



OFFICIAL RESPONSES TO VENDOR QUESTIONS  
 RFP-2023-DMS-06-MEDIC

No.	Question	Answer
1.	<p><b>RFP – Section 1 Purpose and Overview, Subsection 1.3 Procurement Timetable</b></p> <p>Will it be possible for respondents to request an extension to the response deadline of September 30, or to other deadlines in the RFP process?</p>	No.
2.	<p><b>RFP – Section 1 Purpose and Overview, Subsection 1.3 Procurement Timetable</b></p> <p>Can a proposal be submitted to the Department if a letter of intent was not submitted.</p>	Yes. The Letter of Intent was optional.
3.	<p><b>RFP – Section 1 Purpose and Overview, Subsection 1.3 Procurement Timetable</b></p> <p>How will proposers be informed if the Vendor Solicitation Response Due Date has changed?</p>	An addendum would be posted to the Department’s website. <a href="https://www.dhhs.nh.gov/news-and-media/rfp-2023-dms-06-medic-medicaid-care-management-dental-services">https://www.dhhs.nh.gov/news-and-media/rfp-2023-dms-06-medic-medicaid-care-management-dental-services</a>
4.	<p><b>Section 5 Solicitation Response Process, Subsection 5.3 Questions and Answers</b></p> <p>Can the Department negotiate the P-37</p>	The Department can negotiate Exhibit B – Scope of Work. The Department will not negotiate Exhibit N Liquidated Damages Matrix, and Exhibit O Quality and Oversight Reporting Requirement.



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	General Provisions, Exhibit A – Revisions to Standard Contract Provisions, Exhibit B – Scope of Work, Exhibit N Liquidated Damages Matrix, and Exhibit O Quality and Oversight Reporting Requirement?	Any revisions to the P-37 General Provisions must have been submitted during the Q&A period.
5.	<p><b>Appendix A – P37 and Standard Exhibit, Exhibit D – Certification regarding Drug Free Workplace Requirements</b></p> <p>a. Where on the Department’s website can respondents find Exhibit D, Drug Free Workplace Certification?</p> <p>b. Does the State require drug testing of the employees at the DO or subcontractor level?</p>	<p>a. Exhibit D, Certification Regarding Drug-Free Workplace Requirements, can be found in Appendix A – P37 and Standard Exhibits.</p> <p>b. No.</p>
6.	<p><b>Appendix G, Model Contract, Section 2, Definitions and Acronyms, Subsection 2.1, Definitions, Subsection 2.1.13, Care Manager</b></p> <p>The definition of care manager refers to a provider that is "hired" by the dental organization and then redefines the relationship as a "Participating Provider." Any participating provider would be contracted in the network but not an employee of the dental organization. Can the Department clarify this term?</p>	<p>In general, at the DO’s discretion, care manager responsibilities may be supported by DO employee(s), Subcontractors or other resources solely accountable to the DO.</p>
7.	<p><b>Appendix G, Model Contract, Section 3, General Terms and Conditions,</b></p>	<p>a. The contract requires that anyone with a misdemeanor controlled substance conviction having an ownership or</p>



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	<p><b>Subsection 3.1, Program Management and Planning, Subsection 3.1.14, Organization Requirements, Subsection 3.1.14.6., Prohibited Relationships</b></p> <p>a. The requirements appear to be far more rigorous than exclusion checks and CMR regulations require. The contract would appear to bar any agent (which could be an employee or a contractor) from working on the contract if they have a misdemeanor controlled substance conviction. Is this the intent of the state?</p> <p>b. Does the state intend to require monthly criminal background checks or just monthly exclusion list checks?</p>	<p>control interest in the entity or contracted entity must be excluded.</p> <p>b. The Department requires monthly exclusion list checks.</p>
8.	<p><b>Appendix G, Model Contract Section 2, Statement of Work, Subsection 2.1, Scope of Services, Subsection 2.1.2, Overview of Key MCM Model Dental Services Contract Components; and Appendix G, Model Contract, Section 4, Program Requirements, Subsection 4.10, Care Coordination and Care Management</b></p> <p>a. Will dental organizations have access to Members assigned medical managed care organization for coordination of care process and data share</p>	<p>a. No. It is the DO's sole responsibility to provide care management and care coordination for their Members.</p> <p>b. Yes.</p>

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	<p>agreements?</p> <p>b. Would Utilization Review Accreditation Commission and National Committee for Quality Assurance credentialing certification meet the Department's requirements?</p>	
9.	<p><b>Appendix G, Model Contract, Section 4, Program Requirements, Subsection 4.1, Covered Populations and Services, Subsection 4.12, Network Management, Subsection 4.12.6 Provider Contract Requirements</b></p> <p>Does the Department intend to review provider contracts before they are executed or can executed provider contracts be sent to the Department?</p>	<p>The State is required to ensure CMS and any state-specific contracting requirements are included in provider contracts which may warrant amendments to existing contracts. For details, refer to Section 4.12 of the Model Contract (Appendix G), In the event of previously executed contracts, contract templates would be sufficient to support the State's contract review.</p>
10.	<p><b>Appendix G, Model Contract, Section 4, Program Requirements, Subsection 4.1, Covered Populations and Services, Subsection 4.1.12, Non-Emergency Medical Transportation (NEMT), Paragraph 4.1.12.7</b></p> <p>a. Is it the intention of the Department to require the DO to contract with and provide transportation services specifically to arrange for dental</p>	<p>a. Yes.</p> <p>b. No. It is the DO's sole responsibility is to provide transportation for plan covered dental services for their Members. The capitated rates include an allowance for this transportation.</p>



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	services? b. Can members with children under 18 utilize the Department’s transportation vendor?	
11.	<p><b>Appendix G, Model Contract, Section 4, Program Requirements, Subsection 4.1, Covered Populations and Services, Subsection 4.1.12, Non-Emergency Medical Transportation (NEMT), Paragraph 4.1.12.7</b></p> <p>The language indicates that the dental organization shall assure that ninety-five percent (95%) of all Member scheduled rides for non-methadone services are delivered within fifteen (15) minutes of the scheduled pick-up time. How will the DOs have access to this need?</p>	<p>The DO will be responsible to provide non-emergency medical transportation for their Members and shall assure that ninety-five percent (95%) of all Member scheduled rides for dental services are delivered within fifteen (15) minutes of the scheduled pick-up time</p>
12.	<p><b>Appendix G, Model Contract, Section 5, Oversight and Accountability, Subsection 5.4, DMCM Withhold and Incentive Program</b></p> <p>Can the Department clarify whether the published rate includes the 5% withhold and is intended for provider APM incentive payments? Will the 5% be withheld and paid out according to the agreed to and approved plan, in alignment to providers</p>	<p>The final published capitation rates include a 2 percent (2%) annual withhold amount as a percent of capitation for the rating period. Rather than capitation amounts withheld prospectively from the plan’s capitation payments, the cumulative annual withhold amount is either recovered from the plan or released in whole or in part upon reconciliation and settlement annually. For example, in year one, if the plan does not earn their entire withhold by meeting minimum performance standards established annually, the plan’s unearned portion is withheld in an incentive pool for possible distribution in future years. In addition, the Department may offer opportunities for the DO to earn a withhold credit, which will reduce the total percentage of the DO’s</p>

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	who achieve the APMs goals and are eligible for the incentive?	capitation payments that are withheld for the Withhold and Incentive Program.
13.	<b>Appendix G, Model Contract:</b> Are there program requirements not set forth in this agreement?	The Model Contract (Appendix G) specifies federal and state rulemaking authorities that govern program requirements, including those specified throughout the contract.
14.	<b>Appendix G, Model Contract Exhibit N</b> Would the Department consider a liability cap or redlines to the SLA and liquidated damage sections? Some of the SLAs are not defined such as discriminating against a member.	The Department would not consider a liability cap or redlines to the liquidated damage sections.
15.	<b>General:</b> Has the Department obtained consent from the members to receive the welcome calls and any other text, email or phone communications?	The Department is exploring a consent solution for the vendor's electronic communications with Members.