



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFP-2024-DMS-04-INDEP

No.	Question	Answer
1.	<p>Section 2.1. Scope of Services</p> <p>Section 2 in the RFP includes Q1-Q5, yet Technical Responses to Questions only includes Q1-Q3. Can the bidder add Q4-Q5 to Appendix E and respond to those questions there?</p>	<p>Please see Addendum #1.</p>
2.	<p>Section 2.1. Scope of Services</p> <p>Would systems integration be desired (i.e. API connectivity) between the selected Contractor's platform and the Department's case platform?</p>	<p>No</p>
3.	<p>Subsection 2.1. Scope of Services</p> <p>Please provide an examples of a case that requires an urgent review?</p>	<p>An urgent review could involve questioning the coverage of a currently non-covered service for a member, for which time is a factor.</p>
4.	<p>Section 2.1. Scope of Services, Subsection 2.1.7.</p> <p>How many questions does the Department require the physician to answer on average for routine drug reviews and urgent clinical</p>	<p>The Department requires the physician to answer approximately one question for each review, however this may vary.</p>

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	reviews.	
5.	<p>Section 2.1. Scope of Services, Subsection 2.1.7.</p> <p>What is the average page count for:</p> <p>a) routine drug reviews, b) urgent clinical reviews</p>	<p>a) Drug reviews average 2-3 pages b) Clinical review page counts are dependent upon the case notes.</p>
6.	<p>Section 2.1. Scope of Services, Subsection 2.1.1.</p> <p>Does the Department require New Hampshire state match licensure?</p>	<p>No, New Hampshire licensure is not required. Licensure in the state the reviewer practices in is required.</p>
7.	<p>Subsection 2.1. Scope of Services, Subparagraph 2.1.4.3.</p> <p>Is there any volume on weekends and/or holidays?</p>	<p>No, state offices are closed on weekends and holidays.</p>
8.	<p>Appendix A- P-37 General Provisions and Standard Exhibits</p> <p>Does Appendix A- Form P-37 General Provisions and Standard Exhibits need to be completed and returned within the proposal?</p>	<p>No.</p>
9.	<p>Appendix D & E</p>	<p>See Subsection 2.3. Technical Response Contents</p>

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	Please confirm that the Technical Response consists of completing Appendixes D and E.	
10.	<p>Appendix E – Technical Response to Questions</p> <p>Is the Department looking for names of the physicians, or alternatively a list of specialties and number of physicians within each specialty that the vendor will provide?</p>	The Department is looking for a list of specialties and number of physicians within each specialty.
11.	<p>Appendix F – Cost Proposal Sheet</p> <p>Is the Department looking for fixed fees per review inclusive of all costs associated with the review, including Department clarifications and any questions the Department may have for the physician post-review decision?</p>	Yes.
12.	<p>Appendix F –Cost Proposal Sheet</p> <p>Is the Department looking for fixed fees that remain stable through June 30, 2026 without an escalator?</p>	Yes.
13.	<p>Appendix F- Cost Proposal</p> <p>Please confirm if the cost proposal should</p>	Per section 6 of the RFP, vendors must submit a separate electronic document for the Technical Response and a separate electronic document for the Cost Proposal. Both documents can be sent in the same email.

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	<p>be submitted as a separate Excel document from the Technical Response. Can the Cost Proposal and Technical Proposal be included within the same email response to the Department?</p>	
14.	<p>General</p> <p>Who is the current Contractor and what are the current fees charged for each review type listed under Section 2.1.4. of the RFP?</p>	<p>The current contract and amendment can be found at the following link - 011-gc-agenda-061919.pdf (nh.gov)</p>
15.	<p>General</p> <p>Is there a page limit for any of the documents that must be submitted?</p>	<p>No</p>
16.	<p>General</p> <p>Please confirm that answers to the questions with the appendices can be furnished outside the designated boxes. For formatting reasons such as including resumes and sample adjudications, would the Department accept addendums/exhibits to each question with Appendix D and E?</p>	<p>If additional attachments are required, submit the attachments in the order they are requested within each document. There is no limit for Appendix E- Technical Response to Questions or any associated attachments.</p>
17.	<p>General</p> <p>Are peer-to-peer calls required for any of the reviews services? If so, which review</p>	<p>Peer-to-peer calls are not required for any of the reviews.</p>

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	services? If peer-to-peer calls are required, please clarify how best to include pricing on Appendix F- Cost Proposal.	
18.	General How will the Department provide referrals to the selected vendor?	Please refer to Addendum 1, Item #3
19.	General Is the selected Vendor required to be a New Hampshire-licensed Medical Director?	No
20.	General Please provide an estimated frequency for which the reviewing physicians would be required to communicate with the Department?	The reviewing physician does not communicate with the Department, the selected Vendor will communicate with the Department.
21.	General Please elaborate on the specific requirements related to the provision of clinical consultants.	After a request from a provider for a non-covered service, case information would be provided, with a question(s) of if that service is medically necessary/appropriate.