



Department of
Job and Family Services

John R. Kasich, Governor
Cynthia C. Dungey, Director

January 21, 2016

Dear Vendor:

This letter is to announce the release of the Ohio Department of Job and Family Services (ODJFS) Request for Information (RFI) number JFSR1617178110 for the purpose of obtaining information on organizations with the capacity and expertise necessary to perform detailed case development and case management services for approximately 35,000 medical or psychological disability determination cases per year. ODJFS has the responsibility of developing the medical/psychological case information necessary for a disability determination according to disability guidelines established by the Social Security Administration, by providing basic medical examinations; completing mental functional capacity assessments; obtaining and compiling historical medical information; and securing other physical and psychological examinations and tests necessary to evaluate an individual. The developed cases will be transferred by the selected vendor via electronic upload to ODJFS for completion of federally compliant disability determinations. ODJFS is interested in making changes to the Disability Financial Assistance (DFA) program.

If your organization is interested in submitting a response for this important project, please obtain the RFI through the ODJFS web site at <http://www.ifs.ohio.gov/rfp/>. In the event of any problems accessing this document or opening the above referenced ODJFS URL, please contact the RFP/RLB Unit at (614) 728-5693.

Responses must be prepared and submitted in strict accordance with the requirements and time frames given in the RFI. Thank you for your attention to this request.

Sincerely,

Jay Easterling
Deputy Director
Contracts and Acquisitions

30 East Broad Street
Columbus, Ohio 43215
jfs.ohio.gov

Ohio Department of Job and Family Services (ODJFS)

**Request for Information
Number JFSR1617178110**

Disability Financial Assistance Project

Section I – General Information

The Ohio Department of Job and Family Services (ODJFS) releases this Request for Information (RFI) for the purpose of obtaining information on organizations with the capacity and expertise necessary to perform detailed case development and case management services for approximately 35,000 medical or psychological disability determination cases per year. ODJFS has the responsibility of developing the medical/psychological case information necessary for a disability determination, according to disability guidelines established by the Social Security Administration by providing basic medical examinations; completing mental functional capacity assessments; obtaining and compiling historical medical information; and securing other physical and psychological examinations and tests necessary to evaluate an individual. The developed cases will be transferred by the vendor via electronic upload to ODJFS for completion of federally compliant disability determinations. ODJFS intends to make changes to the Disability Financial Assistance (DFA) program. The Ohio Department of Medicaid (ODM) is the current processor for the DFA program. By January of 2017, Medicaid will no longer process DFA claims. Instead ODJFS, with the help of a vendor, will become the processors. Having this information will assist ODJFS in gaining a better understanding of price, product, and number of vendors needed to work on DFA cases. Accordingly, ODJFS is releasing this RFI to organizations and/or companies that offer disability medical review that affects an individual's eligibility for Medicaid and for the adjudication and payment of claims for covered services for that individual.

ODJFS would like to review and consider available options for operating and providing case management; medical examinations and testing; securing documentation; and case preparation. Additionally, experience and technology requirements for electronic data file transfers, both incoming and outgoing; and Medicaid and/or private or commercial health care program experience is necessary. ODJFS also seeks specific information on prices associated with the use of such methods and pricing structures used by firms that can provide those improvements to government agencies.

Suggestions and comments from firms, individuals, or organizations (referred to collectively in this RFI as “vendors”) that offer information for the disability determination process, specifically related to the project as described in Section III of this RFI are invited. The objective of this RFI is to gather

feedback from vendors that can fulfill specific programmatic needs for medical expertise in case management/case development through a contract with a properly qualified and licensed professional organization. ODJFS plans to obtain the services of one disability determination project vendor to work with the Bureau of Operational Support to assist in the case development necessary for disability determination reviews in accordance with Ohio Administrative Code (OAC) Chapter 5101:1-5, Chapter 5101:1-37 and other relevant rules to meet ODJFS specifications.

If there are alternatives which fall outside of the parameters listed but could achieve the stated goals of the project, ODJFS would be interested in those as well. ODJFS recognizes the depth of knowledge and experience present in the vendor community and understands that it could provide valuable information that would help in the ODJFS' assessment of its current processes for verifying applicant eligibility, and to decide upon the nature and extent of any revisions to its current methods and policies. This RFI is an effort to draw on that expertise.

IMPORTANT: Vendors are NOT to include ANY trade secret information because the contents of their response to this RFI will be considered public information and made available upon request. Responses to this RFI are to contain general descriptions of methods, technological solutions, or services that would serve ODJFS' needs; ODJFS seeks nothing as detailed as the sort of information that might be considered proprietary in nature.

RFI Clarification Process – Questions and Answers

Interested parties may ask clarifying questions regarding this RFI, using the following Internet process:

- * Access the ODJFS Web Page at <http://jfs.ohio.gov>
- * Select "Doing Business with ODJFS" from the bottom of the page;
- * Select "RFP's" from the left side column;
- * Select RFP Number JFSR1617178110 from the list of competitive opportunities;
- * Follow the link to the dedicated web page;
- * Select "Submit Inquiry" near the bottom of the web page;
- * Follow instructions there for submitting questions; or, to view posted questions and answers;
- * Select "View Q and A" near the bottom of the web page.

In submitting a question, please provide the contact person's name, the organization's name, email address, and business phone number. ODJFS will not respond to questions submitted after 8:00 a.m. on the date the Q&A period closes, as identified in the following section.

Questions will be answered only if they are submitted using this process, and are received before the close of the Q&A period. All ODJFS answers will be posted for reference by all interested parties; answers will be posted on the Internet website dedicated to this RFI and may be accessed by following the instructions provided above.

Questions will only be answered within this forum.

In the event of any technical difficulties with this Q&A process, vendors may seek assistance by contacting the ODJFS, Office of Contracts and Acquisitions, RFP/RLB Unit at PH: (614) 728-5693. This number is provided exclusively to assist with technical difficulties accessing the Q&A process; no content questions will be accepted.

Anticipated Timetable

DATE	EVENT/ACTIVITY
January 21, 2016	ODJFS releases the RFI to the Vendor Community on the internet: Q&A period opens -RFI becomes active -Interested Parties may submit inquiries
February 9, 2016	Q&A period closes; 8 a.m. (for inquiries for RFI clarification) -No further inquiries will be accepted -ODJFS will provide answers to the inquiries as they come in that will make up the Final Q&A Document
February 29, 2016	Deadline for Interested Parties to submit responses to ODJFS (3 p.m.)
March 2016	Interested Party interviews (potentially; only at ODJFS discretion)

Section II – Project Background

ODJFS intends to make changes to the DFA program. ODM is the current processor for the DFA program. By January of 2017, Medicaid will no longer process DFA claims. Instead ODJFS, with the help of a vendor, will become the processors. Likewise, ODJFS is releasing this RFI to gain a better understanding of price, product, and number of vendors needed to work on DFA cases.

Section III – Outline of ODJFS Needs, Specifications, and Assumptions

The following is a synopsis of the current disability determination process. This process is a joint exercise between county department of job and family services, ODJFS, and ODM. The scope of work that will be required of the medical organization is Steps 2 & 3 of this process.

Step 1: The county completes and submits forms to medical organization, uploads JFS03605 eform to Ohio's electronic disability processing system (eQuIL) and creates an active CRIS-E (Name of current public benefit/client management tracking system) AEICM screen.

Step 2: The vendor reviews documentation, identifies alleged disability, obtains available relevant medical evidence and forms, orders testing/consultative exams if necessary, and uploads case into eQuIL.

Step 3: ODJFS/ODM disability determination area reviews case in eQuIL, requests additional information or a second opinion (request for additional medical evidence) from the vendor if necessary, and makes disability decision. Decision electronically updates the County Department of Job and Family Services (CDJFS) via eQuIL.

Step 4: The county determines final eligibility. The process begins with the CDJFS which completes the initial general Medicaid application (JFS07200); the CDJFS referral to DDU form (JFS03605); the initial disability social summary form (ODM07004); medical releases (such as ODM03397 and SSA-3288); and the Social Security authorized representative form (SSA-1696). All documentation, except the JFS07200 form, will be forwarded to the vendor. The vendor will be responsible for the development, collection, and coordination of disability determination cases.

NOTE: The eQuil system may be replaced in the near future. A cost analysis is going on concurrently with this request for information. Any replacement for eQuil will still maintain the same functionality.

The vendor for the new process must be able to accomplish the following activities:

- A. The vendor will assist the consumer in obtaining disability medical and psychological documentation including testing and/or consultative examinations that correlate with the applicant's alleged disability, in accordance with the Social Security Disability Guidelines. The vendor's developed medical or psychological case information will be uploaded into eQuIL or its successor.
 - 1. The initial case upload from the medical vendor must contain the following:
 - a. ODM07302;
 - b. ODM07308 (if a mental impairment is alleged as a disability);
 - c. ODM7004; and,
 - d. at least one piece of supporting medical documentation.
 - 2. It is preferred that the disability case be fully developed by the vendor prior to uploading into eQuIL or its successor.
 - 3. A fully developed disability case is one:

a. that contains enough medical evidence to either support or deny a social security disability listing; and,

b. that does not require a deferral or second opinion by the ODJFS disability determination unit back to the vendor.

4. Should ODJFS disability determination area defer or request additional medical evidence, the evidence can be obtained and uploaded by the vendor into the active eQUL case.

B. The vendor must have access to a statewide medical provider network for:

1. Consultative examinations;

2. Medical or psychological testing;

3. Completion of disability questionnaires when necessary and appropriate (e.g., ODM 07302 basic medical form and ODM07308 mental functional capacity assessment). It may also be necessary for the vendor's network provider(s) to examine the individual applicant and complete the forms listed above when applicants have no primary care physician or psychological provider to complete them; and,

4. Residual functional capacity evaluations.

C. The vendor must have the capacity to handle approximately 611 new cases per month, 7,332 new cases per year with a performance rate standard of 80% case completion within sixty-five (65) days from date of general Medicaid application to date of upload into eQUL or its successor

D. The vendor must have access to a medical professional network appropriate to the geographic distribution of Ohio's disability applications. 53% of the cases received in 2010 were from the metropolitan areas of Cincinnati/Dayton, Toledo, Columbus and the Cleveland/Akron/Canton area. The remaining 47% were representative of rural Ohio areas.

E. The vendor will be expected to complete the case development process which shall include, but is not limited to, the following:

1. Developing a secure communication pathway available to CDJFS for submission of the disability ODM07004 social summary form, medical releases, authorized representative forms and any medical documentation that may be submitted initially to the CDJFS;

2. Ensuring that a receipt for documents is provided to CDJFS for the submitted forms;

3. Developing a secure communication pathway, preferably email, for inquiries from and to ODJFS disability determination area CMS mailbox as well as the CDJFS disability mailboxes;
4. Maintaining a case tracking system to include at least the recipient identification number, recipient demographics and other pertinent data that will provide for ease of contact, medical information requested, dates of request, provider from whom records have been requested, date medical information expected, and the stage of case development process;
5. Preparing production metrics reports, such as monthly/yearly case volume, adherence to contractual sixty-five (65) day expectations, cases per county, age of case per county (both received and submitted);
6. Contacting the individual applicant when necessary and tracking the documentation of such;
7. Maintaining an internet connection for access to Social Security Disability Guidelines;
8. Obtaining any existing medical documentation dated within eighteen (18) months of the general Medicaid application date and is relevant to the individual applicant's alleged disabilities as identified on the ODM07004 social summary form;
9. Obtaining a completed ODM07302 basic medical form, ODM03606 medication dependencies form (note: ODM03606 not mandated, but helpful), and the ODM07308 mental functional capacity assessment form (if appropriate according to alleged disabilities) from the individual applicant's provider(s);
10. Determining if further testing and/or consultative examinations are warranted for case development according to the Social Security Disability guidelines;
11. Scheduling consultative examinations and tracking of process;
12. Scheduling medical testing and tracking of process;
13. Assisting the applicant with transportation to scheduled tests/examinations if necessary;
14. Scanning collected case documentation into multi-page TIFF image files;
15. Uploading case documentation into Ohio's electronic disability processing system (eQuIL) via VPN network connection from one central location;

16. Cooperating with the CDJFS for county hearing case development and compliance. Additional medical testing or additional review may be necessary in maintaining hearing compliance, and when needed, it is considered part of the process;
 17. Providing testimony at hearings, if needed;
 18. Maintaining information technology (IT) support for vendor connection to ODJFS connection; and,
 19. Maintaining a toll free number from 8 am to 5 pm Monday through Friday (excluding state-sanctioned holidays) for communication with individual applicants when necessary.
- F. The vendor will assist the consumer in obtaining disability medical and psychological documentation including testing and/or consultative examinations that correlate with the applicant's alleged disability according to the Social Security Disability Guidelines.
- G. The vendor will upload each completed disability case into eQuIL according to the production standard of sixty-five (65) days. Following the vendor's completion and upload of a disability case, ODJFS must then make its final medical decision in order to complete the disability determination process for Medicaid applications made on the basis of disability. As indicated in 20 CFR 416 Subpart I, the entire process from the date of the Medicaid application to the date of the ODJFS final medical decision may not exceed ninety (90) days.
- H. The vendor acting on behalf of ODJFS shall refrain from activities which could result in violations of ethics and/or conflicts of interest. Vendors must describe in their proposal the checks and balances they will have established to prevent this from occurring. The vendor will ensure that the ODJFS contract manager and ODJFS eQuIL system administrator will have access to their case management system.
- J. The vendor shall maintain a fiscal/billing process that identifies Medicaid expenditures for Medicaid cases.
- K. The vendor shall acknowledge that all medical documentation obtained or purchased in association with a Medicaid applicant remains the sole property of ODJFS. At closure of a case, no copies will remain in any vendor's system(s) excluding the ODJFS eQuIL system. Medical documents will be retained in eQuIL according to the ODJFS retention policy.

If vendors could suggest alternatives beyond the parameters given in this RFI, and could achieve the general goals behind the release of this RFI, ODJFS would be interested in those as well.

Section IV - Content and Format of Response

General Response Guidelines:

- A. Responses should be limited to 15 pages in length, including any charts, graphs or information display tools.
- B. Responses should briefly describe the vendor organization, including its products and services and its industries and customers.
- C. Responses should briefly describe how its suggested approach to meeting ODJFS' needs to perform detailed case development and case management services for approximately 35,000 medical or psychological disability determination cases per year would be better for Ohio than another possible solution.
- D. Responses should briefly describe the services it could provide or develop in order to meet the needs referenced in Section III, and provide a description of the proposed approach to meeting the ODJFS' needs.
- E. Responses should provide an estimate of the implementation or start-up timeline for the proposed service for any new customers.
- F. If the suggested solution or approach is technology-based, responses are to describe any technological requirements, contingencies, and prerequisites for ODJFS for the solution's implementation.
- G. Responses should describe the relationship with any sub-contractors, including the services they would provide, the duration of the relationship, and a summary of past projects completed together.
- H. Responses should describe any training that would be necessary for ODJFS staff, detailing the likely length, mode, and location of the training.
- I. Responses should provide an all-inclusive cost estimate. It should contain all costs associated with the proposed implementation plan and any other costs necessary to effect a successful implementation and ongoing operation for the project. The estimate is to present discrete prices of various components of the work to allow for analysis by ODJFS.

Responses to this RFI must be addressed to:

Office of Contracts and Acquisitions

Ohio Department of Job and Family Services

30 East Broad Street, 31st Floor

Columbus, Ohio 43215

ATTN: RFP/RLB Unit

Section V – Results from RFI Effort and Next Steps

If ODJFS learns of the existence and availability of multiple cost-effective methods and technologies for enhancing its ability to perform detailed case development and case management services for approximately 35,000 medical or psychological disability determination cases per year and decides to acquire such services, a formal competitive procurement will be developed and released in order to identify the vendor most capable of fulfilling the ODJFS' specific needs at the most reasonable cost. In that event, the competitive opportunity would be open to any vendor that meets the requirements that would be defined in that procurement, and participation in this RFI process would NOT be a requirement. Also, whether any vendor decides to respond to this RFI will neither increase nor decrease that vendor's chances of being awarded a contract from any competitive solicitation, if any is subsequently made.

However, if ODJFS determines that inadequate competition among vendors offering such technology, methods, and/or services currently exists to warrant an open competitive opportunity, but a single solution is identified, ODJFS may decide to negotiate a contract with the vendor offering that solution.

Thank you for your efforts to provide ODJFS with your suggestions, comments and relevant information to assist with this project.