	6 min.
Overview of MCP Procurement	10 min.
RFP and MCP Contract Update Highlights	10 min.
Submitting Proposer Questions for MCP RFP 20-10029	6 min.
Review Key Dates	6 min.
Q&A Session	45 min.
Concluding Remarks	2 min.

# Medi-Cal MCP RFP 20-10029

## *Introduction*

### **Webinar Host**

- » **Kelley Dorning**, Assistant Chief, Contracts Division

### **Webinar Presenters**

- » **Susan Philip, M.P.P.**, Deputy Director, Health Care Delivery Systems
- » **Michelle Retke**, Chief, Managed Care Operations Division



# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## DHCS Goals for MCP Procurement

# Medi-Cal MCP RFP 20-10029

## *DHCS Goals for MCP Procurement*

**Mission:** To provide Californians with access to affordable, integrated, high-quality health care, including medical, dental, mental health, substance use treatment services and long-term care.

**Vision:** To preserve and improve the overall health and well-being of all Californians and particularly, to address the needs of populations experiencing disparities in health outcomes.

**Procurement Objective:** To procure commercial health plans to provide high quality, accessible, and comprehensive care across all settings and levels of care with an emphasis on reducing health disparities and improving health outcomes.

# Medi-Cal MCP RFP 20-10029

## *DHCS Goals for MCP Procurement*

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

- » Transparency
- » High quality care
- » Access to care
- » Continuum of care
- » Children services
- » Behavioral health services
- » Coordinated/integrated care
- » Increased health equity and reduced health disparities
- » Accountability and commitment to compliance, including monitoring and oversight of delegated entities
- » Local presence and engagement
- » Emergency preparedness and essential services
- » Addressing Social Drivers of Health (SDOH)
- » Value-based payment
- » California Advancing and Innovating Medi-Cal (CalAIM) initiatives
- » Administrative efficiency

# Medi-Cal MCP RFP 20-10029

## *DHCS Goals for MCP Procurement*

The number of awards for each county/plan model being procured for RFP 20-10029 is based on Medi-Cal Managed Care Models effective January 1, 2024.

<b>Plan Model</b>	<b>Counties Being Procured</b>	<b>Intended Number of Awards</b>
<b>Two Plan Commercial</b>	14 counties: Alpine, El Dorado, Fresno, Kern, Kings, Los Angeles, Madera, Riverside, San Bernardino, Santa Clara, San Francisco, San Joaquin, Stanislaus, and Tulare.	One award for a commercial health plan for each county identified in this RFP.
<b>Geographic Managed Care</b>	2 counties (no change): Sacramento and San Diego.	Two awards for commercial health plans per county.
<b>Regional</b>	5 counties: Amador, Calaveras, Inyo, Mono, and Tuolumne.	Two awards for commercial health plans per county.

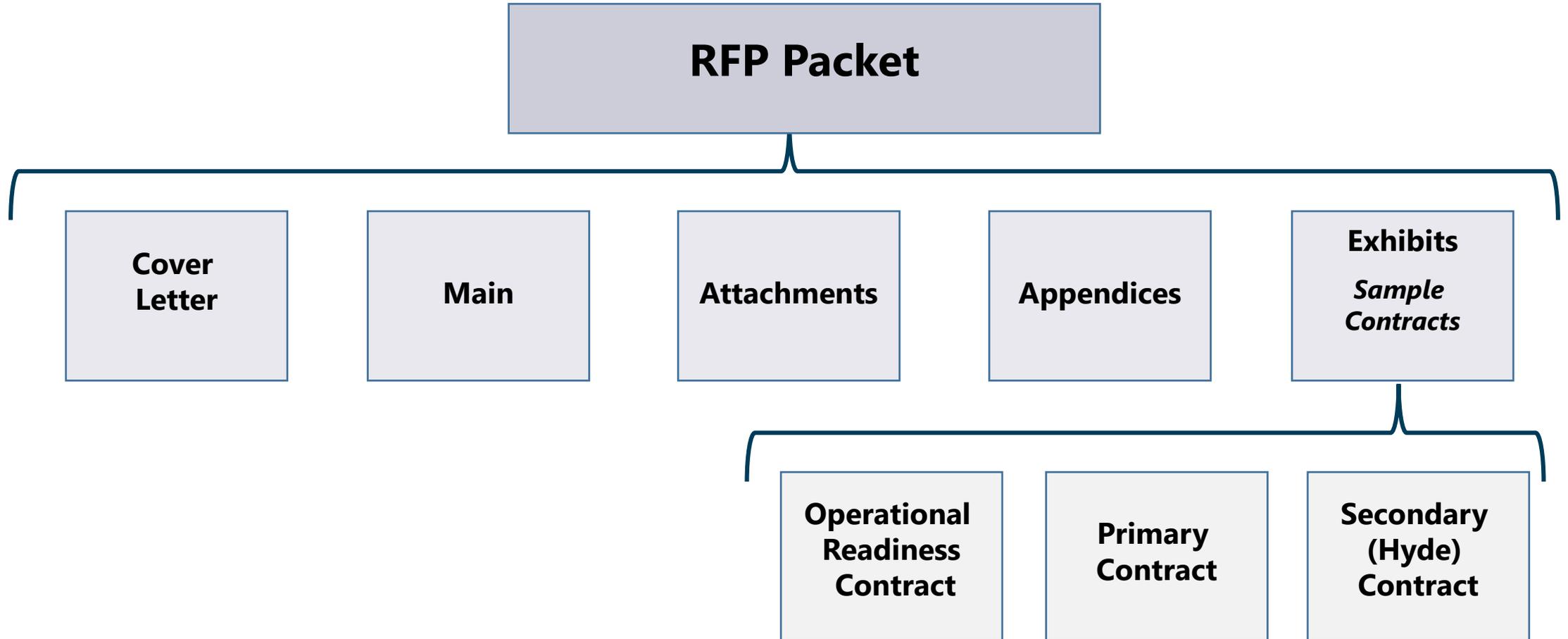


# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## Overview of MCP Procurement

# Medi-Cal MCP RFP 20-10029

## Overview of MCP Procurement



# Medi-Cal MCP RFP 20-10029

## Overview of MCP Procurement

RFP Component	Purpose
1. Cover Letter	Provides information and instructions for Interested Parties.
2. RFP Main	Provides information regarding the RFP process and instructions on proposal development.
3. RFP Attachments	Contain the optional and required attachments described in the RFP Main.
4. RFP Appendices	Contains information regarding the Data Library and file submissions.
5. RFP Exhibits <i>[Sample MCP Contracts]</i>	Includes sample Scope of Work (SOW), terms, and conditions for the contracts resulting from the RFP process.

# Medi-Cal MCP RFP 20-10029

## *Overview of MCP Procurement*

- » **MCP Procurement is Department of General Services (DGS)-exempt**
- » **MCP RFP has no cost component**
- » **Plan model or county-specific proposal requirements**
  - Example: County Letter of Support
- » **Multiple awards based on plan model/county/service area**
- » **Three contracts per award:**
  1. Operational Readiness contract (\$0)
  2. Primary Operations Contract (Federally-funded services)
  3. Secondary Operations Contract [Hyde] (State-funded services)



# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## RFP and MCP Contract Update Highlights

# Medi-Cal MCP RFP 20-10029

## RFP Highlights

RFP Area	Overview
<b>Qualification Requirements</b>	<ul style="list-style-type: none"><li>• 20 “pass/fail” Qualification Requirements including NCQA accreditation, Knox-Keene licensure, annual quality performance measures, utilization reporting rates, enforcement actions reporting, and Dual Special Needs Plan.</li></ul>
<b>Proposal Requirements (PRs)</b>	<ul style="list-style-type: none"><li>• PRs require proposer to provide detail on demonstrated successes that align with MCP Contract requirements as well as plan and approach to exceed Contract requirements.</li><li>• Two types of PRs:<ul style="list-style-type: none"><li>○ <i>Narrative PRs</i> – Require a written response.</li><li>○ <i>Non-narrative PRs</i> – Require submission of a report or specific documentation such as an organizational chart.</li></ul></li></ul>
<b>Evaluation Questions (EQs)</b>	<ul style="list-style-type: none"><li>• 179 scored evaluation questions, including 14 plan or county-specific evaluation questions.</li></ul>
<b>Contract Term</b>	<ul style="list-style-type: none"><li>• 60 month contract term with no specified extension.</li></ul>

# Medi-Cal MCP RFP 20-10029

## *MCP Contract Update Highlights*

### Key MCP Contract Content Updates (1 of 2)

1. Additional and enhanced requirements to **better align with DHCS priorities**, state and federal regulations, published All Plan Letters (APLs), California State Auditor (CSA) report recommendations and Medical Audit findings.
2. New requirements for public posting of reporting, activities, survey results, financial information, and Memoranda of Understanding with third parties to support **transparency**.
3. Strengthened quality requirements to align with DHCS Comprehensive Quality Strategy to achieve **high quality care**.
4. Increased expectations for providing **access to** care across a comprehensive array of person-centered health care and social services to align with **CalAIM**.
5. Improved requirements for systematic **coordination of services and comprehensive care management** to ensure the needs of the entire population are met.
6. Updated requirements for MCPs to partner with DHCS to **increase health equity** and **reduce health disparities**.
7. New requirements to support strategies that address unmet health-related social needs through Community Supports, Population Health Management, Care Management and **Social Drivers of Health (SDOH)**.

# Medi-Cal MCP RFP 20-10029

## *MCP Contract Update Highlights*

### Key MCP Contract Content Updates (2 of 2)

8. Stronger provisions for network providers to better understand and meet community needs through **local presence and engagement**.
9. New requirements to support enhanced **children's services**.
10. Additional requirements to expand access to evidence-based **behavioral health services**.
11. Updated requirements to ensure MCPs have robust **accountability, compliance, monitoring and oversight programs**.
12. New requirements for **emergency preparedness** to ensure delivery of care and **essential services** during and after an emergency.
13. Additional requirements that build on current **value-based payment** efforts linking provider payments to value.
14. Expanded reporting requirements and strengthened performance requirements with penalties for non-compliance to support **accountability and oversight**.

# Medi-Cal MCP RFP 20-10029

## MCP Contract Update Highlights

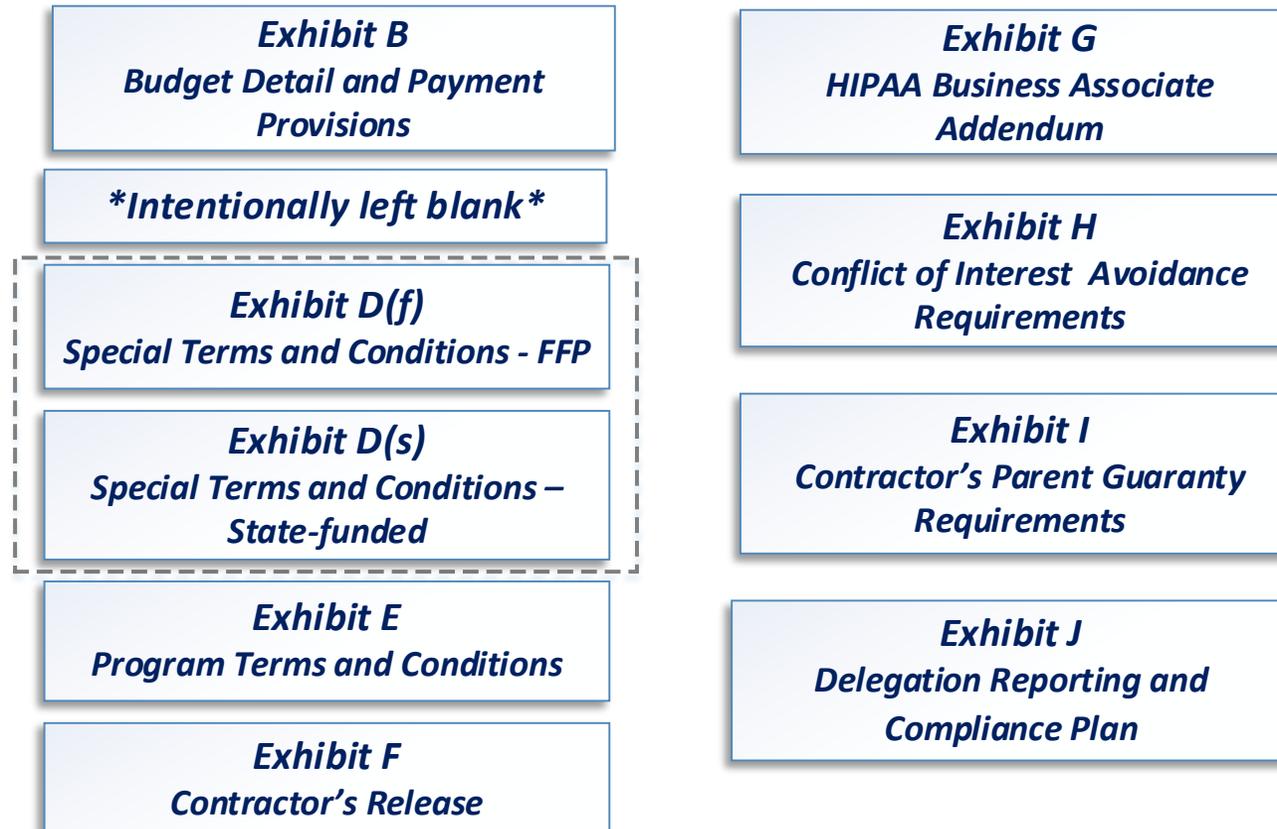
### Sample Contract - Exhibit A

<b>ATTACHMENT I</b> <i>Definitions and Acronyms</i>	<b>ATTACHMENT III (cont'd)</b> <i>Operations</i>	<b>ATTACHMENT III (cont'd)</b> <i>Operations</i>
1.0 Definitions 2.0 Acronyms	3.0 Providers, Network Providers, Subcontractors, and Downstream Subcontractors 3.1 Network Provider Agreements, Subcontractor Agreements, Downstream Subcontractor Agreements, and Contractor's Oversight Duties 3.2 Provider Relations 3.3 Provider Compensation Arrangements	5.0 Services – Scope and Delivery 5.1 Member Services 5.2 Network and Access to Care 5.3 Scope of Services 5.4 Community Based Adult Services 5.5 Mental Health and Substance Use Disorder Benefits 5.6 MOUs with Third Parties
<b>ATTACHMENT II</b> <i>Operational Readiness</i>		6.0 Emergency Preparedness and Response
1.0 Operational Readiness Deliverables and Requirements		7.0 Operations Deliverables and Requirements
<b>ATTACHMENT III</b> <i>Operations</i>	<b>4.0 Member</b> 4.1 Marketing 4.2 Enrollments and Disenrollments 4.3 Population Health Management and Coordination of Care 4.4 Enhanced Care Management 4.5 Community Supports 4.6 Member Grievance and Appeal System	
1.0 Organization 1.1 Plan Organization and Administration 1.2 Financial Information 1.3 Program Integrity and Compliance Program		
2.0 Systems and Processes 2.1 Management Information System 2.2 Quality Improvement and Health Equity Transformation Program 2.3 Utilization Management Program		

# Medi-Cal MCP RFP 20-10029

## MCP Contract Update Highlights

### Sample Contract - Other Exhibits





**Medi-Cal MCP RFP 20-10029  
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**Submitting Proposer Questions for  
MCP RFP 20-10029**

# Medi-Cal MCP RFP 20-10029

## *Submitting Proposer Questions for MCP RFP 20-10029*

### How to Submit

Submit by emailing [CDRFP8@dhcs.ca.gov](mailto:CDRFP8@dhcs.ca.gov), with subject line "Proposer Questions – RFP-20-10029".

### What to Include in the Inquiry

- Inquirer information
- Description of subject or issue in question or discrepancy found.
- Document name, section number, and page number.
- Format questions using the table template. **Microsoft Excel format is mandatory.**

Please see the **RFP Main, Section H. Proposer Questions** for further instructions.

### Question Submission Due Date

Submit inquiries to DHCS [CDRFP8@dhcs.ca.gov](mailto:CDRFP8@dhcs.ca.gov) no later than March 2, 4:00 PM PT.

### DHCS Response

Following the question submission deadline, DHCS will summarize all general questions and issues raised and post the summary of Q&As on the Cal eProcure site where RFP was posted.



# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## Review of Key Dates

# Medi-Cal MCP RFP 20-10029

## *Review of Key Dates*

Key Event	Date*
RFP Release	February 09, 2022
RFP Proposer Questions Due	March 2, 2022 4:00 PM PT
Voluntary Non-Binding Letter of Intent Due	March 2, 2022 4:00 PM PT
DHCS Responses to submitted Proposer Questions	March 23, 2022
Proposal Due Date	April 11, 2022 4:00 PM PT
Notices of Intent to Award Posted	August 9, 2022
Appeal Deadline	August 16, 2022 5:00 PM PT
Tentative Contract Award Date	August 22, 2022
Proposed Start Date of the Agreement	October 10, 2022
MCP Operational Readiness	Late 2022 – Late 2023
Implementation	January 1, 2024

\* Dates subject to change



# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## Q&A Session

# Medi-Cal MCP RFP 20-10029

## *Q&A Session Panelists*

- » **Susan Philip, M.P.P.**, Deputy Director, Health Care Delivery Systems
- » **Lindy Harrington**, Deputy Director, Health Care Financing
- » **Bambi Cisneros**, Assistant Deputy Director, Health Care Delivery Systems
- » **Michelle Retke**, Chief, Managed Care Operations Division
- » **Rafael Davtian**, Chief, Capitated Rates Development Division
- » **Dana Durham**, Chief, Managed Care Quality Monitoring Division

# Medi-Cal MCP RFP 20-10029

## *Q&A Session Format*

1. Questions must be RFP-related.
2. DHCS statements made during this web conference are non-binding.
3. If you would like to ask a question, it must be typed into the WebEx chatbox and sent to 'All Panelists'. Chatbox questions sent to the 'Host' or any specific individual will not be addressed.



# Medi-Cal MCP RFP 20-10029 Voluntary Pre-Proposal Web Conference

## Closing Remarks

# Medi-Cal MCP RFP 20-10029

## *Closing Remarks*

1. Webinar Slide Deck will be posted to the CD website no later than **4:00 p.m. PT February 28, 2022.**
2. Email questions and comments to [CDRFP8@dhcs.ca.gov](mailto:CDRFP8@dhcs.ca.gov) by **4:00 p.m. PT March 2, 2022.**
3. RFP information is available on the CD website at:  
[https://www.dhcs.ca.gov/provgovpart/rfa\\_rfp/Pages/CSBmcodmcpHOMe.aspx](https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBmcodmcpHOMe.aspx)

# Medi-Cal MCP RFP 20-10029

## Resources

<b>RFP 20-10029 CD website</b>	<a href="https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBmcodmcpHOMe.aspx">https://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/CSBmcodmcpHOMe.aspx</a>
<b>Medi-Cal Managed Care Procurement and Updated Contract</b>	<a href="https://www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx">https://www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx</a>
<b>CalAIM</b>	<a href="https://www.dhcs.ca.gov/CalAIM/Pages/CalAIM.aspx">https://www.dhcs.ca.gov/CalAIM/Pages/CalAIM.aspx</a>
<b>Medi-Cal Managed Care website</b>	<a href="https://www.dhcs.ca.gov/services/Pages/Medi-CalManagedCare.aspx">https://www.dhcs.ca.gov/services/Pages/Medi-CalManagedCare.aspx</a>
<b>Managed Care Plan County Model Change Information</b>	<a href="https://www.dhcs.ca.gov/services/Pages/County-Model-Change-Information.aspx">https://www.dhcs.ca.gov/services/Pages/County-Model-Change-Information.aspx</a>
<b>County Letter of Support</b>	<a href="https://www.dhcs.ca.gov/services/Documents/MMCD/Letter-of-Support-4-13-21.pdf">https://www.dhcs.ca.gov/services/Documents/MMCD/Letter-of-Support-4-13-21.pdf</a>



**Medi-Cal MCP RFP 20-10029  
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***Thank you  
for your participation***