

**Ohio**  
Department of Medicaid  
John R. Kasich, Governor  
John B. McCarthy, Director

August 28, 2014

Dear Vendor:

This letter is to announce the release of The Ohio Department of Medicaid (ODM) Request for Information (RFI) for the purpose of seeking input from those most affected by and interested in the utilization of electronic verification systems for long term services and supports provided to individuals residing in community settings. Specifically, we are looking for comments and suggestions which represent your thoughts on the alternatives and objectives of the project as listed in Section II of the RFI. The depth of knowledge and experience present in the collective stakeholder community provides an excellent opportunity to gather relevant and valuable information to help inform the development process connected with this project. This RFI is only the first significant effort to reach out to and draw on that expertise.

Respondents should note that no contract will be awarded pursuant to this RFI and that responding to, or not responding to, this RFI will neither increase nor decrease any respondent's chance of being awarded a contract from a subsequent solicitation by the State of Ohio. Please be advised as well that the contents of your response will be considered public information and will be made available upon request by interested parties.

Interested Parties may ask clarifying questions regarding this RFI. To ask a question, Interested Parties must use the following Internet process:

1. Access the ODM Web Page at <http://jfs.ohio.gov/>
2. Select "About Us" on the front page;
3. Select "Doing Business with ODM;"
4. Select "Requests for Proposals, Letterhead Solicitations, and Other Invitations;"
5. Select RFI Number **ODM14159008**;
6. Click the "Submit an Inquiry" Button to ask a question about the RFI; and,
7. Follow the instructions to send an e-mail question.

If you experience problems opening the above referenced DAS URL, please contact the ODM Office of Contracts and Procurement at the following telephone number: (614) 752-2505.

Thank you for your attention to this request.

Sincerely,

*(Signature on File)*

Jessica Gaston Mathews  
Deputy Director  
Office of Contracts and Procurement

## Request for Information # ODM-1415-9008

### Implement Electronic Verification in HCBS Programs

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#### Section I – General Information

The Ohio Department of Medicaid (ODM) releases this Request for Information (RFI) for the purpose of seeking input from those most affected by and interested in the utilization of electronic verification systems for long term services and supports provided to individuals residing in community settings. Specifically, we are looking for comments and suggestions which represent your thoughts on the alternatives and objectives of the project as listed in Section II of the RFI. The depth of knowledge and experience present in the collective stakeholder community provides an excellent opportunity to gather relevant and valuable information to help inform the development process connected with this project. This RFI is only the first significant effort to reach out to and draw on that expertise.

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7. Follow the instructions to send an e-mail question.

Questions about this RFI must reference the relevant part of this RFI, the heading for the provision under question, and the page number of the RFI where the provision can be found. The Interested Party must also include the name of a representative of the Interested Party, the company name and business phone number. ODM may, at its option, disregard any questions which do not appropriately reference an RFI provision or location, or which do not include identification for the originator of the question. ODM will not respond to any questions submitted after 10:00 a.m. on the date the Q&A period closes.

The answers provided by ODM may be accessed by following the instructions above, once the Q&A period closes and ODM posts the Q&A Document.

ODM responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFI, for reference by all Interested Parties. Interested Parties' questions shall only be answered inside this forum. Clarifying questions asked and ODM responses to them comprise the "ODM Q&A Document" for this RFI. ODM reserves the right to determine when to post (i.e., as received or after the closing of the Q&A period) official answers to vendor questions.

Vendor proposals in response to this RFI are to take into account any information communicated by ODM in the Final Q&A Document for the RFI. It is the responsibility of all Interested Parties to check this site for responses to questions, as well as for any amendments or other pertinent information regarding this RFI.

### Anticipated Timetable

DATE	EVENT/ACTIVITY
August 28, 2014	ODM releases the RFI to the Vendor Community on the internet: Q&A period opens -RFI becomes active -Interested Parties may submit inquiries.
September 12, 2014	Q&A period closes; 8 a.m. (for inquiries for RFI clarification) -No further inquiries will be accepted -ODM will provide answers to the inquiries as they come in that will make up the Final Q&A Document
September 26, 2014	Deadline for Interested Parties to submit responses to ODM (3 p.m.)
TBD	Interested Party interviews (at ODM discretion)

## Section II – Background

Ohio’s Medicaid program purchases community based long term services and supports for approximately 100,000 individuals each year. Those services are purchased through both fee for service and managed care models and include, but are not limited to, nursing services (by an RN, an LPN or an aide), personal care services, home delivered meals, and equipment. Services are provided by both agencies and independent providers.

Long term services and supports are provided in both managed care and fee for service environments. As MyCare Ohio is implemented in selected regions in the state, the role of managed care in the delivery of long term services and supports is growing rapidly. In addition, programs providing long term services and supports are administered by the Ohio Department of Aging, the Ohio Department of Developmental Disabilities and the Ohio Department of Mental Health and Addiction Services. The implementation of an, in home, electronic verification system must provide the flexibility and capacity to serve consumers in any of these programs in addition to individuals receiving services through traditional fee for service Medicaid. An electronic verification system implemented in the Ohio Medicaid program must provide flexibility regarding the services monitored and be adaptable to changes in purchasing strategies over time.

Ohio’s goal is to ensure access to long term services and supports in an individual’s home in a cost effective manner that ensures both the independence and the health and safety of the individual receiving services. In order to improve the effectiveness of service delivery and to ensure appropriate oversight of the providers of services in the homes of individuals enrolled in the Medicaid program, Ohio is exploring the role of electronic verification systems in the administration of the Medicaid program.

Electronic verification systems can improve operational efficiency for providers, improve and simplify recordkeeping, assist in effective care management and provide an important tool for program integrity efforts. Electronic verification systems can reduce the cost of providing services, eliminate errors in billing, and reduce fraud and abuse in the Medicaid program. Technology used in electronic verification systems can include:

- Telephony;
- Mobile phone devices with GPS;
- Tablet based solutions;
- Biometric recognition technologies;
- Electronic random number match devices.

Other State Medicaid programs that have pursued the implementation of electronic verification systems have chosen different approaches. Options for implementation include:

- A requirement that all providers of specified services use an electronic verification system meeting published specifications;
- A requirement that all providers of specified services acquire and use a specific electronic verification system;
- A requirement that all providers of specified services use an electronic verification system provided by the state's Medicaid program.

Ohio is interested in understanding options for electronic verification systems that can do the following:

- Document the time and duration of a visit by a provider;
- Provide verification of service delivery from the individual served;
- Allow program providers to improve administrative efficiency through tools to improve the accuracy of record keeping and time reporting;
- Link with the claims payment system and a care management system to ensure that claims are paid only when the service is authorized and delivery is verified;
- Provide tools that will improve care planning and service delivery through improved documentation and communication, including real time notification to care managers in the event a service provider does not arrive as scheduled;

### **Section III - Content of Response**

- We are asking that interested parties limit their responses to no more than 15 pages in length, including any charts, graphs or other similar items. This will facilitate a more rapid review of the comments and allow for a timely follow-up with specific responders, as needed.
- Please briefly describe your organization, including the services you provide, your relationship with Medicaid programs in other states, and whether you are a party to a cloud agreement with the Ohio Department of Administrative Services.
- Please indicate which approach to implementing an electronic verification system is preferable and explain why.

- Please describe the electronic verification system you would recommend, including the technology used, the system features and the services which would be monitored. If you would propose monitoring selected services or limiting the application to specific provider types, please explain why you chose those services and/or provider types.
- Please explain how the recommended model satisfies the objectives of an electronic verification system outlined in Section II. Identify any additional benefits to implementing the recommended electronic verification system.
- Please explain how the recommended model would be utilized in fee for service and managed care environments.
- Please explain the manner in which the recommended electronic verification system would interact with a case management system and the claims payment system.
- Please explain the scalability of the recommended electronic verification system. How could it be expanded to other services and programs after initial implementation?
- Please explain the benefits to providers offered by the recommended electronic verification system. Include an analysis of the impact the electronic verification system would have on the provider's cost to deliver services.

This RFI is intended to generate constructive and substantial comment from all of the stakeholders with an interest in the development, design and ultimate implementation of electronic verification technology in Ohio's Medicaid program. We intend to use the comments and suggestions received to inform and guide the next steps in this process, as well as to facilitate and inform further conversations with stakeholders.

#### **Section IV - Trade Secrets Prohibition; Public Information Disclaimer**

Vendors are prohibited from including any trade secret information, as defined in ORC section 1333.61, in their proposals in responses to any procurement efforts. ODM shall consider all proposals or similar responses voluntarily submitted to any ODM procurement document to be free of trade secrets, and such proposals. If opened by ODM will, in their entirety, be made a part of the public record, and shall become the property of ODM.

Any proposal(s) received in response to any procurement effort and reviewed by ODM are deemed to be public records pursuant to ORC section 149.43. For purposes of this section, the term "proposal" shall mean both the technical proposal (or application or other response documentation) and the cost proposal submitted by vendors/applicants and any attachments, addenda, appendices, or sample products.

#### **Section V - Submission**

ODM requests submissions in both paper and electronic format. The information should be prepared and submitted in accordance with instructions found in this section. The submission must include:

- **Two (2)** paper copies (one signed original and one copy) and one CD-ROM copy of the submission;

Please ensure that all copies and all formats of the proposal are identical.

The vendor's total submission must be received by the Office of Contracts and Procurement (OCP) no later than **3:00p.m.** on **September 26, 2014**. Faxes or e-mailed submissions will not be accepted. Vendors are encouraged to hand-deliver to the address below, or use a private delivery company (e.g., FedEx, UPS) to deliver their submissions, as these types of companies deliver directly to ODM's security desk in the building lobby where it will be received and date and time stamped.

**Address for hand delivery or delivery by a private delivery company:**

**Office of Contracts and Procurement  
Ohio Department of Medicaid  
ODM-1415-9008  
50 West Town Street  
Columbus, Ohio 43215  
ATTN: RFP/RLB Unit**

**Address for postal deliveries:**

**Ohio Department of Medicaid  
Office of Contracts and Procurement  
ODM-1415-9008  
PO Box 182709  
Columbus, Ohio 43218-2709  
ATTN: RFP/RLB Unit**

Please convert the entire submission into one single secure .pdf document saved to the CD-ROM submitted to ODM. If the submission's size necessitates more than a single .pdf document to contain the entire proposal, please use the fewest separate .pdf documents possible.

CD-ROMs should be labeled with the organization's name, the RFI number, and the submission date or due date. The requested CD-ROMs will be used by ODM for archiving purposes and for fulfillment of Public Records Requests.

All submissions must be received by OCP by the specified deadline. Materials received after the date and time as stated above will not be added to any previously received submissions.

OCP will accept submissions at any time during normal ODM business hours prior to the posted submission deadline (date and time). ODM is not responsible for submissions incorrectly addressed or for delivery to any ODM location other than the addresses specified above. No confirmation of mailed submissions can be provided.

Thank you for your interest in this project.